

MS3.1 Code of Practice

SCOPE:	This Code of Practice outlines the commitment of NSS to operating in accordance with the 2016 Victorian Registration & Qualification Authority (VRQA) Guidelines for VET Providers and the Australian Quality Training Framework's (AQTF) Essential Conditions and Standards for Continuing Registration.
PURPOSE:	To ensure NSS informs students and clients of NSS Code of Practice, a commitment to high quality registered training organisation compliance with State and National legislative and regulatory requirements
RESPONSIBILITY:	All staff employed or contracted by NSS

INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operations, financing and administration of education and training services by the Northern Support Services (NSS), a Registered Training Organisation, RTO number 21390, registered in Victoria.

For the purposes of this document "student" 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 services](#).

LEGISLATIVE REQUIREMENTS

NSS agrees to comply with the AQTF administered VET Quality Framework. NSS will meet all legislative and contractual requirements of State and Federal Governments e.g. Work, Health and Safety, Privacy, Equal Opportunity and Industrial Relations will be met at all times.

NSS has policies and procedures in place that cover our requirements under the AQTF administered VET Quality Framework and any relevant State or Federal legislation

PROVISION OF TRAINING AND ASSESSMENT SERVICES

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.

Our organisation maintains a learning environment that is conducive to the success of learning and assessment needs of the students.

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.

Our organisation monitors and assesses the performance and progress of its students.

Our organisation ensures that teaching 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.

Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package and/or accredited programs approved on scope.

Our organisation is committed to access and equity principles and processed in the delivery of its services.

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 acknowledging that qualifications are nationally recognised.

MARKETING OF TRAINING AND ASSESSMENT SERVICES

Our organisation markets and advertises its products and services in an ethical manner.

Our organisation gains written permission from a student or client before using information about that individual or organisation in any marketing material.

Our organisation accurately represents recognised training products and services to prospective students and clients.

Our organisation ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation. No false or misleading comparisons are drawn with any other training organisation or qualification.

FINANCIAL STANDARDS

You will be informed before you enrol of all the costs and charges you will incur throughout your course.

Our organisation has measures to ensure that students 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.

Our organisation has a refund policy that is fair and equitable and this policy is made available to all students and clients.

Our organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the student/client.

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

CONSULTATION WITH INDUSTRY AND STAKEHOLDERS

Our organisation engages in active consultation with industry and stakeholders in order to ensure that your program reflects current industry standards and related practices. The learning materials and assessment requirements are reviewed regularly to ensure currency of industry practice. Assessments related to your study program have been researched and where appropriate contextualised to your work environment.

SELECTION OF PROGRAM PARTICIPANTS

Our organisation conducts selection of program participants at all times in an ethical and responsible manner. Offers of program 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.

Our organisation ensures that the educational background of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff agents, as appropriate. Our organisation is committed to access and equity principles and processes in the delivery of its services and will not unlawfully discriminate against students or clients. Our policies and procedures ensure that students are treated fairly and receive all reasonable assistance to successfully complete their course once accepted for enrolment.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package on scope. Our commitment to Access and Equity ensures that student selection decisions comply with Equal Opportunity Legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on his/her qualifications and experience.

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.

WORK HEALTH AND SAFETY

We place obligations on our staff and students to protect their health and safety and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

CHILD SAFETY

Our organisation provides a child safe and child friendly environment. Management, staff, facilitators, students and others involved in the organisation comply with our Child Safety policy and procedures including our Child Safety Environment Code of Conduct.

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

Our organisation recognises qualifications and statements of attainment issued by other RTOs for the purposes of either pre-requisites, Credit Transfer or RPL. More information is found in our Recognition of Qualifications Policy.

Credit transfer for relevant and equivalent units of competency completed at other RTOs will be granted free of charge towards completion of your qualification.

We recognise that students may hold skills and knowledge that are relevant to their course outcomes. We will assist students to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL). RPL is an assessment process that assesses the individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency. Prior qualifications can be used in combination with evidence of an individual's life and work learning for RPL purposes. More information is found in our Assessment Policy.

