

Australian Food Training Centre

CODE OF PRACTICE

1. Introduction

- 1.1 This code of practice provides the basis for good practice in the marketing, operation, financing and administration of nationally accredited training and assessment by the Australian Food Training Centre (AFTC) Registered Training Organisation (RTO 40094).
- 1.2 AFTC RTO is approved and registered by Australian Skills Quality Authority (ASQA) to provide nationally accredited training and assessment service delivery relevant to our Scope of Registration, as informed by the National Register (www.training.gov.au).
- 1.3 The code describes how the Australian Food Training Centre (AFTC):
 - Ensures you know your rights;
 - Provides you with quality training and assessment services; and
 - Complies with the requirements of the Vocational Education and Training Framework (VQF), the *Standards for Registered Training Organisations 2015* and associated guidelines for Registered Training Organisations.

For the purposes of this Code '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 AFTC for the delivery of education, training and assessment services.

2. Provision of Training and Assessment Services

AFTC:

- 2.1 Confirms to stakeholders its responsibility for compliance to all aspects of nationally accredited training and/ or assessment service delivery to ensure it meets the requirements of *the Standards for RTOs 2015*;
- 2.2 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;
- 2.3 Maintains a learning environment that is conducive to the success of students;
- 2.4 Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provides adequate facilities and uses training methods and materials appropriate to the learning and assessment needs of students;
- 2.5 Monitors and assesses the performance and progress of its students;
- 2.6 Ensures that training staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students and provides training for our staff as required;

- 2.7 Ensures its trainers and assessors have current and relevant vocational competence and provides professional development for them as required;
- 2.8 Ensures its trainers and assessors have current and relevant vocational competence and provides professional development for them as required;
- 2.9 Ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses; and
- 2.10 Is committed to access and equity principles and processes in the delivery of its services.

3. Issuance of Qualifications

AFTC:

- 3.1 Confirms its responsibility for the issuance of Australian Qualifications Framework (AQF) qualifications and statements of attainment to students who successfully meet the identified outcomes of a qualification or unit of competency in accordance with the relevant training package requirements and AQF Implementation Handbook.

4. Marketing of Training and Assessment Services

AFTC:

- 4.1 Markets and advertises its products and services in an ethical manner;
- 4.2 Gains written permission from a student or client before using information about that individual or organisation in any marketing materials;
- 4.3 Accurately represents recognised training products and services to prospective students and clients;
- 4.4 Ensures students and clients are provided with full details of conditions in any contract service arrangements; and
- 4.5 Draws no false or misleading comparisons with any other training organisation or qualification.

5. Financial Standards

AFTC:

- 5.1 Has policies and procedures in place to ensure that students and clients receive a refund of fees for services not provided, including services not provided as a result of financial failure;
- 5.2 Has a refund policy that is fair and equitable and makes this policy available to all students and clients prior to enrolment; and
- 5.3 Ensures that the contractual and financial relationship between the student/ client and the organisation is fully and properly documented in a formal service agreement and that copies of this agreement is made available to the student /client.

This documentation includes:

- The total costs of training and assessment services;
- Payment terms and refund conditions;
- Discounts, fee reductions or exemptions; and
- Any other matters that place obligations on students or clients.

5.4 Provides annual reports on financial viability to the relevant government departments.

6. Provision of Information and Record Keeping

AFTC:

6.1 Supplies accurate, relevant and up-to-date information to prospective students and clients including:

- A copy of the code of practice (if requested);
- Student selection, enrolment and induction/orientation procedures;
- The rights and responsibilities of students;
- Course information including content and vocational outcomes;
- All fees and charges, including refund policy and exemptions where applicable;
- Student support services including any external support arranged with clients;
- The provision for language, literacy and numeracy assessment where applicable;
- Flexible learning and assessment procedures;
- The issuance of qualifications;
- Welfare and guidance services;
- Appeals, complaints and grievance procedures;
- Disciplinary procedures;
- Staff responsible for access and equity; and
- Recognition of Prior Learning (RPL) arrangements;
- Changes to service delivery arrangements including but not limited to:
 - Where a Third Party provides services for and on behalf of AFTC; or
 - Any change of ownership and/ or management within AFTC.

6.2 Supplies this information to students and clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance;

6.3 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 written request; and

6.4 Keeps records of all statements of attainment and qualifications issued and reports these to the relevant government departments as required.

7. Industry Engagement

AFTC:

- 7.1 Engages with industry in developing training and assessment strategies to ensure they are relevant to industry needs;
- 7.2 Ensures all trainers and assessors have current, relevant industry experience;
- 7.3 Engages with industry bodies and employers regularly to find out their needs and wants;
- 7.4 Recognises prior industry experience; and
- 7.5 Builds evidence of your performance in the workplace into all assessments.

8. Student Placement

AFTC:

- 7.1 Conducts recruitment of students at all times in an ethical and responsible manner;
- 7.2 Provides offers of course placement based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered; and
- 7.3 Ensures that the educational background of intending students is assessed by suitably qualified staff and provides for the training of such staff as appropriate.

9. Support Services

AFTC:

- 8.1 Is committed to the principles of access and equity and will not unlawfully discriminate against any student or client;
- 8.2 Staff, trainers and assessors are responsible for ensuring that they understand and implement the access and equity policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with each other, students or clients;
- 8.3 Students are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with other students, clients or AFTC staff;
- 8.4 Provides a safe, secure and healthy learning environment;
- 8.5 Provides appropriate services in terms of academic and personal support; and
- 8.6 Endeavours to meet everyone's diverse learning needs

10. Recognition of Prior Learning (RPL)

AFTC:

- 9.1 Recognises that you may already hold skills and knowledge relevant to your training program gained through:
- Work experience;
 - Life experience; and/ or
 - Informal study.

We will assist you to gain recognition for these skills and knowledge through our Recognition of Prior Learning process. If you have successfully completed relevant units of competency with another training organisation, AFTC will credit these towards your qualification

11. Complaint Resolution

AFTC:

- 9.1 Ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by AFTC to resolve students'/ clients' grievances;
- 9.2 Has a grievance policy where a member of staff is available to students and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to students at the time of enrolment; and

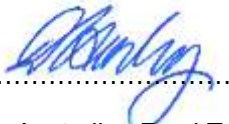
Where a grievance cannot be resolved internally, AFTC advises students and clients of the appropriate legal body where they may seek further assistance

12. Quality Control

AFTC:

- 10.1 Is committed to continuously improving its products and services;
- 10.2 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;
- 10.3 Conducts annual internal audits of its entire operations to ensure full compliance with all its regulatory responsibilities; and
- 10.4 Has a continuous improvement team that monitors service levels throughout the organisation

Signed:



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Principal Officer of: Australian Food Training Centre

Dated: 11 / 08 / 17