



smp
training centre
ABN: 50116358984

**Student
Information
HANDBOOK**

Congratulations!

You have made the commitment to undertake a training program with our organisation.

This handbook will provide you with the information you will need to achieve a successful outcome. Further information may be obtained from Staff at SMP Network Pty Ltd.

WHO WE ARE

SMP Training Centre was specifically formed to enable Students to take advantage of the opportunities available to assist in the development of the skills and knowledge required for employment.

The Staff at SMP Training Centre are dedicated to achieving positive results and demonstrate the organisational values of: fun, professionalism, flexibility, innovation and passion for everything they do.

CONTACT DETAILS

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QUALITY STANDARDS

SMP Training Centre has strict quality control measures in place to ensure all training and assessments are carried out to Australian Quality Training Framework (AQTF) standards. All SMP Training Centre clients can have confidence in the quality of service delivery.

SMP Training Centre conducts its operations in accordance with the requirements of the '*Training and Skills Development Act. 2003*'. A copy of this Act is held by SMP Training Centre and may be accessed through the Chief Executive Officer.

ASSESSORS/TRAINERS

Our Assessors and Trainers have many years of industry and training experience and have the qualifications required by the AQTF standards. Training services are be offered by qualified staff, to people from all backgrounds regardless of culture, disability, those from non-English speaking backgrounds, Aboriginal or Torres Strait Islanders. Staff are professional and supportive at all times, in their approaches to Students.

TRAINING DELIVERY

Our training is flexible practical and where possible is conducted entirely in the workplace with the support of workplace mentors and a training representative from SMP Training Centre. We base our training on adult learning principles and we support and encourage our students to develop their own learning strategies.

Adults accumulate knowledge and skills throughout their lives and use a variety of learning styles therefore, we use a variety of methods to deliver our training eg. class-room, on-line, workbooks & placement.

COMPETENCY BASED TRAINING

Competency involves:

- The application of knowledge with depth in some areas and a broad range of skills;
- A range of tasks and roles in a variety of contexts, with some complexity in the extend and choice of actions required;
- Routines, methods and procedures where some discretion and judgement is required in selection of equipment, work organisation, services, actions and achieving outcomes within time constraints;
- Competencies likely to be applied under limited guidance with checking related to overall program but may take the form of broad guidance and anatomy if working in teams, and
- The responsibility for the work of others and/or team coordination.

Assessment will consider how the student brings together knowledge, an understanding of the work context, a decision about what to do, attitudes, values and ethics as well as what the students does to perform the role. Assessment for each unit will be based on evidence the supports the performance criteria, which in turn meets the objectives of the elements of the unit.

Each unit is graded as satisfactory (achieved) or non-satisfactory (not achieved). Any student that has not achieved competency in a unit will have the opportunity to be re-assessed.

All students must have a Field Placement Evaluation completed for every block of clinical attempted. The workplace preceptor can add additional comments to this. Reassessment may be in the form of a workplace audit, presentation of written material, oral viva or letter(s) of validation.

COMPETENCY STANDARDS

What are National Competency Standards?

- Skills, knowledge and attributes applied to complete a job role are called **competencies**;
- The level at which the competency is performed is called the **standard**;
- Together these make up **competency standards**;
- Competency standards are relevant to actual workplaces around Australia, and
- Are understandable and useable by the range of intended audiences.

Competency standards are not a list of tasks. They encompass a much broader notion of work required than merely the ability to perform tasks. Competency includes the capacity to manage a number and variety of tasks, to manage contingencies and to perform effectively in a whole work role/work environment. Rather than expressing a wish list of desirable skills, competencies reflect actual work requirements, albeit in a changing work environment.

