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Code of Practice

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1. Educational Standards

Intech will maintain high standards in the provision of vocational education and training and other client services. The organisation has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

Intech maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The following Code of Practice describes the minimum standards of the organisation's education and training.

2. Sanction

The policies in this Code of Practice underpin the operations of the organisation. The organisation recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

3. Legislative Requirements

Intech 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 another RTO.

The various acts are held on site and are accessible on the Internet at www.legislation.qld.gov.au or at the Australian Legal Information Institute web site: www.austlii.edu.au. Staff and students are informed of legislative requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

4. Quality Management Focus

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

5. Language Literacy and Numeracy

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs will be the responsibility of the student.

6. Marketing and Advertising

Intech markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. The organisation's marketing strategies will not contravene legislation.

7. Access and Equity

Intech will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. The organisation increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Intech 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 training package/product development and in training delivery and assessment.

8. Training and Assessment Standards

InTech's staffs have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised on assessment requirements before training commences.

9. Admissions/Enrolment

Recruitment will at all times be responsible, ethical and consistent with any training package requirements. The organisation is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

10. Fees and Charges

Refer to course information.

11. Possible Vocational Pathways

Refer to Course Information.

12. Refund Policy

Should the organisation cancel any course/training program students are entitled to full refund or transfer funds to future training. In the event that the student wishes to cancel their course/training program, they need to note that an initial non-refundable deposit will apply. Refunds may be negotiated on the basis of personal hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between student and the organisation.

Fees will be:

- Kept in a separate account with a recognised banking institution
- Accessed on a week-by-week basis only when the service is rendered
- Not used for any other purpose until clients have completed the program relating to the balance of the fees.

Applications for refunds can be made to the Director in writing. Please note the application form for refund of fees of partner and specific programs.

13. Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the director;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, the organisation will advise students of external organisations to which they can appeal.

All records of any complaint will be kept on file.

14. Appeals

Intech seeks to prevent appeals by ensuring that students are satisfied with their training. 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. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or Director provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be notified in writing within 21 days and advised of external organisations that may be able to assist, eg Consumer Affairs or relevant government departments.

15. Discipline Policy

Students at all times must maintain appropriate behaviour and follow the organisation rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Director.

Rules and Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, the organisation accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.

- Mobile phones are to be turned off during classes and in study areas.

16. Recognised Prior Learning [RPL]

Recognised Current Competence [RCC]

Applicants who consider that they have completed appropriate training 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
- Third party reports (statutory declarations)
- Photographic evidence

Intech advises all applicants of RPL opportunities and procedures on enrolment. RPL/RCC is available for all subject units. The performance criteria set 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. Students are notified promptly of the RPL/RCC outcome. The Director advises unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms.

RPL Procedure

- Request application form.
- Complete application.
- Return application form with supporting evidence/assessment exercises.
- Application is assessed within 14 days.
- Applicant is promptly advised of outcome.
- If unsuccessful, client advised of appeal procedure.
- If successful, client advised of study reduction time and credit transfer details.

17. Credit Transfer

Intech recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a mutual recognition credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

18. Assessment Criteria

The objective is for the student to show that they have achieved the unit's competencies. 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.
- **Or any other method outlined in the student information book**

Students will be advised of the assessment methodology before training commences.

19. Issue of Certification

Qualifications (Diplomas, Certificates, and Statements of Attainment) will be issued within 21 working days of successful completion of the program. Qualifications will meet the requirements of the training package/product and legislation.

20. Student Services, Welfare and Guidance

InTech uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

InTech has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

InTech has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

InTech informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

InTech's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint policy, appeal policy and complaint procedure. For any matter outside of the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

21. Privacy Policy

InTech complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Director.

For current details of the Privacy Policy, refer to: [Privacy Policy](#).

