



Policy A1 Code of Practice: Student Version

Purpose

This document outlines the procedures and guidelines you need to know regarding our Code of Practice.

Scope

These guidelines apply to all students enrolled at Murray ACE.

Course Information

- You can find detailed course flyers to help you choose the right course for you.
- Curriculum documents and competency criteria are available for review on-site.
- If you need more personalized guidance, you can arrange an interview with your trainer.

Marketing

- Murray ACE values your rights as a consumer. We advertise our services via email, our website, social media (Facebook, LinkedIn), local radio, and course brochures.
- We obtain your permission before using your image or name in marketing materials.
- We only advertise accredited courses, qualifications, or units on our scope of registration. Other courses are either pre-accredited or fee-for-service (FFS).
- All marketing materials will be clear, accurate, and include contact details for further inquiries.

Educational Standards

- Our staff are qualified and experienced.
- Resumes are assessed based on the course requirements.
- At least two staff members will participate in the hiring process.
- Regular staff meetings are held to support ongoing development.
- Attendance at training is mandatory for all staff.
- Classrooms will be prepared with all necessary resources before your class starts.
- Information about program details (venue, dates, times, costs, etc.) will be provided before the course begins.
- Teaching methods will be tailored to suit the needs of the students, considering factors like age, gender, and literacy levels.
- At the start of each course, students will be introduced to one another by name.
- Evaluation forms will be distributed at the end of each term and after all short courses to gather your feedback.

Recognition of Prior Learning (RPL)

- You can apply for RPL, which allows you to have your prior skills recognized.
- Detailed information about this process is available from the Training Coordinator.



Credit Transfer

- Direct Credit is available if you have completed an identical Unit of Competency from another course or institution.

Certification

- If you successfully complete your course, you will receive a Certificate with your name, course name, relevant logos, and the date.
- If you do not complete the entire course, you will receive a Statement of Attainment listing the units you have completed.

Assessment Methods

- All accredited courses involve assessment tasks to evaluate your competency.
- Assessment methods may include essays, discussions, presentations, reports, group activities, and practical tasks.
- You have the right to request an alternative assessment method if the standard one puts you at a disadvantage.

Appeals Process

- If you believe your assessment result is incorrect, you can appeal.
- Start by discussing your concerns with your course trainer.
- If you're not satisfied with the response, you may escalate the issue to the Training Coordinator.

Grievance Procedure

- If you have a complaint, you can raise it with your course trainer or the Training Coordinator/Centre Manager.
- A complaints form is available at reception for any issues you wish to formally address.
- All grievances will be handled fairly and confidentially.

Student Selection

- All potential students are treated fairly and ethically.

Initial Implementation Date: March 2010

Last Reviewed: 27/04/2023

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Review Record

Related Documents or links

Date Endorsed by Committee of Management

13/09/2016



Date of Review	Name & Position	
04/06/2012	Shane Miller – Successus	
1/2/2014	Lorri Lambert – Training Coordinator	
02/07/2016	Leanne Shannon-Kelson – Centre Manager	
26/10/2020	Ann Murray, Compliance and training coordinator	In meeting with BM, LSK and KZ
27/04/23	Leanne Shannon-Kelson, Centre Manger	Staff meeting with DR, LSK, TA and OC