Competency standards comprise of:

| | |
|-----------------------------|--|
| Unit Title | A key work outcome or <i>competency</i> is called a Unit . Every unit describes the outcomes from the application of a complete set of skills and tasks that are needed to do part of a job. A fully competent person will be able to demonstrate all of the skills contained in a unit. |
| Unit Descriptor | This adds additional descriptive information to assist in achieving a common understanding from users of the standards, of what the unit of competency is about. |
| Elements | Elements are lists of contributory <i>outcomes</i> that make up the unit. All the elements together fully describe the unit. |
| Performance Criteria | Performance Criteria specify the work activities and level of performance required of the worker. They are attached to elements of a unit but relate to the unit as a whole, and to the combinations of units in a package, at a particular level. They detail <i>how we can see the job is being performed correctly</i> and what the worker will <i>actually do</i> to achieve the outcome that the elements describe. |
| Range of Variables | The Range of Variables specify a <i>range of situations</i> in which work may be performed. |
| Evidence Guide | The Evidence Guide is a guide for assessors and developers of training. It provides additional information, such as <i>underpinning knowledge</i> and <i>skills</i> that a worker must have to achieve/demonstrate competency. It also provided assessors with a guide as to where and how the competency may be best assessed (eg, on the job or by simulation) and prerequisite units or combination of units for assessment/training purposes. |

EVIDENCE

Throughout most of our programs, the collection and presentation of evidence is crucial. At all stages, students must be able to provide proof that they have the skills to meet the competencies. Basically, evidence is anything, which supports a claim of competence in a particular area. It must be gathered over a period of time and must be applicable to a range and variety of situations.

To demonstrate competency, evidence must be provided that the student has demonstrated the knowledge and skills to meet the Performance Criteria for each Unit of Competency. In addition the Student must also demonstrate an understanding and operational knowledge of:

- Policies and Procedures
- Operating manuals
- Legislation and statutory requirements
- Industry codes of practice
- Organisational structure
- Literacy and numeracy skills

ACCESS TO PERSONAL INFORMATION

Please refer to the SMP Training Centre Privacy Policy for details on how your privacy and personal information is handled. A record of your training achievements will be kept by the Staff. Outcomes achieved are also maintained on a database and sent to the Registering Authority (DFEEST Quality Branch and AVETMISS) for statistical purposes. Please be assured that:

- You may request in writing to see your file at any time
- Files are retained confidentially in a secured locked filing cabinet
- Electronic records are recorded confidentially and password protected

- Only non confidential samples of evidence will be maintained on file
- Enrolment details and records of your achievements will be retained by SMP Training Centre for 30 years.

TIME FRAME TO GAIN QUALIFICATION

A Student enrolled in a course under the Vocational Educational Training qualification scheme is given necessary time & support to complete their training however, SMP Training Centre supports the notion that 12 months, from the time of commencement of a course is a minimum timeframe from completion to ensure competency, skill level & knowledge remain current. Variation to this timeframe can be negotiated with your Training Consultant if necessary.

PREVIOUS EXPERIENCE & TRAINING

SMP Training Centre values and recognises different modalities of learning. It is policy of SMP Training Centre that both formal, informal and general life experience is recognised as systems of learning. As such, participants are encouraged to review formal education achievements, prior/current work experience and general life experience in an attempt to have appropriate knowledge assessed and recognised. Credit granted for Recognition of Prior Learning (RPL)/Recognition of Current Competencies (RCC) does not necessarily grant entry into a particular course. If you believe that you are entitled to receive RPL/RCC for components of the course, please speak with our Training Manager to discuss your case. If you decide to proceed with an application for RPL/RCC this will incur an upfront non-refundable charge of \$300 to enable the application for RPL/RCC to be processed. Future fees will be charged at \$75 per subject being recognised.

MUTUAL RECOGNITION

Mutual Recognition means that SMP Training Centre will recognise any nationally credited qualification or Statement of Attainment issued from another Registered Training Organisation also the AQF Qualifications and Statements of Attainment issued by other RTO's.

CERTIFICATES AND QUALIFICATIONS

Upon successfully completing the training program, and upon receipt of final payment of any outstanding fees, SMP Training Centre will commence the production of your course transcript and Certificate/Statement of Attainment. You will first be issued your Course Transcript two weeks after your completion interview with a Training Consultant. This document is a valuable tool which enables you to commence job seeking and is evidence of course completion and results. The Certificate/Statement of Attainment can take up to 1-2 months before being issued. The Certificate will record the student name, date of completion, and the full name of the Qualification acquired. The national training logo on the certificate indicates the course qualification is recognised throughout Australia. Therefore all skills are transferable.

Please ensure you keep the Certificate/Statement in a safe place and present it to employers, prospective employers, or future Trainers. An administration fee of \$30 will be applicable for the replacement of lost or damaged Certificates/Statements of Attainment. Staff will request photo identification for replacement of any Certificates as per our Privacy Policy.

