

This Code of Practice requires the MSAC Institute of Training to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and Management

The MSAC Institute of Training will meet the following minimum administrative and management standards:

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the MSAC Institute of Training.
- Maintain adequate and appropriate insurance including public liability, and WorkCover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

Course Delivery

The MSAC Institute of Training will:

- Provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

Students and staff may access information on course curriculum and training packages by contacting the RTO Administrator.

Staff

The MSAC Institute of Training maintains staff who possess appropriate qualifications and industry experience. Specialist training staff are capable of developing a variety of learning strategies suitable for adaptation to meet the diverse learning needs of students.

Trainers and Assessors of the MSAC Institute of Training have:

- demonstrated competencies at least to the level of those being delivered
- achievement of at least Certificate IV in Assessment and Workplace Training (or equivalent)
- Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.

Training Environment

The MSAC Institute of Training will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Awards and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- name and registered number of the provider as shown on the Certificate of Registration;
- name of the person receiving the qualification;
- name of the course or units as shown on the Scope of Registration;
- a certificate number
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Training Framework statement
- identification of the recognition authority
- date issued; and
- authorised signatory of the MSAC Institute of Training

The MSAC Institute of Training will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

The MSAC Institute of Training will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

Marketing and Recruitment

The MSAC Institute of Training will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

Student Information

The MSAC Institute of Training will advise prospective students of:

- its Scope of Registration;
- application processes and selection criteria;
- fees and costs involved in undertaking training;
- fee refund policy;
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training;
- assessment procedures including recognition of prior learning;
- literacy and numeracy requirements;
- grievance procedure;
- staff responsibilities;
- facilities and equipment; and
- student support services.

Access and Equity Operating Principles

The MSAC Institute of Training:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.

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- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.

Staff and students are required to comply with access and equity requirements at all times. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on this policy, please contact the Business & Training Manager.