

ADEPT TRAINING

CODE OF PRACTICE

2009



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Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of training services by Adept Training Pty Ltd, a Registered Training Organisation (RTO) registered in New South Wales by the Vocational Education and Training Accreditation Board (VETAB).

For the purposes of this Code “**participant**” refers to any person participating in training delivered by Adept Training. A “**client**” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of training services.

Provision of Training and Assessment Services

1. Adept Training has policies and management practices which maintain professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of participants and/or clients.
2. Adept Training maintains a learning environment that is conducive to the success of participants.
3. Adept Training 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 participants.
4. Adept Training monitors and assesses the performance and progress of its participants.
5. Adept Training ensures that training staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required.
6. Adept Training ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s).
7. Adept Training is committed to access and equity principles and processes in the delivery of its services.

Issuance of Qualifications

Adept Training issues qualifications and Statements of Attainment to participants who meet the required outcomes of a qualification or unit of competency, in accordance with the Australian Qualifications Framework (AQF) Implementation Handbook.

Recognition of Qualifications issued by Other RTO's

1. Adept Training recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
2. Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.

Marketing of Training and Assessment Services

1. Adept Training markets and advertises its products and services in an ethical manner.
2. Adept Training gains written permission from a participant or client before using information about that individual or organisation in marketing materials.
3. Adept Training accurately represents recognised training products and services to prospective participants and clients.
4. Adept Training ensures participants and clients are provided with full details of conditions in any contract arrangements with the organisation.
5. No false or misleading comparisons are drawn with any other training organisation or qualification.

Financial Standards

1. Adept Training has measures to ensure that participants and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
2. Adept Training has a refund policy that is fair and equitable and this policy is made available to all participants and clients prior to enrolment.
3. Adept Training ensures that the contractual and financial relationship between the participant/client and the organisation is full and properly documented, and that copies of the documentation are made available to the participant/client.
4. Documentation includes: the rights and responsibilities of participants, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on participants or clients.

Provision of Information

1. Adept Training supplies accurate, relevant and up-to-date information to prospective participants and clients.
2. Adept Training supplies this information to participants and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

Recruitment

1. Adept Training conducts recruitment of participants at all times in an ethical and responsible manner.
2. Offers of course placement, are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
3. Adept Training ensures that the educational background of intending participants is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

Support Services

Adept Training provides adequate protection for the health, safety and welfare of participants and, this includes adequate and appropriate support services in terms of training and personal counseling.

Grievance Procedures

1. Adept Training ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for participants to appeal against decisions which affect the participants' progress. Every effort is made by our organisation to resolve participants'/clients' grievances.
2. For this reason, Adept Training has a grievance policy where a member of staff is identified to participants and clients as the reference person for such matters. In addition, the grievance process as a whole is made know to participants at the time of enrolment.
3. Where a grievance cannot be resolved internally, our organisation advises participants and clients of the appropriate body where they can seek further assistance.

Record Keeping

Adept Training keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to participants on request.

Quality Control

Adept Training seeks feedback from all our participants and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.