



## Policy A1 Code of Practice

### Purpose:

The purpose of this policy is to explain the general procedures relating to the Code of Practice

### Scope:

The following guidelines are to be adhered by all staff of the organisation

### Guidelines:

#### Course Information

Detailed course information flyers are available for all courses for students to select their appropriate course. If students require more information, curriculum documents and competency criteria are available for inspection on the premises. An interview with the trainer can be arranged for individual course counselling.

#### Marketing

Clients of Murray ACE are protected as consumers. All information about services provided are advertised through Email, Webpage, Facebook, Local radio, course brochures and LinkedIn. Permission is gained and retained for the use of any person's image or name identity in any marketing material Murray ACE use.

Murray ACE only advertises the accredited courses, qualifications or units of competency that are on our scope of registration. All other course advertising is either pre accredited courses or FFS courses.

- All advertising is to be clear, concise and accurate.
- No comparison is to be made to other providers.
- Any conditions to course entry will be clearly stated.
- All advertising is to provide contact details for further information.

#### EDUCATIONAL STANDARDS

- Only suitably qualified, experienced and competent personnel are to be employed.
- Staff resumes are to be assessed in line with the requirements of the course.
- At least two people from Murray ACE are to be involved in the selection of all staff employed.
- Regular staff meetings are to be held to facilitate staff development
- All Staff are expected to attend training when required.
- All Staff are required to have training rooms set up with all resources on hand, before commencement of the class.
- Program details (venue, dates, times, costs, etc.) are to be made available to students prior to commencement of the course.
- Delivery methods for the class are selected to achieve the objectives of the course. The methods must be appropriate for the age, gender, background, ability and interest of the students.
- All staff are to be sensitive to the insecurities and varying literacy abilities of students.
- At commencement of a course all students are to be introduced to each other and called by their name.



- Evaluation forms are to be completed at the end of each term for certificate courses and at the end of all short courses (accredited and pre-accredited), so as to gather feedback on the course content, delivery, resources, organisation and staff.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

Murray ACE has a process that enables students to apply for RPL.

- Detailed information about this process is available from Training Coordinator
- See also Policy E11 – Student Skills Recognition

### **CREDIT TRANSFER**

- Direct Credit is available to students who enrol in a course with an existing identical Unit of Competency - from the same or another course or holds part of a qualification received from another institution.

### **CERTIFICATION**

- A certificate with student's name, course name, relevant logos and date will be issued to all who successfully complete the course.
- If a student does not successfully complete an entire course, a Statement of Attainment will be awarded that lists the units/modules that have satisfactorily completed.
- All accredited training is nationally recognised.

### **ASSESSMENT METHODS**

All accredited courses require assessment tasks to evaluate students' attainment of competencies. The means of assessment will be selected by the trainer to suit the competencies required and student needs. These may include (but are not restricted to).

- Essays
- Participation in discussion, debates
- Oral presentation
- Verbal and written reports
- Group activities
- Completion of practical methods
- Students have the right to request an alternative form of assessment, if they can demonstrate how the selected method would place them at an undue disadvantage.

### **APPEALS PROCESS**

- As a Registered Training Provider, Murray ACE is required to assess students against specific criteria to establish competency. Students will be notified of the result of the assessment.
- Students may appeal against the result of the assessment if they feel that it is not accurate.
- Initial appeal should be addressed to the course trainer, who will, in private, discuss what elements of competency were not adequately demonstrated.
- If the student is not satisfied with the explanation, they may address the issue with the Training Coordinator.



## GRIEVANCE PROCEDURE

- Murray ACE has a process by which student complaints are addressed.
- Initial concerns should be raised with the course trainer or Training Coordinator/Centre Manager
- A complaints form is available from reception. This can be used to express your concerns about any aspect of Murray ACE.
- All grievances are treated equitably, and information supplied will be treated confidentially.

## STUDENT SELECTION

All potential students are to be treated equally and ethically.

*Initial Implementation Date:* March 2010

*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