



PROFESSIONAL CODE OF PRACTICE

Sanction

The organisation is committed to high standards in the provision of education and training. The following Code of Practice describes the minimum standards of the organisation's education and training.

Legislative Requirements

The organisation complies with all Legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity and mutual recognition of accredited qualifications issued from other providers.

Quality Management Focus

The organisation has a commitment to providing a quality service with a focus on a continuous improvement. The organisation values feedback from students, tutors, and industry representatives. Where possible, the organisation designs diagnostic assessment instruments specific to student needs.

Language Literacy and Numeracy

All students have the option to be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the qualifications offered. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment will be out-sourced to a qualified expert. Any costs incurred will be the responsibility of the student.

Marketing and Advertising

The organisation markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other Provider of education courses. The organisation's marketing strategies will not contravene legislation.

Access and Equity

The organisation will meet the needs of individuals and the community through the integration of access and equity guidelines. The organisation will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The organisation will increase opportunities for people to participate in the education system, and in associated decisions, which affect their lives.

The organisation prohibits discrimination towards any group or individuals 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)

Access and equity issues are considered during course development.

Access and equity issues are considered in delivery and assessment

Training and Assessment Standards

The organisation has personnel with appropriate qualifications and experience to provide the education courses offered. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer. Adequate materials and physical resources will be utilised to ensure the objectives of courses can be achieved. Appeals procedures are in place for students who are not satisfied with delivery of courses. All assessment processes will be valid, reliable, flexible and fair.

Admissions/Enrolment

Students will be recruited responsibly and ethically at all times. The organisation is committed to non-discrimination in any form when recruiting and selecting and at all times comply with equal opportunity and anti-discrimination legislation. Where a student would like assistance with bridging knowledge or skills gaps the Institute will endeavour to source this option.

Fees and Charges

Refer to Individual Course Information.

Grievance Policy

In the event that a student has a grievance concerning any matter in relation to the delivery of its courses or organisation, there is a process in place to ensure that the grievance can be resolved amicably. Specific details of this information can be found in the *Student Handbook* or on the Institute's website www.aias.com.au , then choose the policies and procedures option.

Appeal Policy

The organisation seeks to prevent appeals by ensuring that students are satisfied with their education and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Specific details of this information can be found in the *Student Handbook* or on the Institute's website www.aias.com.au , then choose the policies and procedures option.

Complaint Policy

Matters of complaint outside of grievance and appeal will be dealt with according to its merit. The written complaint will be formally viewed by appropriate organisational personnel. Specific details of this information can be found in the *Student Handbook* or on the Institute's website www.aias.com.au , then choose the policies and procedures option.

Recognised Prior Learning [RPL]/ Recognised Current Competence [RCC]

Applicants who consider that they have completed appropriate courses or have through prior learning and experience gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

Evidence for credit of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Case studies
- Challenge Tests

RPL/RCC is available for all subjects. The performance criteria and/or objectives of each subject provide the RPL/RCC benchmarks. Students may complete an application form on request.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the student and may consist of interview, written assignment, exam, or other method. Assessment must be conducted by a qualified assessor.

A standard fee per unit/course will be charged for the RPL/RCC assessment. Successful students are notified promptly of the RPL/RCC outcome. The Director/Manager advises unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms.

Assessment Methodologies

The objective is for the student to show that they have achieved the subject's objectives. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Written Extended Response** – in depth questions, whereby a student must demonstrate extensive knowledge of a topic/s pertaining to the subject of study.
- **Essay Questions** – questions where a student must analyse, evaluate, compare and contrast, or develop an argument in response to a question or statement
- **Assignments** – an assessment item where a student must research a topic/s and present their findings in a comprehensive report. This report must contain a students own work and must be academically referenced and argued.
- **Or any other method outlined in the student information book**

Students will be advised of the assessment protocols at the commencement of each subject.

Issue of Certification

Qualifications, Statements or Results will be issued within 21 working days of successful completion of the course or subject. Qualifications will meet the requirements of legislation.