POLICY ON REFUNDS AND WITHDRAWAL FROM COURSES

From time to time, students for one reason or another may wish to withdraw from the course in which they are enrolled. It is a policy of SMP Training Centre that refunds are generally granted. Administration costs only are incurred. The amount of refund depends on the amount of notice given, the course to which the participant is booked and the general circumstances surrounding request for refund.

- Refunds will be considered upon application in writing to the Chief Executive Officer SMP Training Centre
- Decisions regarding refunds will be made within 7 days of receipt of the application.
- A full refund will be granted if at least 7 days advance notice prior to commencement is given on intent to withdrawal from any program or event conducted by SMP Training Centre.
- Less than 7 days notice prior to commencement will normally incur an administration fee of 15% of the total fee.

- Withdrawals after commencement of program and due to personal circumstances beyond the students control will result in the following refunds being granted:
 - Before 20% of training completed – 60% Refund
 - Before 50% of training completed - 30% Refund
 - More than 50% training completed – No Refund

If a Student needs to withdraw from a course, intent to withdraw needs to be given in writing to the Training Manager SMP Training Centre. The Training Manager may wish to meet with the student to discuss the request. Support and advice will be offered to the student. On withdrawal from the course the student will have their fees reviewed for possible refund and a statement of attainment may be issued. If relevant unit have been completed that meet a lower qualification criteria, the Student may be granted this qualification.

PROTECTION OF STUDENT FEES

After paying the enrolment fee Students have the opportunity of paying the balance in two equal payments or by electing to take out a payment plan. However the student elects to pay their fees, the final payment must be made by the end of the 7th week of training.

GOODS AND SERVICES TAX

At the time of printing this directory, the Australian Taxation Office (ATO) has ruled that Nationally Recognised Training (including RPL) within the National Training Framework that is provided by Registered Training Organisations is exempt from GST. Therefore SMP Training Centre, assessment and recognition fees (ARF's) are GST free.

WITHDRAWAL AND TERMINATION

A student may withdraw from a training program at any time without prejudice and receive a Statement of Attainment for completed modules/units of competency. Conditions may apply. Failure by a student to comply with SMP Training Centre Code of Conduct may result in disciplinary action that could lead to termination of tuition.

COMPLAINTS AND APPEALS PROCESS

SMP Training Centre has a "Complaints and Appeals Process" aimed at resolving any issues in relation to any training program. If the Student feels they have been adversely affected by unsatisfactory teaching, poor supervision, not satisfied with the assessment results, unfair treatment, any form of harassment or victimisation or other matters of concern, they may take the following steps to ensure the problems are recognised and dealt with appropriately:

Process to lodge a complaint:

1. Complete a Complaints form outlining the facts relating to the issue. Each complaint, appeal and outcome will be recorded for easy reference.
2. Submit the form to the SMP Training Centre Complaints Officer.
3. The Complaints Officer will contact you to discuss your complaint and begin to provide suggestions for a mutual resolution.

At all times throughout the above process all parties involved in the investigation will be kept informed about the status of the application. All information collected during the investigation will remain confidential and can only be accessed by the Complaints Officer.

The Complaints Officer will ensure:

- Each complaint and appeal and its outcome is recorded in writing and filed securely;
- Each appeal is heard by an independent person or panel, and
- Each Appellant:
 - Has an opportunity to formally present his/her case
 - Is given a written statement of the appeal outcomes, including reasons for the decision
 - The RTO should act upon the subject of any complaint found to be substantiated.

The SMP Training Centre Complaints Officer is:

Roger Levi
Phone: (08) 8410 7020
Email: rogerlevi@smpttraining.com.au

If the Student is not satisfied with the outcome of the investigation by the SMP Complaints Officer they may contact the following for further assistance:

Department of Further Education, Employment, Science and Technology Quality Branch
Phone: (08) 8226 3065

OR

Office for Consumer & Business Affairs
Phone: (08) 8204 9777

UNIT & COURSE EVALUATION

As all RTOs have responsibility for the delivery of training and assessment and issuing of qualifications, it is extremely useful to receive feedback from students and employers. All Students will be asked to complete individual Unit Evaluations & a Course Evaluation. Please take the time to complete this form. It is however, not mandatory. Students help us to understand the way our teaching is being delivered.

