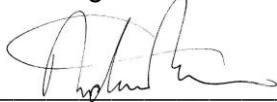


POLICY & PROCEDURE

MT CODE OF PRACTICE

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POLICY & PROCEDURE

PURPOSE

The purpose of this policy is to highlight and confirm for all stakeholders how MT will conduct its operations.

POLICY

MT is a Registered Training Organisation and its policy will be to abide by the following conduct which is an ethical standard for our operation whilst remaining responsive to the development of the Australian community.

MT will:

- Abide by the Training & Skills Commission (SA) Code of Practice at all times;
- Assure that all persons who are in a position to influence decisions within the RTO are fit and proper persons;
- At all times endeavour to identify any and all conflicts of interest that may arise from time to time for any person who is in a position to influence decisions;
- At all times conduct our operations transparently, equitably and with integrity;
- Practice zero tolerance of all behaviours and activities that diminish the importance of individuals;
- Observe the standards prescribed by the Australian Quality Framework, Australian Quality Training Framework, Training & Skills Commission and other governing and regulatory bodies as is required;
- Establish policies and procedures that meet the requirements of the Children's Protection Act 1993 and enhance the development of a Child Safe Environment;
- Establish policies which fulfill our obligations to all stakeholders and which comply with all legislative and governance requirements;
- Strive for continuous improvement of all facets of our operation and service provision;
- Take responsibility for professional development of all persons involved in the provision of our services;
- Make every endeavour to assure that MT is eco friendly.

RESPONSIBILITIES

All stakeholders representing MT for any purpose will be expected to abide by this Policy and the Training & Skills Commission Standard Code of Practice.

POLICY & PROCEDURE

CODE OF PRACTICE

FOR TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS

1. INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Municipal Training a Registered Training Organisation registered in South Australia by the Training and Skills Commission.
- 1.2. For the purposes of this Code 'trainee' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training service

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Municipal Training 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 trainees and/or clients.
- 2.2. Municipal Training maintains a learning environment that is conducive to the success of trainees.
- 2.3. Municipal 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 trainees.
- 2.4. Municipal Training monitors and assesses the performance and progress of its trainees.
- 2.5. Municipal Training ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.6. Municipal Training ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7. Municipal Training is committed to access and equity principles and processes in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

Municipal Training issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

- 4.1. Municipal Training recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
- 4.2. Mutual recognition obligations are reflected in Municipal Training's policies and procedures and information to staff and clients.

POLICY & PROCEDURE

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1. Municipal Training markets and advertises its products and services in an ethical manner.
- 5.2. Municipal Training gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 5.3. Municipal Training accurately represents recognised training products and services to prospective trainees and clients.
- 5.4. Municipal Training ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

6. FINANCIAL STANDARDS

- 6.1. Municipal Training has measures to ensure that trainees 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.
- 6.2. Municipal Training has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.
- 6.3. Municipal Training ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.
- 6.4. Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

7. PROVISION OF INFORMATION

- 7.1. Municipal Training supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.
- 7.2. Municipal Training supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8. RECRUITMENT

- 8.1. Municipal Training conducts recruitment of trainees at all times in an ethical and responsible manner.
- 8.2. 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.
- 8.3. Municipal Training ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

POLICY & PROCEDURE

9. SUPPORT SERVICES

Municipal Training provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counselling providers.

10. COMPLAINTS & APPEAL MECHANISM

Municipal Training ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by Municipal Training to resolve trainees'/clients' complaint or appeal.

For this purpose, Municipal Training has complaint and policies where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaint and appeal mechanisms as a whole are made known to trainees at the time of enrolment.

Where a complaint cannot be resolved internally, Municipal Training advises trainees and clients of the appropriate body where they can seek further assistance.

11. RECORD KEEPING

Municipal Training keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request. Trainee and client records are managed in accordance with privacy legislation.

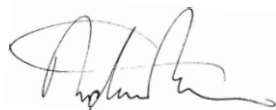
12. QUALITY CONTROL

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

13. CHILDREN'S PROTECTION

Municipal Training will implement policy and procedure that ensure the requirements of the Children's Protection Act 1993 are met; ensure that only fit and proper people are employed in positions that have regular contact with children; enhance the opportunity to develop a child safe environment.

Municipal Training's staff recruitment includes Criminal History Check Assessments and reference checks.



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ANDREW FINLAYSON
CHIEF EXECUTIVE OFFICER

1st Nov 2017
DATE

POLICY & PROCEDURE

Attachment A to Code of Practice

Municipal Training provides potential trainees at time of application with the following information:

- Application/Enrolment form
- Trainee Handbook incorporating the following policies:
 - Fees & Refund
 - Appeal
 - Complaints
 - Trainee Support Services
 - Privacy
 - Access & Equity
 - Assessment Selection Application & Enrolment
- Course Information including entry requirements
- Training facilities and resources information
- Fees and refund schedule
- Recognition of Prior Learning information and application

Credit Transfer information and application