



Business System

CODE OF PRACTICE

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1. INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operations, financing and administration of education and training services at Bedford College.
- 1.2. For the purpose of this Code, 'College' refers to Bedford College and 'client' refers to any person participating in education or training delivered at Bedford.

2. ACCESS AND EQUITY

- 2.1. The College is committed to access and equity principles and processes in the delivery of its service.
- 2.2. The College has a 'Fair Treatment Policy' which underpins Access and Equity at Bedford College. The College offers training to all individuals of the community and prohibits discrimination towards any group or individuals in any form, inclusive of gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality (male or female, actual or presumed) and age.
- 2.3. Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients.
- 2.4. The College' Fair Treatment Policy (which includes access and equity principals) is supplied to teaching staff on induction and is outlined in the Trainers' Handbook and on Bedford Online.
- 2.5. Staff are required to sign a declaration to ensure that they are familiar with the Fair Treatment Policy (access and equity statement), which includes: the Anti-Discrimination Act (1977) and the Equal Employment Opportunity (EEO) Act (1986).

3. STRATEGIC PLAN

- 3.1. The College has a Strategic Plan that describes the mission, goals, financial and operational functions and processes of the College and develops the strategies for achieving them. These strategies are the foundation for operational procedures. The implementation of the Strategic Plan is reviewed on an ongoing basis, with annual formal updates.
- 3.2. Management and staff are responsible for monitoring and evaluating the implementation of the Strategic Plan. In the event of deviation from planned activities or their outcomes, the responsible staff must negotiate such changes with the Board of Directors or their delegate.
- 3.3. Appropriate staff are expected to participate in formulating adjustments to the Strategic Plan as circumstances dictate.

4. COMPLIANCE WITH GOVERNMENT REGULATIONS

- 4.1. The College complies with all relevant local, state and federal government regulations covering this type of organisation.
- 4.2. The College complies with the Australian Quality Training Framework (AQTF) standards that apply to all Registered Training Organisations operating in New South Wales.
- 4.3. The College complies with all relevant legislation in relation to overseas students which includes the ESOS Act 2000 and the National Code 2007

5. DISCIPLINARY PROCEDURES

- 5.1 If a client's behaviour, attitude or actions are considered inappropriate either to the College or to other clients, the person may be required to leave the course.

6. ETHICS

- 6.1. The College undertakes to act all times in an ethical manner consistent with the principals and Christian ethos of the College. All activities of the College will be carried out in a manner which gives value to our clients.
- 6.2. The College maintains high standards of financial probity and of marketing and advertising integrity. Our program delivery will benefit clients through high standards of education and training, up to date methods, quality materials and expert staff.
- 6.3. The College has a refund policy in place to ensure that students receive a refund of fees for services not provided within prescribed guidelines.
- 6.4. The College has a refund policy that is fair and equitable and provides information to all participants and clients prior to enrolment.
- 6.5. The College ensures that contractual and financial relationships with clients are fully and properly documented and copies of the documentation are made available to the client.
- 6.6. Documentation includes: the rights and responsibilities of clients during training and assessment services and issuance of qualifications, payment of fees, refund conditions and any other matters that place obligations on clients.
- 6.7. The College makes every effort to ensure that all individuals who represent the College i.e. Overseas Agents are honest and ethical in their dealings with clients.

7. GRIEVANCE PROCEDURE (FAIR TREATMENT POLICY)

- 7.1. The College has a Fair Treatment Policy which ensures that procedures exist which allow complaints of harassment and/or bullying to be dealt with and resolved within Bedford College without limiting any person's entitlement to pursue resolution of their complaint with a relevant statutory body.
- 7.2. The College also has Academic Grievance and a Non-Academic Grievance Policies in place and ensures that staff and clients have access to an equitable process for dealing with grievances and complaints and provides an avenue for an appeal against decisions made.
- 7.3. The College ensures that staff are familiar with the Grievance Policies and are trained in the use of the policies and procedures of these documents.
- 7.4. The College' Grievance Policies outline the steps to be taken when a grievance cannot be resolved internally. The College provides clients with information on where further advice can be obtained.
- 7.5. The College ensures that clients have access to Grievance and Appeals procedures at no cost to the client.

8. GUARANTEE OF SERVICE

- 8.1. Bedford College undertakes to provide a level of service matching industry best practice. Throughout its provision of services to its clients Bedford College will provide training and assessment best suited to the individual learner's needs. A full range of student services including counselling and referral services will be provided for any participant seeking assistance.

9. ISSUANCE OF QUALIFICATIONS

- 9.1. The College issues Qualifications and Statements of Attainment that meet the guidelines of the Australian Qualification Framework (AQF).
- 9.2. The College ensures that all qualifications issued are based on the assessment of competencies demonstrated by its clients.

10. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 10.1. The College markets and advertises its products and services in an ethical and responsible manner.
- 10.2. The College accurately represents recognised training products and service to prospective clients.
- 10.3. The College gains written permission from clients before information about the individual or organisation is used in any marketing material.
- 10.4. The College ensures clients are provided with full and accurate conditions in any contract arrangements with the College.
- 10.5. No false or misleading comparisons are drawn with any other training provider or qualification.

11. PRIVACY PRINCIPALS

- 11.1 The College recognises that clients have a fundamental right to the privacy of any personal information we collect.
- 11.2 The College adheres to the National Privacy Principals (NPP) which refers to the principles from the Privacy Amendment (Private Sector) Act 2000.
- 11.3 The College has a Privacy Policy which governs how the information we collect is handled.
- 11.4 This policy applies to all College staff that either work for or are in other ways associated with Bedford College.
- 11.5 The College maintains course information and clients' records for a period of 30 years.
- 11.6 The College protects the privacy of its clients and only those members of staff who require particular information for the performance of their job, have access to these student records.
- 11.7 Clients have access to their own information which available to them on request.

12. PROVISION OF INFORMATION

- 12.1 The College supplies accurate, relevant and up-to-date information to all clients covering but not limited to matters listed in this Code.
- 12.2 The College supplies this information to clients before they enter into any written agreements with them and regularly reviews all information to ensure its accuracy and relevance.

13. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 13.1 The College has policies and practices in place, which maintain professional standards in the delivery of training and assessment services that safeguards the interests and welfare of clients.

- 13.2 The College maintains a learning environment that is conducive to successful learning requirements.
- 13.3 The College has the capacity to deliver and assess vocational courses for which is has been registered, provides adequate facilities, and uses training and assessment methods appropriate to the learning and assessment needs of clients.
- 13.4 The College monitors and assesses the performance and progress of clients.
- 13.5 The College ensures that the teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of all clients.
- 13.6 The College ensures that all assessments comply with the Assessment Guidelines included in the relevant Training Package.
- 13.7 The College makes every effort to negotiate, plan, implement and review assessments to meet the needs of each client.
- 13.8 Assessments comply with the Principles for Assessment – and are therefore valid, reliable, flexible and fair.
- 13.9 Students are advised in advance of all assessment activity the assessment context and process.
- 13.10 Assessments focus on the application of knowledge and skill to the standard of performance required and covers all dimensions of competence – task skills, task management skills, contingency management skills, transfer skills and job role environment skills.
- 13.11 Sufficient evidence is gathered and evaluated to enable judgements about competence to be made for each client.
- 13.12 Clients are provided with feedback about assessment outcomes.
- 13.13 Assessments are equitable for all students, taking account of cultural and linguistic needs.
- 13.14 Students may appeal against the results of assessment decisions and if successful, may be re-assessed.

14 QUALITY CONTROL AND CONTINUOUS IMPROVEMENT

- 14.1 The College maintains a management system comprising of manuals, printed forms, and other documents in line with AQTF Standards for Registered Training Organisations. Management have adopted a process for periodic self-assessment and are committed to continuous improvement of our educational and administrative services.
- 14.2 The College consults with industry and stakeholders to ensure that the courses offered are relevant to industry needs.
- 14.3 The College consults with overseas agencies to ensure currency of overseas student regulations
- 14.4 The College actively seeks feedback from clients on the quality of training and services they have received.
- 14.5 The College seeks to continuously improve these products and services in an attempt to address clients' expectations.

15 RECRUITMENT

- 15.1 The College conducts recruitment of participants at all times in an ethical and responsible manner, Offers of enrolment are based on the client's ability to complete the training and/or course for which they enrolled and wherever possible assists the client to achieve the proficiency and aspirations of the client.
- 15.2 The College ensures that suitably qualified staff and/or agents assess the educational background of intending clients.

16 RECORD KEEPING

- 16.1 The College keeps complete and accurate records of all attendance and academic performance of clients, financial records, and any personal information which is required to satisfactorily conduct the training and assessment services.

17 RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

- 17.1 The underlying principal of RPL is that no learner should be required to undertake a unit of competency or module for which they have already demonstrated satisfactory achievement.
- 17.2 Credit Transfer is the term used for applicants who have completed exact competencies in previous learning
- 17.3 RPL means the recognition of competencies regardless of how, when or where they occurred and may be through either formal or informal training, education or work experience.
- 17.4 RPL can be obtained for accredited courses if clients can provide evidence of the skill acquired through past experience, which matches the competencies outlined in the course.
- 17.5 A Recognition of Prior Learning Policy is in place and is available to all clients either in Bedford Online or on the College' website.

18 MUTUAL RECOGNITION

- 18.1 The College recognises and accepts all Qualifications and Statements of Attainments issued by other Registered Training Organisations.

19 SUPPORT SERVICES

- 19.1 The College provides adequate protection for the health, safety and environment of clients.
- 19.2 The College provides information to students on Counselling Support. Counselling services are listed on Bedford Online .