

TRAINING AND SKILLS COMMISSION  
CODE OF PRACTICE FOR REGISTERED  
HIGHER EDUCATION ORGANISATIONS

## 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 BRADFORD COLLEGE a registered higher education organisation registered in South Australia by the Training and Skills Commission.

For the purposes of this Code "participant" refers to any person participating in education 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 Higher Education

- 2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of higher education services, and which safeguard the interests and welfare of participants and/or clients.
- 2.1 Our organisation maintains a learning environment that is conducive to the success of participants.
- 2.2 Our organisation has the capacity to deliver and assess the qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of participants.
- 2.3 Our organisation monitors and assesses the performance and progress of its participants.
- 2.4 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of participants, and it provides professional development for our staff as required.
- 2.5 Our organisation ensures that assessments are conducted in a manner which meets the specifications of accredited courses.
- 2.6 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 participants who meet the required outcomes of a qualification or unit course, in accordance with the *AQF Implementation Handbook*.

Our organisation notifies the Department of Further Education, Employment, Science and Technology of qualifications issued within the specified timeframe.

#### **4. Marketing of Training and Assessment Services**

- 4.1 Our organisation markets and advertises its products and services in an ethical manner.
- 4.2 Our organisation gains written permission from a participant or client before using information about that individual or organisation in any marketing materials.
- 4.3 Our organisation accurately represents our recognised courses and services to prospective participants and clients.
- 4.4 Our organisation ensures participants and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 4.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

#### **5. Financial Standards**

- 5.1 Our organisation has measures to ensure that participants 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.
- 5.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all participants and clients prior to enrolment.
- 5.3 Our organisation ensures that the contractual and financial relationship between the participant/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the participant/client.
- 5.4 Documentation includes: the rights and responsibilities of participants, costs of education and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on participants or clients.
- 5.5 Our organisation will provide, on an annual basis, a statement by an appropriately qualified accountant attesting to the financial viability of the organisation and capacity to deliver the course for which it is registered.

#### **6. Provision of Information**

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

#### **7. Recruitment**

- 7.1 Our organisation conducts recruitment of participants at all times in an ethical and responsible manner.
- 7.2 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 education opportunity offered.

- 7.3 Our organisation ensures that the educational background of intending participants is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

## 8. Support Services

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

## 9. Grievance Mechanism

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

## 10. Record Keeping

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

Our organisation is willing to report on a confidential basis, statistical information on our higher education courses including student load and enrolments, fields of study, student completion rates and staff statistics.

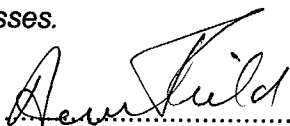
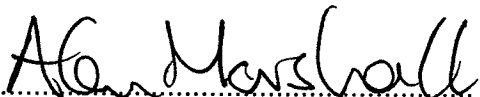
## 11. Quality Control

Our organisation has documented processes and appropriate mechanisms in place to ensure course outcomes are consistent with courses leading to equivalent qualifications in an Australian university.

Our organisation has mechanisms in place to continuously improve services including processes to obtain feedback from participants and clients on their satisfaction with services they have received.

Our organisation complies and will continue to comply with the *National Protocols for Higher Education Approval Processes*.

Signed:

.....  

Principal Officer of:

**BRADFORD COLLEGE**

Dated:

22/12/2004