We are audited from time to time by the State Registering Body so please feel free to offer genuine feedback, should a representative of this department contact you. Do not be concerned by this contact as a random sample of students are selected for a brief telephone audit.

Please be assured that any evaluation of services conducted by SMP Training Centre is confidential and only used for the purposes of improving the quality of our service to our Clients & Students.

ACCESS AND EQUITY POLICY FOR ENROLMENT IN TRAINING

Management and Staff of SMP Training Centre will adhere to the principles and practices of Access & Equity in Education and Training. The Quality Systems Manager will be responsible for ensuring Access and Equity principles and practices apply within the organisation when dealing with:

- Staff
- Students
- Community
- Employers
- Fee-for-Service Clients

Students will be individually interviewed and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation. Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services. Any enquiries in relation to childcare arrangements will be referred to an appropriate community agency.

Complaints procedures have been put in place to ensure any concerns during training are dealt with immediately and appropriately. As an Equal Opportunity Employer, SMP Training Centre and its Staff will treat every Student fairly and without discrimination in the training environment and/or in the workplace.

Staff and Students are bound by the Anti-Discrimination Act, 1977, the Disability Services Act 1986, the Affirmative Action (Equal Employment Opportunity for Women) Act, 1986 and the Sex Discrimination Act, 1984.

Training services will be made available to all students (and potential students) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support the employer and Client.

In accordance with the Sex Discrimination Act, 1984, sexual harassment will not be accepted in the workplace, or in the training environment. Professional Development of staff will be reviewed at least annually, aimed at addressing this and other discriminatory behaviours.

ASSESSMENTS OF INDUSTRY AND/OR COURSE REQUIREMENTS

Where a pre-requisite for training requires a particular level of literacy and numeracy, or other entry skills, an assessment will be undertaken. This initial assessment is designed to be a non-threatening experience. A Training Consultant who has special skills in the area will conduct this assessment. The assessment will help to establish entry to a course/training program and will help identify where special training and support resources can be utilised during the program.

For assessing literacy and numeracy the Training Consultant will have experience in conducting assessments and providing training and should you need any assistance you will be provided with advice and support on the way to address these needs.

YOUR PRIVACY

In accordance with the Privacy Amendment (Private Sector) 2000, SMP Training Centre is committed to protecting privacy and personal information of all Staff & Students. SMP Training Centre will use personal information it collects primarily for the purpose of providing appropriate training for the client, and for such other secondary purposes that are related to the primary purpose and could reasonably be expected, or to which consent has been gained.

The National Privacy Principles require SMP Training Centre not to store personal information longer than necessary, though it must be noted that the Australian Quality Training Framework (AQTF) standards, to which SMP Training Centre must comply, requires that client records be kept for 30 years.

If at any stage personal details change throughout the course of training, please inform the Trainer/Assessor so that details can be amended. Students have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your Training Consultant on (08) 8410 7020.

Prior written permission will be obtained before any person or organisation is represented in SMP Training Centre marketing material. If you would like a copy of our Privacy Policy, please contact us on (08) 8410 7020.

OHSW&IM POLICY

Statement of Intent

SMP Training Centre's Occupational Health and Safety Policy aims to protect students and others at our workplace or training venues from work-caused injury and ill health and complies with all relevant safety legislation. When delivering training and assessment in the workplace the employer is responsible for safety issues and has to abide by workplace safety responsibilities.

Insurance

Whilst you are participating as a voluntary worker the scope of any training or raining placement conducted by or under the auspices of SMP Training Centre, you are covered by the Centre's insurance policy which is forwarded to your workplace prior to commencing.

Responsibility

SMP Training Centre staff will abide by this Policy, in any operation under their control. They will ensure that Training Consultants who report to them are provided with the necessary instruction, training and resources to implement the Policy and will hold them accountable.

Training Consultants and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them

to another person who has the authority and capability to do so. Staff and Training Consultants may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety, and that of their colleagues to the extent of their capability. This means you must follow all safety rules, procedures and instructions of trainers/assessors, workplace supervisor or any other management person/s involved during your day-to-day training and work activities.

Attendance & Punctuality

Please make sure that attendance in the morning and afternoon is recorded each day. This is part of the Fire Safety requirements. Punctuality is essential at all times, not only as part of agreed contract but also as an act of courtesy to fellow Students and Training Consultant. For some courses, non-attendance without an acceptable reason can lead to suspension or removal from the course.

