



Training Code of Practice



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1 Training Code of Practice

1.1 Educational Standards

Mission Australia adopts policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interest and welfare of students. Mission Australia maintains a learning environment that is conducive to the success of students. Mission Australia ensures it has the capacity to deliver any of the courses it advertises.

Mission Australia assures the quality of training and assessment provided by committing to continuously improving the services offered and seeking feedback from students about the services.

Mission Australia ensures that your academic, financial and other records are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.

Mission Australia's Registered Training Organisation (RTO) is authorised, under legislation, to offer nationally recognised training and ensures that at all times, RTO operations comply with relevant legislation and the national registration standards.

1.2 Marketing

Mission Australia markets its training programs 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. All marketing will be compliant with the National Vocational Education and Training Regulator Act 2011 and the Standards for the National regulator.

1.3 Student Information

Mission Australia provides accurate, relevant and up-to-date information to students prior to commencement. This will include, but not be limited to:

- Copy of Code of Practice
- Admission procedures
- Copy of refund policy
- Total costs and charges to students
- Certification to be issued to the participant on completion of the course
- Course outline
- Assessment procedures
- Arrangements for recognition of prior learning and credit transfer
- Complaint / Appeal procedure
- Facilities and equipment
- Client support services

1.4 Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the training package. Mission Australia will ensure that client selection decisions comply with equal opportunity legislation.

Mission Australia will assess your current knowledge and skills prior to commencing and recognises the fact that you may already have some of the knowledge and skills that are in the course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL). If you have completed relevant Units of Competency during another course at another RTO or with Mission Australia, we will credit these Units of Competency towards completion of your qualification. Mission Australia offers learning and

assessment services that, as far as practicable, meet your individual learning needs and offers you a range of learning and assessment resources.

As part of the enrolment process, you will be asked to undertake a pre-commencement questionnaire and to participate in a short interview to identify any additional support you may need.

1.5 Refunds

Mission Australia will safeguard student fees. Mission Australia has a refund policy, which is fair and equitable. Mission Australia's refund policies are fair and are documented and provided to each student prior to enrolment. In the event that Mission Australia is not able to fulfil its obligations to you, Mission Australia has measures in place to ensure that you receive the service from another training provider or receive a refund. Please note that in the case of Skills for All training, the other provider would be an approved Skills for All provider.

1.6 Client Complaints / Appeals

Mission Australia has a fair and equitable process for dealing with client complaints, services and appeals. In the event that complaints cannot be resolved internally, Mission Australia will advise clients of the appropriate legal body where they can seek further assistance. Mission Australia will deal fairly and constructively with your concerns and complaints about the services offered.

1.7 Support Services

Mission Australia provides students with the following support:

- Liaison and advice with regard to meeting assessment requirements
- Remedial assistance where necessary

- Support to provide alternative assessment options where special needs are identified
- For individuals who experience literacy problems, assessment methods may be modified to enable individuals to be assessed
- Pre-training assessments to better identify individual student needs

1.8 International Students

Mission Australia does not offer courses to international students nor does it offer any form of off-shore delivery.

1.9 Guarantee

Mission Australia will honour all guarantees outlined in its Code of Practice.

1.10 Sanctions

It is recognised that Registered Training Organisations who do not meet the obligations of this code in supporting regulatory requirements, may have their registrations as training providers withdrawn.

1.11 Legislation

Mission Australia is committed to the principles of access and equity and will not unlawfully discriminate against students. Mission Australia has policies and procedures which address the elements of access and equity.

The obligations placed on staff and students by Mission Australia are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free from discrimination and harassment. Mission Australia's policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once

accepted for enrolment. Legislation relevant to persons attending programs conducted by Mission Australia, persons visiting Mission Australia and persons employed by Mission Australia includes:

- *Commission for Children and Young People and Child Guardian Act 2000*
- *The Privacy Act 1998*
- *Information Privacy Act 2009*
- *Freedom of Information Amendment Act 2010*
- *The Privacy Amendment Act 2002*
- *National Vocational Education and Training Regulator Act 2011*
- *Work health and Safety Act 2011*
- *Anti Discrimination Act 1991*
- *Freedom of Information Act 1982*
- *Industrial Relations Act 1999*
- *Workers Compensation Act 1987*
- *Workers Compensation Legislation Amendment Act 1998*
- *Business Names Act 2002*

1.12 Continuous Improvement

Mission Australia has a policy and procedure in place to ensure continuous improvement across all aspects of education and training.

1.13 Working with Industry to Improve Training Services

Mission Australia meets regularly with industry to ensure delivery and assessment meets industry demands and to also ensure that the qualifications issued are recognised by industry. This ensures that graduates hold the required knowledge and skills to the standard of performance required in the workplace. Mission Australia's training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where training and assessment occurs in a workplace, evidence of your performance will contribute to the assessment process.

Mission Australia's training and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

1.14 Mission Australia Registered Training Organisation Contact Details

National Office Mission Australia Level 8, 580 George Street GPO BOX 3515 Sydney NSW 2000	National Office of Mission Australia's Registered Training Organisation 11 Cleveland St STONES CORNER QLD 4120 Tel: 07 3847 8411
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