



Bedford College

# Code of Practice

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## 1. Guarantee of Service

Bedford College undertakes to provide a level of service matching industry best practice. Throughout its provision of services to its students 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.

## 2. Guarantee to complete the training and/or assessment

Bedford College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course in the timeframe set for the course. Students are required to attend a minimum of 90% of provided training and meet all assessment requirements, unless alternative attendance or other mutually agreed arrangements, including medical considerations, are made with the Principal.

## 3. Code of Practice - Commitment

This Code of Practice reinforces an organisational commitment to compliance with the NVR Standards as approved by ASQA, and an integrated focus to Australian Democratic Principles.

Bedford College:

- Implements practices that maintain high professional standards in the delivery of training and assessment services and which safeguards the interests and welfare of students
- Ensures that staff are not only suitably qualified but are also sensitive to the religious, political, social, cultural and learning needs of students and provides training for staff as required
- Is committed to access and equity principles and processes in the delivery of its services
- Maintains a learning environment that is conducive to the successful outcome of students
- Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities and uses methods and materials appropriate to the learning and assessment needs of students
- Monitors and assesses the performance and progress of students
- Ensures that assessments are conducted in a manner, which meets the endorsed components of the Training Package

Bedford College will maintain systems for:

- Recording and archiving student enrolments
- Attendance
- Completion
- Assessment outcomes
- Recognition of Prior Learning (RPL)
- Complaints/Appeals
- Qualifications and Statements of Attainment issued
- Bedford College will treat all personal records of students confidentially.

## 4. Recruitment and Selection of Staff

- a. Recruitment of Trainers and Assessors is conducted at all times in an ethical and responsible manner consistent with the requirements of the training and assessment services provided.

- b. Bedford College will ensure that the selection decisions are fair and that they comply with equal opportunity legislation and the Bedford College Staff Policy.
- c. Bedford College will ensure that all trainers have:
  - The necessary training competencies as determined by the National Quality Council or its successors
  - Have the relevant vocational competencies at least to the level being delivered
  - Demonstrable and maintain current industry skills directly relevant to the training they undertake
  - Demonstrable professional development of their VET knowledge and skills as well as their industry currency and trainer competence

On accepting an employment position with Bedford College all staff must:

- Comply with all internal Policies and Procedures and any Legislative Acts that apply to the College
  - Comply with all the terms and conditions of their Employment Contract
  - Sign a 'Trainer Code of Conduct' Form
  - Respect and comply with the Christian ethos of the organisation.
- d. Bedford College will ensure that the responsibility for the management and co-ordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

## 5. Policies and Procedures

Bedford College will provide and/or otherwise make available to staff on commencement of their employment, accurate, relevant and up-to-date information. In signing the Letter of Employment, all staff agree to adhere to the College's policies and procedures which includes but is not limited to:

- Acceptable Use of IT and Computers Policy
- Access and Equity Policy
- Access to Student Records Policy
- Assessment Policy
- Assessment Malpractice Policy
- Client Information Policy
- Communications Policy
- Complaints and Appeals Policy
- Confidentiality Policy
- Continuous Improvement Policy
- Critical Incident Policy
- Deferral, Cancellation and Suspension Policy
- Environmental Sustainability Policy
- Financial Management Policy
- Harassment and Bullying Policy
- Issuing of Qualifications Policy
- Legislation compliance Policy
- Management Team Policy
- Marketing Policy
- Non-smoking Policy
- Privacy Policy

- Recognition of Prior Learning Policy (RPL)
- Records Management Policy
- Refund Policy
- Review Policy (VET Fee-Help)
- Risk Management Policy
- Social Media Policy
- Special Consideration Policy
- Staff Policy
- Student Conduct Policy
- Student Welfare and Support
- Student Selection and Enrolment Policy
- Trainer Code of Conduct
- Trainers Professional Development Policy
- Training and Assessment (TAS) Policy
- Training Package Transition Policy
- USI Privacy Notice
- Version Control Policy
- Workplace Health and Safety policy

## 6. Recruitment and Selection of Students

Bedford College will provide and/or otherwise make available to students prior to commencement, accurate, relevant and up-to-date information. This will include, but not be limited to:

- Code of Practice
- Scope of Registration
- Certification to be issued to the student on completion or partial completion of the course
- Competencies to be achieved during the training
- Training and assessment procedures
- Arrangement for Recognition of Prior Learning (RPL)
- Complaints/appeal procedure
- Language Literacy and Numeracy (LLN) or additional needs information
- Unique Student Identifier (USI) information
- Facilities and equipment
- Student support services
- Application process and selection criteria
- Student Behaviour Policy and Agreement
- All relevant Legislative Acts

Recruitment of students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum/training package. Bedford College will ensure that the student application and selection processes are explicit and defensible and comply with access and equity principles.