Dining Areas/Kitchens

Amenities for breaks and meals are supplied such as a refrigerator, microwave oven, tea, coffee, milk and sugar. This is provided on the condition that all areas are kept clean and tidy. Students remain responsible for ensuring food/drink products are stored correctly & disposed of appropriately if not consumed.

EATING AND DRINKING MUST BE CONFINED TO DESIGNATED AREAS

Fire Safety and Evacuation

When you are informed of or discover the outbreak of fire:

1. Alert all other people in the area
2. Notify a SMP Staff member
3. Evacuate to the designated assembly area
4. Stay in your assemble area until people are accounted for
5. Do not re-enter the fire zone until authorised

Staff and Students are reminded that it is an offence under law to interfere in any way with fire fighting appliances, fire safety notices and any other item related to fire safety. There is also a responsibility on all SMP Training Centre Staff to ensure that clients do not interfere with such equipment.

It is most important that you know what to do in case of a fire or any other emergency which might make it necessary, as a safety precaution, to evacuate the entire building. In the case of evacuation from any sight **do not use lifts** (they can fail if an electrical fire occurs). Stairs must be used in the event of a fire.

You will also have an opportunity to see the stairwell exit points when your Training Consultant takes you on a familiarisation tour of the floor layout at the beginning of the training program. Detailed evacuation notices and plans indicating exit and assembly points are placed in strategic positions throughout each building.

Telephone/Internet/Facsimile/Photocopying

These are available for job search and training purposes. Enquire at reception or speak to your Training Consultant. SMP Training Centre offers the Students of a training program to utilise these facilities only if necessary. Any abuse of these services could result in the Student being removed from their course of study. There is a dedicated telephone for Students to use in the training room. Please speak with one of the Staff for directions on how to use it.

Implementing the Policy

This Policy will be carried out through an OHSW&IM Program, which includes:

- active involvement and commitment of Staff;
- identification and control of hazards;
- investigation and reporting of all accidents and dangerous incidents;
- participation of, and consultation with, Clients on safety matters;

- provision of first aid and emergency procedures;
- provision of information, training and supervision as necessary for safety; and,
- implementation of specific OHSW&IM policies developed for VET in specific occupations.

CODE OF CONDUCT

Students

Students in all programs conducted by SMP Training Centre have the right to:

- work and study in an environment free from harassment, discrimination or threatening behaviour;
- be treated fairly and with respect by other students and staff;
- have personal records kept confidential unless permission is granted to pass on information;
- be provided with information about your proposed program, and
- have a say and be listened to.

With these rights come responsibilities. Students have the responsibility to:

- respect the rights of others;
- respect difference and diversity;
- be responsible for their own learning;
- respect people's rights to privacy and confidentiality;
- observe any behaviour guidelines set by facilitators;
- behave in a manner that does not interfere with the learning of others, and
- observe any lawful direction by a staff member of SMP Training Centre in order to ensure the safety of all individuals.

SMP Training Centre

SMP Training Centre has the right to

- refuse entry of Students who do not meet the entry criteria of a course;
- advise a Student to repeat certain units, if competency is not demonstrate (the Student has the right to challenge this and to seek clarification);
- fail a Student if competency is not achieved or if the student displays unsafe practice, or inappropriate behaviour;
- withhold Student qualifications until all fees are paid in full;
- challenge work of a student if the presented work is not recognised as his/her own;
- seek input from the Training and Skills Commission if deemed appropriate, and
- Change a schedule for a course if needed.

SMP Training Centre that responsibility to:

- provide Students with a adequate notice of any program changes;
- provide up to date and relevant information;
- conform to EEO policies;
- provide a refund where appropriate;
- assist in the provision of counselling if requested;
- assess and monitor all Students equally and fairly;
- protect Student fees;
- the Training and Skills Commission to maintain and operate under National Guidelines;
- to ensure the publication and distribution to Students of clear, accurate and timely information;
- to develop Students' knowledge, understandings, skills and attitudes as defined in the aims of the course;
- to provide Students with opportunities to be involved in the structuring of their own learning experiences, and encourage them to take joint responsibility for their own learning;
- to acknowledge prior knowledge, abilities and background of Students;
- to assist Students to learn from assessment tasks by providing them with timely and constructive feedback;
- to encourage and enable Students to evaluate their own work critically;
- to strive for a high level of performance in teaching;

- to respect Students' right to express views and opinions;
- to demonstrate concern for the welfare and progress of individual Students, and
- to provide a safe studying environment.

