

Code of Practice

Police Name: Code of Practice for Registered Training Organisations

Policy Number: POL-021.V2

Issue Date: 6th September 2012

The Australian College of Mining has developed this Code of Practice to address and establish our commitment to the implementation and maintenance of best practice standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the Australian Quality Training Framework (AQTF).

In the context of our training business, a Code of Practice is made up of those attributes which are required but are not available as an auditable record. The Australian College of Mining can demonstrate these attributes when other aspects are absent.

1. Legislative Requirements

In all dealings with staff and students, the Australian College of Mining endeavours to observe and comply with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

- Work health and safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination;
- Privacy;
- The delivery and administration of vocational education and training; and
- All relevant legislation and regulations associated with qualifications offered.

2. Access and Equity

The Australian College of Mining will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. The Australian College of Mining prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

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3. Quality Focus

The Australian College of Mining is committed to provide best practice, quality services and is focussed on continuous improvement of our systems, products, services and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services.

4. Client Service

We have sound management and administrative processes to ensure delivery of an efficient client service. Students assessment results, Qualifications and Statements of Attainment are issued in a timely manner and competencies are recorded and certified in accordance with national guidelines.

Our commitment to quality client service is also demonstrated by the following:

- a Recognition of Prior Learning Policy and Procedure;
- protection and guarantee of student fees paid in advance
- a fair and reasonable Refund Policy;
- a Complaints and Appeals Policy;
- an Access and Equity Policy; and
- Language, Literacy and Numeracy Assistance Information.

5. External Audit and Review

The Australian College of Mining participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

6. Financial and Administrative Practices

The Australian College of Mining guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate insurance policies.

Students' records are managed to ensure confidentiality and security of all student information is maintained. All student records are stored and archived in accordance with the requirements of Standard 3.3 of the AQTF 2010 Essential Standards for Registration and retained records are retrievable for perusal by students or regulatory authorities if requested.

7. Marketing and Advertising

The Australian College of Mining markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

8. Training and Assessment Standards

All training staff members have the appropriate qualifications and experience to deliver training and assessment relevant to the training products and services offered. At a minimum all training staff is required to hold either the Certificate IV in Training and Assessment (TAA40104), or Certificate IV in Training and Assessment (TAE40110) and the relevant vocational qualification to the level being trained and assessed.

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We are committed to the ongoing professional development of our staff and we regularly conduct assessor monitoring and peer review to continually improve assessment methods and training delivery.

Assessment is conducted in accordance with the requirements of the AQTF2010 Essential Standards for Registration and the relevant National Training Package (including Mutual Recognition, Recognition of Prior Learning and Credit Transfer) and where necessary, arrangements for language, literacy or numeracy assistance are made.

At all times, we will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

9. Issuing of Qualifications

The Australian College of Mining will issue a full Diploma, Certificate or Statement of Attainment to those students who meet the requirements of the Performance Criteria of Units of Competency within the relevant training package or nationally accredited courses.

10. Recognition of Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by the Australian College of Mining.

All staff and potential students will be informed that all AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by the Australian College of Mining.

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