STUDENT SUPPORT, WELFARE AND GUIDANCE

We will assist all students in their efforts to complete their course. If a student is experiencing any difficulties with their studies we would recommend that the student should see their trainer, or another member of NSS staff. The staff member will ensure that the full resources of the RTO are made available to ensure that the student achieves the required level of competency in all programs.

Should the student be experiencing a personal difficulty we will make every attempt to accommodate their needs within our capacity. If the students' needs exceed our capacity we will refer them onto an appropriate external agency.

WORK EXPERIENCE AND JOB SEEKER SERVICES

Work placement/experience are mandatory for some of our courses. Participation in a work placement forms part of the assessment per the training package rules and regulations. NSS RTO will source work placement/experience for eligible students.

The NSS Volunteer and Employment Coordinator will find a practical placement for all students and the NSS will endeavour to match the placements with the needs of each student, however, we cannot guarantee we will be able to find work placement/experience in a specific organisation, or even a preferred type

COMPLAINTS/APEAL MECHANISM

Our organisation ensures that students and clients have access to a fair, equitable process for dealing with complaints/appeals and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by our organisation to resolve students'/clients' complaints/appeals.

For this purpose, our organisation has a Complaints and Appeals Policy where a member of staff is identified to students and clients as the reference person for such matters. In addition, the complaints/appeals mechanism is communicated to students at the time of enrolment.

Where a complaint/appeal cannot be resolved internally, our organisation advises students and clients of the appropriate legal body where they could seek further assistance.

RECORD KEEPING

Our organisation 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 students on request. Student enrolment information is provided to state training authorities and NCVET. The National Centre for Vocational Education Research (NCVER) is a not-for-profit organisation owned by the Commonwealth. The State and Territory Ministers are responsible for vocational education and training.

It is a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training (VET) nationally.

QUALITY CONTROL

Our organisation seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations. More information is found in our Continuous Improvement Policy.

STUDENT RIGHTS

NSS provides standards for the behaviour of both staff and students. The following rights and responsibilities outline codes of student behaviour. All students have the right to:

- be treated fairly and with respect by all students and staff
- not be harassed, victimised or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- have their personal details and records kept private and secure
- a safe learning environment free from danger, abuse or harassment
- recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices
- have access to their own records on request
- the opportunity for feedback on services provided
- access the support required to effectively participate in their program
- receive a copy of and have access to our complaints/appeals process
- make a complaint and have that complaint/appeal resolved promptly

STUDENT RESPONSIBILITY

As a condition of entry into NSS courses, programs and excursions, students are expected to:

- adhere to the enrolment Terms and Conditions
- adhere to the NSS RTO Student Handbook
- respect the rights of others by treating all people with fairness, respect and to not offend, embarrass or threaten others
- not harass, victimize, discriminate against students or staff
- follow all WHS policies and procedures
- notify us if any of your personal information has changed, including change of address
- complete all tasks and assessments without plagiarism
- be punctual for classes, excursions and appointments. Notify NSS RTO if they are unable to attend classes, excursions or appointments asap and before the starting time. Ring NSS RTO reception on phone 03 9486 5077 and leave a message before 9 am
- promote an effective learning environment through good personal behaviour. Inappropriate or dangerous behaviour during attendance on our training courses, programs and excursions will not be tolerated
- ensure the use of social media e.g. Facebook, does not damage the reputation of NSS RTO or place another student, staff member or any other person associated with NSS RTO at risk

- be aware of and promote the safety of yourself and others. Ensure bullying and cyber bullying do not occur during NSS RTO courses, programs and excursions and does not damage the reputation of NSS RTO or place another student, staff member or any other person associated with NSS RTO at risk
- use mobile phones, MP3s, iPods, Tablets and personal computers in class unless approved in advance by the Trainer for education and training purposes
- Meet the required dress standards designated for particular courses, programs and excursions.

Any breach of the Student Conduct will be referred to the RTO Manager.