UNACCEPTABLE BEHAVIOUR

The following behaviour would be considered unacceptable within SMP Training Centre programs:

- acting dishonestly in relation to assessment of competencies for any courses;
- discrimination, harassment and victimisation;
- bullying and intimidation;
- making racist or sexist comments;
- behaving in a disruptive manner such as swearing, yelling or using offensive language;
- stealing, vandalising or causing wilful damage to property of SMP Training Centre;
- endangering the safety of yourself or others;
- assaulting or attempting to assault anyone while on SMP Training Centre premises, and
- **The use of alcohol or non-prescription drugs is not permitted on any of SMP Training Centre premises.**

CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR

Where behaviour is unacceptable, disciplinary action can be taken. You may be asked to temporarily leave the program you are involved in or permanently removed. Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police may be contacted in cases of alleged criminal behaviour.

STUDENT SUPPORT SERVICES

SMP Training Centre is committed to supporting students to achieve success in their studies. Support and assistance is provided by SMP Training Centre Staff to assist Students with their studies. On site assessment and tutoring maybe an option for some Students, who are having difficulty meeting the requirements of a unit. Literature and computing support is available on request.

If you are having any difficulties at all meeting the requirements of the course or personal issues are impacted on you ability to participate in the program, please discuss this with the Training Manager.

SMP Training Centre - CODE OF PRACTICE

1. INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by SMP Training Centre, a Registered Training Organisation registered in South Australia by the Training and Skills Commission. For the purposes of this Code "Student" refers to any person participating in education or training delivered by this organisation. A "client" is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of Students and/or clients.
- 2.2 Our organisation maintains a learning environment that is conducive to the success of Students.
- 2.3 Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of Students.
- 2.4 Our organisation monitors and assesses the performance and progress of its Students.
- 2.5 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of Students, and it provides training for our staff as required.
- 2.6 Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7 Our organisation is committed to access and equity principles and processes in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

Our organisation issues qualifications and Statements of Attainment to Students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

Our organisation recognises the AQF qualifications and Statements of Attainment issued by other RTOs. Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1 Our organisation markets and advertises its products and services in an ethical manner.
- 5.2 Our organisation gains written permission from a Student or client before using information about that individual or organisation in any marketing materials.
- 5.3 Our organisation accurately represents recognised training products and services to prospective Students and clients.
- 5.4 Our organisation ensures Students and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

6. FINANCIAL STANDARDS

- 6.1 Our organisation has measures to ensure that Students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 6.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all Students and clients prior to enrolment.
- 6.3 Our organisation ensures that the contractual and financial relationship between the Student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the Student/client.
- 6.4 Documentation includes: the rights and responsibilities of Students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on Students or clients.

7. PROVISION OF INFORMATION

- 7.1 Our organisation supplies accurate, relevant and up-to-date information to prospective Students and clients covering but not limited to the matters listed in Attachment A to this Code.
- 7.2 Our organisation supplies this information to Students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8. RECRUITMENT

- 8.1 Our organisation conducts recruitment of Students at all times in an ethical and responsible manner.
- 8.2 Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 8.3 Our organisation ensures that the educational background of intending Students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

9. SUPPORT SERVICES

Our organisation provides adequate protection for the health, safety and welfare of Students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

10. COMPLAINTS MECHANISM

- 10.1 Our organisation ensures that Students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for Students to appeal against decisions which affect the Students' progress. Every effort is made by our organisation to resolve Students'/clients' grievances.
- 10.2 For this purpose, our organisation has a grievance policy where a member of staff is identified to Students and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to Students at the time of enrolment.
- 10.3 Where a grievance cannot be resolved internally, our organisation advises Students and clients of the appropriate body where they can seek further assistance.

11. RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of Students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to Students on request.

12. QUALITY CONTROL

Our organisation seeks feedback from our Students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

Signed:, Susan Nolan, Chief Executive Officer.

Principal Officer of: SMP Training Centre