## 7. Training Delivery

- Bedford College will, prior to the course commencement, give students all relevant information about the course competencies, program of study, availability of learning resources, appropriate support services and USI requirements. Students will also be given access to a current copy of the course competencies.

- Bedford College will ensure that training and assessment occurs in accordance with the requirements of the accredited course and, where appropriate, ASQA guidelines for customising courses.

## 8. Quality Training and improvement

In support of our commitment to quality training delivery, Bedford College will:

- Maintain a learning environment that is conducive to the success of students
- Maintain the capacity and resources to deliver training within their approved scope of registration
- Provide adequate facilities and use methods and materials appropriate to the learning needs of students and meet requirements dictated by the Training Package and other relevant Training Packages if applicable
- Monitor, assess and document the performance and progress of students
- Ensure that Bedford College and contracted staff are suitably qualified and sensitive to the religious, political, social, cultural and learning needs of students
- Ensure access to professional development and training as required for staff
- Provide trainers with adequate and appropriate learning and assessment resources
- Provide students with appropriate Skills Recognition opportunities

## 9. Assessment

In support of our commitment to quality assessment, Bedford College will ensure that:

- All assessments are conducted by qualified assessors using industry endorsed competency standards
- Methods of assessment will be in accordance with the Training Package and other relevant Training Packages if applicable
- Students are provided with not less than two attempts to demonstrate competency against a unit of competency. Further attempts to demonstrate competence and cost will be at the discretion of Bedford College
- Students are provided with an equitable assessment appeals process
- Provide opportunity for reasonable adjustment of assessments for students with a disability

## 10. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an integral part of competency based training. RPL is the acknowledgment of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through:

- Formal training
- Work experience and / or
- Life experience

Bedford College aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

The main focus of Recognition is on the outcome of the experiences and not the how, when, where or for how long the learning has occurred.

Bedford College will use the following criteria for determining Recognition:

- The candidate has actually achieved the unit(s) of competency that is/are being claimed
- The unit(s) of competency is/are still valid and performable
- The learning has reached the accepted standard
- The learning is applicable to the area claimed
- The unit of competency can be applied outside the specific context in which it was learned
- The principles, processes and implementation of Recognition applied and undertaken by Bedford College are in accordance with the Skills Recognition Framework for Vocational Education and Training.
- Recognition may be used to achieve credits on a successful outcome for units of competence for training programs run by Bedford College.

### 11. Assessment Appeals Process

A student may appeal their assessment by completing an Assessment Appeal Form and lodging it with within 5 working days of assessment on the grounds that the assessment was not:

- **Valid:** Means that the assessor assesses only what is necessary for the demonstration of competence.
- **Reliable:** Means that another assessor looking at the same evidence would arrive at the same conclusion.
- **Flexible:** Means that each individual is provided with the opportunity to present evidence in a variety of ways.
- **Fair:** Means that the process is transparent and equitable.

The Appeals process will then be completed in accordance with the Complaints and Appeal Policy.

### 12. Complaints and Appeals

All Complaints and appeals – both related and unrelated to the training and assessment process - will be resolved in accordance with the Complaints and Appeals Policy and the Access and Equity Policy Guidelines.

### 13. Marketing

- Bedford College will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.
- Bedford College will not state or imply that courses other than those on the Scope of Registration are recognised by ASQA (see the College' Marketing Policy at <https://www.bedford.edu.au/about/downloads>)

Where applicable, marketing or promotional literature and general media advertising will not:

- Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided
- Make claims to approval or recognition that are inaccurate or use misleading or false comparisons of courses with others provided by competitors
- Make misleading statements concerning the qualifications or experience of staff
- Make misleading or false statements about the prospects of employment following the course

- Use gifts - or other incentives - in order to encourage students to enrol in courses

#### 14. Fees and Charges

Bedford College will honour its advertised schedules of fees, except where fees are altered and disclosed in documentation supplied at enrolment. Any changes in fees will be fairly and equitably applied, widely advertised and will clearly indicate the effective date on the new fees. Fees and payment methods will also be clearly documented in all relevant training and assessment materials.

