

## 1. Introduction

- 1.1 This Code of Practice provides the basis for good practice in the marketing, operation and administration of education and training services by Unity College Australia, a Registered Training Organisation registered under Australian Skills Quality Authority (ASQA), who are the National Vocational Education and Training Regulator (NVR).
- 1.2 For the purposes of this Code "*student*" refers to any person, participating in education or training delivered by Unity College Australia. A "*client*" is a person or organisation who may enter into a contract with Unity College Australia for the delivery of education and training services.

## 2. Provision of Training and Assessment Services

- 2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services and which safeguard the interests and welfare of students and/or clients.
- 2.2 Our organisation maintains a learning environment that is conducive to the success of it's students.
- 2.3 Our organisation has 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.
- 2.4 Our organisation monitors and assesses the performance and progress of its students.
- 2.5 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students.
- 2.6 Our organisation ensures that assessments are conducted in a manner which meets the learning outcomes of the accredited courses and/or relevant Training Package(s).
- 2.7 Our organisation is committed to access and equity principles and processes in the delivery of its services.
- 2.8 Our organisation will conduct an internal audit of its policies and procedures, at least annually, in order to comply with the Standards for NVR Registered Training Organisations (SNR) that are part of the VET Quality Framework.
- 2.9 Our organisation undertakes to implement procedures to identify and manage risks concerned with compliance with the NVR SNR standards and to correct and prevent any failure to comply with our quality system, policies and procedures.

## 3. Issuance of Qualifications

Our organisation issues qualifications and statements of attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate National Guidelines and our organisation acknowledges that qualifications are nationally recognised.

# Code of Practice (cont)

---

## 4 Marketing of Training and Assessment Services

- 4.1 Our organisation markets and advertises its products and services in an ethical manner.
- 4.2 Our organisation gains written permission from a student or client before using information about that individual or organisation in any marketing materials.
- 4.3 Our organisation accurately represents recognised training products and services to prospective students and clients.
- 4.4 Our organisation ensures students and clients are provided with full details of any contract arrangements with the organisation.
- 4.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

## 5. Financial Standards

- 5.1 Our organisation has measures in place to ensure that *students* and clients receive a refund of fees for services not provided.
- 5.2 Our organisation ensures that the contractual and financial relationship between the student and/or client and the organisation is fully and properly documented and that copies of the documentation are made available to the student and/or client.

*Documentation may include: the rights and responsibilities of students, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients.*

## 6. Provision of Information

- 6.1 Our organisation supplies accurate, relevant and up-to-date information to prospective students and clients covering, but not limited to:
  - Code of Practice of the Organisation
  - accreditation status of the course
  - entry requirements
  - arrangements for recognition of prior learning
  - commencement dates and duration of courses
  - certification to be issued on completion or partial completion of the course of study
  - requirements to achieve the qualification/certification
  - articulation of the course with other training
  - policies on assessment, grading, re-assessment
  - costs of training
  - arrangements for refund and protection of students' fees
  - complaints/appeals processes
  - rights and responsibilities of student and provider
  - conditions under which tuition may be terminated
  - student support services

## 7. Recruitment

Our organisation conducts recruitment of students at all times in an ethical and responsible manner including assessing the education background of students.

## Code of Practice (cont)

---

### 8. Support Services

Our organisation provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

### 9. Complaints Mechanism

9.1 Our organisation ensures that students and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for students to appeal against decisions which affect the students' progress.

9.2 For this purpose, our organisation has a complaints policy and appropriate operational mechanisms which are made known to students at the time of enrolment.

9.3 Where a complaint cannot be resolved internally, our organisation advises the student and/or client of the appropriate body where they can seek further assistance.

### 10. Record Keeping

10.1 Our organisation keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and the balance due, and provides copies of these records to students on request.

10.2 Students have access to their personal records when no other confidentiality agreement would be breached.

### 11. Quality Control

Our organisation seeks students' and clients' satisfaction feedback and undertakes to improve its services in accordance with the feedback. This is done through the collection and analysis of Learner Questionnaires, Subject Feedback Questionnaires, Course Evaluations, Trainer Evaluations and Employer Questionnaires. The issuing and collection of feedback questionnaires to and from students is undertaken by trainers on the final week of the subject/course. Feedback from trainers and employees is administered as part of ongoing RTO procedures. All feedback is collated and analysed by Unity College Australia's quality control delegate and a summary report is provided to the campus Principal on at least an annual basis for evaluation. The Principal is responsible for the development of options to address any concerns raised. Required feedback is also provided to government on an annual basis.