

Salamander Fire Aust. Pty Ltd

CODE OF PRACTICE

Educational Standards

Salamander Fire Aust. will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of trainees.

Salamander Fire Aust. will maintain a learning environment that is conducive to the success of trainees. Salamander Fire Aust. have the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

Salamander Fire Aust. will maintain systems for recording and archiving trainee enrolments, attendance, competition, assessment outcomes, recognition of prior learning, grievances, qualifications and statements of attainment issued.

Salamander Fire Aust. will treat all personal records of clients confidentially.

Course Delivery

Salamander Fire Aust. will, prior to course commencement, give trainees all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Trainees will also be given access to a current copy of the course curriculum.

Salamander Fire Aust. will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the State Training Board guidelines for customising courses.

Staff

Salamander Fire Aust. will ensure that all trainers have:

- ❑ demonstrated competencies at least to the level of those being delivered;
- ❑ demonstrated achievement of at least Certificate IV from the *Training Package for Assessment and Workplace Training* or has demonstrated the equivalent competencies; and
- ❑ industrial experience that is current and relevant to the particular course or modules that they are involved in delivering.

Salamander Fire Aust. will ensure that the responsibility for the management and coordination 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.

Training Environment

Salamander Fire Aust. will comply with all laws relevant to the operation of training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

Salamander Fire Aust. will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials, Certificates and Statements of Attainment

Salamander Fire Aust. will issue credentials and/or statements of attainment to trainees who satisfactorily complete the requirements of the accredited courses on Scope of Registration. Credentials, certificates and statements of attainment will include the provider's name, the name of the person receiving the credential, the name and number of the accredited course, the number of the credential, the date issued and the signature of a company Director. Where appropriate, modules completed and/or national competencies achieved will be identified.

Salamander Fire Aust. will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations (RTO's).

Salamander Fire Aust. has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Quality Assurance and Improvement

Salamander Fire Aust. has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Marketing

Salamander Fire Aust. 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.

Salamander Fire Aust. will not state or imply that courses other than those on the scope of registration are recognised by the State Training Board.

Recruitment and Selection

Salamander Fire Aust. will provide accurate, relevant and up-to-date information to trainees prior to commencement. This will include, but not be limited to:

- ❑ copy of code of practice;
- ❑ scope of registration;
- ❑ certification to be issued to the trainee on completion, or partial completion of the course;
- ❑ competencies to be achieved during training;
- ❑ assessment procedures;
- ❑ arrangements for the recognition of prior learning;
- ❑ recognition of qualifications issued by other RTO's
- ❑ grievance/appeal procedure;
- ❑ facilities and equipment;
- ❑ trainee support services;
- ❑ application process, enrolment form and selection criteria;
- ❑ fees and costs involved in undertaking training;
- ❑ fee refund policy.

Recruitment of trainees will be conducted at all time in an ethical and responsible manner and be consistent with the requirements of the curriculum.

Access and Equity

Salamander Fire Aust. will ensure that trainee application and selection processes are explicit and defensible and comply with access and equity principles. All staff and clients are treated with equal merit and equal availability of all activities. This includes, but is not limited to, the following groups of people:

- People with a disability
- Indigenous people
- Women
- People from non-English speaking background and
- People in rural and remote areas.

Trainee Complaints/Appeals

Salamander Fire Aust. has a fair and equitable process for dealing with trainee grievances/appeals.

Recognition of Prior Learning

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired.

It includes competencies gained through formal study, work experience and other 'life' experience.

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

Guarantee

Salamander Fire Aust. will:

- ❑ maintain adequate and appropriate insurance, including public liability and Work Cover;
- ❑ advise the Office of Training and Tertiary Education (OTTE) in writing within 10 working days of any change to the information contained in the application for registration;
- ❑ allow the Office of Training and Tertiary Education 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 OTTE with delivery details for each course and module in the scope of registration, including trainee information in accordance with OFTE-AVETMISS requirements;
- ❑ resolve any grievances conveyed by students to the Office of Training and Tertiary Education fairly and equitably;
- ❑ in the event of **Salamander Fire Aust.** ceasing operations, all records of student results will be sent to OTTE for archiving.

Sanctions

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

Equal opportunity legislation

This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

Examples of Commonwealth equal opportunity legislation are the:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

The Victorian Equal Opportunity Act 1995 is an Act of general application to the community. In an employment context it provides that an employer must not discriminate against an employee on the 14 grounds listed in the Act by denying:

- or limiting access to opportunities for promotion, transfer or training or to any other benefits connected with the employment

- the employee access to a guidance program, an apprenticeship training program or other occupational training or retraining program.

Other Victorian equal opportunity law is the Racial and Religious Tolerance Act 2001.

Occupational health and safety law

Occupational health and safety laws apply to the workplace at all times including during periods of training. It is important to ensure that apprentices, trainees and other new staff understand principles of safety and health as they relate to the workplace.

In Victoria, the Occupational Health and Safety Act 1985 provides that employers must:

- provide and maintain a safe working environment and safe systems of work
- provide information to employees in relation to health, safety and welfare in the workplace.

Victorian legislation is available from the Victorian Legislation and Parliamentary Documents website.

You may also view and download any of these Acts at the Australasian Legal Information Institute (Austlii) website which provides free online access to Commonwealth, State and Territory case law and legislation.

VET Legislation

Vocational Education & Training Act 2000

Useful links

- www.anta.gov.au
- www.aqf.edu.au
- www.dest.gov.au
- www.otte.vic.gov.au
- www.training.com.au
- www.ntis.gov.au
- www.flexiblelearning.net.au