#### 15. Record Keeping

Bedford College:

- Keeps complete and accurate records of the enrolment, progress and assessment outcomes of students
- Have procedures for the retention, archiving and retrieval of student records
- Provides access to, or copies of these records to students upon receipt of an approved Access Authorisation Form.

#### 16. Issuance of Qualifications

Bedford College issues Qualifications and Statement(s) of Attainment to students which meet the required outcomes of a qualification, unit of competency or course as described in our registered scope, in accordance with the Australian Qualifications Framework (AQF) and the National Skills Standards Council.

#### 17. National Recognition

Bedford College will accept and recognise the qualifications and Statements of Attainment awarded by other Registered Training Organisations.

#### 18. Support Services

- Bedford College provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression; this includes access to adequate and appropriate support services in terms of academic and personal counselling
- Bedford College has a Chaplain on staff to assist students with counselling and referral services
- Bedford College undertakes LLN testing prior to enrolment in an effort to identify those students with additional needs. The College has provisions in place for additional help and support for students with language, literacy and numeracy and/or other additional needs. Students' needs in relation to language, literacy and numeracy are monitored through induction, enrolment, ongoing monitoring and interviews
- Other support includes skills recognition, flexible learning, tutoring and pre-assessment interviews. Access to trainers is available to all students outside classroom hours between 3pm and 4pm on normal College days to assist students who need extra help with revision, assessment explanations, etc.
- Reasonable adjustment of assessment is provided to provide students with the opportunity to demonstrate competence through a variety of assessment methods
- All units delivered at the College are included in the Moodle (online) classroom and can be accessed by students both at College and remotely. Unit information available in Moodle includes: revision notes, assessment information, website links, handouts, etc. This allows students to revise or catch up on missed work



## 19. Access and Equity

- Bedford College has an Access and Equity Policy in place and actively supports and encourages people of all abilities to participate in the training programs (within the demonstrated scope of the learner's own ability)
- The Policy is based on providing and maintaining training services that reflect fair and reasonable opportunity for all clients and staff, regardless of race, colour, religion, gender or physical disability allowing everyone to freely participate in training in a harassment free environment. This policy reflects our commitment to the Australian Democratic Principles for Education and the Education and Training Reform Act 2006.
- All staff members are responsible for ensuring access and equity to people of all abilities for all training provided by Bedford College

## 20. Disciplinary Procedure

The College has a Student Conduct Policy in place to which all students must sign agreement on commencement of the course. This policy is designed to ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying dysfunctional or disruptive behaviour will be dealt with as per the Policy.

*Note: Please see the Deferral, Cancellation and Suspension Policy for more information.*

## 21. Quality Control

- Bedford College seeks feedback from students on their satisfaction with the services they have received and seeks to improve its services in accordance with their expectations
- Bedford College seeks feedback from Trainers and Assessors based on their participation within a course to identify improvements, ensure information is up to date and at a high level of presentation
- Bedford College maintains relationships with industry to ensure that training and assessment strategies are up-to-date and comply with current industry requirements
- Bedford College has a Continuous Improvement Policy in place to ensure that industry best practice in training and assessment services is provided to students.

## 22. Guarantee

Bedford College will:

- Maintain adequate and appropriate insurance, including public liability and Workcover
- Advise ASQA in writing within 10 working days of any change to the information contained in the application for registration
- Allow ASQA or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- Supply ASQA with delivery details for each course and unit in the Scope of Registration, including student information in accordance with AVETMISS requirements
- Resolve any grievances conveyed by students to ASQA
- In the event of Bedford College ceasing operations, all records of student results will be sent to ASQA for archiving.

### 23. Business Plan

The College has a Business 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 formal updates on a biennial basis.

- The Principal/RTO Manager and staff are responsible for monitoring and evaluating the implementation of the Business Plan.
- The Principal/RTO Manager is expected to participate in formulating adjustments to the Business Plan as circumstances dictate.
- The Principal is responsible for updating the Business Plan on a biennial basis.

### 24. Sanctions

Bedford College accepts that failure to meet the obligations of this Code, the conditions of registration as a private provider of vocational education and training or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.