



# Code of Practice (Training and Assessment)

## 1. Provision Of Education And Training Services

- 1.1 ERGOSH will adopt policies and management practices which will maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of trainees.
- 1.2 ERGOSH will maintain a learning environment that is conducive to the success of trainees.
- 1.3 ERGOSH will have the capacity to deliver the courses for which it has been registered or approved, and provide adequate facilities and use methods and materials appropriate to the learning needs of trainees.
- 1.4 ERGOSH will monitor and assess the performance and progress of its trainees.
- 1.5 ERGOSH will ensure that its training facilitators have:
  - the competencies at least to the level being delivered
  - demonstrated achievement of Certificate IV in Assessment and Workplace Training.
- 1.6 ERGOSH will comply with all AQTF 2007 Standards and WorkSafe Victoria approval requirements in regard to the delivery and assessment of courses.
- 1.7 ERGOSH will ensure that its training staff are sensitive to the cultural and learning needs of the trainees.
- 1.8 ERGOSH will comply with all laws regarding the operation of the training venues and will ensure that facilities and equipment are at a high standard for the courses being delivered.
- 1.9 ERGOSH will comply with all AQTF 2007 Standards and OTTE requirements regarding the management of RPL and the assessment of current competency.

## 2. Marketing Of Education And Training Services

- 2.1 ERGOSH will market its educational and training services with integrity and accuracy, avoiding vague and ambiguous clauses.
- 2.2 ERGOSH will make no false or misleading comparisons with any other provider or course.

## 3. Financial Standards

- 3.1 ERGOSH will put in place measures to ensure that trainees receive a refund of fees for services not provided

---

**ISSUED:** 26<sup>th</sup> March 2007  
**VERSION:** 10<sup>th</sup> June 2008 (4)  
**APPROVED BY:** Colin McLean

- 3.2 ERGOSH will ensure that the contractual and financial relationship between the trainee and ERGOSH is fully and properly documented, and that copies of the documentation are made available to the trainee.
- 3.3 Documentation shall include: the rights and responsibilities of trainees, costs of training, payment arrangements, refund conditions, and any other matters that place obligations on trainees.

#### 4. Provision Of Information

- 4.1 ERGOSH will supply accurate, relevant and up-to-date information to prospective trainees.
- 4.2 ERGOSH will supply this information to trainees before it enters into written agreements with trainees and will review regularly all information provided to trainees to ensure its accuracy and relevance.
- 4.3 Before the course commences, ERGOSH will provide trainees with an orientation program, a copy of the curriculum or course outline and details of learning resources.

#### 5. Recruitment Of Trainees

- 5.1 Recruitment of trainees will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered. ERGOSH will at all times promote and adhere to principles of access and equity.
- 5.2 ERGOSH will ensure that the educational background of intending trainees is assessed by suitably qualified staff and provide for the training of staff as appropriate.
- 5.3 Upon request, and as applicable, ERGOSH will provide trainees with information regarding:
  - application processes and selection criteria
  - fees and costs involved in undertaking training
  - fee refund policy where relevant
  - qualifications to be issues on completion or part completion of courses
  - competencies to be achieved during training
  - assessment procedures including recognition of prior learning
  - grievance procedure
  - facilities and equipment
  - trainee support services
  - procedures for the safeguarding of the fees of both domestic and overseas trainees where this is applicable..

#### 6. Support Services

- 6.1 ERGOSH will provide adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, will include adequate and appropriate support services in terms of academic and personal counselling.

#### 7. Complaints & Appeals Mechanism

- 7.1 ERGOSH will ensure that trainees have access to a fair and equitable process for dealing with complaints and appeals, providing an avenue for trainees to appeal against decisions that affect the trainee's progress.
- 7.2 Every effort will be made by ERGOSH to resolve trainee's grievances. To this end, a member of staff will be identified to trainees as the reference person for such matters. In addition, the grievance mechanism as a whole will be made known to trainees at the time of

enrolment.

- 7.3 Where a complaints and/or appeal cannot be resolved internally, the Company will refer the case to an appropriately qualified independent arbitrator for resolution.

## 8. Record Keeping

- 8.1 ERGOSH will keep complete and accurate records of the attendance and progress of its trainees, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to trainees on request.

## 9. Qualifications

- 9.1 ERGOSH will comply with all requirements of OTTE and other authorities in regard to the information contained in Diplomas, Certificates and Statements of Attainment.
- 9.2 ERGOSH will issue qualifications in accordance with the Conditions of Registration.
- 9.3 ERGOSH will recognise the AQTF qualifications and Statements of Attainment issued by other RTOs.

## 10. Recognition of AQTF Qualifications

- 10.1 One of the most important features of the Australian Quality Training Framework is the mutual recognition of Registered Training Organisation (RTO) organisations and qualifications including Statements of Attainment. Under Mutual Recognition an RTO must accept the credentials issued by another RTO based in any State/Territory of Australia.

ERGOSH undertakes to ensure that all Certificates and Statements of Attainment issued by any other registered training organisation are accepted as valid. Equally, a qualification or Statement of Attainment issued by ERGOSH will be recognised Australia wide under these arrangements.

## 11. Quality Assurance

- 11.1 ERGOSH will adopt and maintain a quality assurance system that will include clearly documented procedures for managing and monitoring all training operations and for reviewing trainee/client satisfaction.

## 12. Equity and Access

- 12.1 Equity is a term used to cover issues relating to access to VET, participation in VET, and achievement of outcomes in VET. Equity issues range from providing a supportive learning environment to adjusting assessments to meet individual circumstances, from policies on fee reduction to development of inclusive training materials. Basically, equity refers to the ability to achieve results in training and to receive training in an inclusive environment with inclusive materials. An inclusive environment or set of materials is one that acknowledges and values the differences between people and cultures. It includes rather than excludes.

ERGOSH is committed to ensuring that all prospective clients are able to participate and have the opportunity to build on their potential, make choices and receive responsive and appropriate products and services. Whilst the destination for all learners may be the same (i.e. demonstrating competence to the standard required), the journey may be different. For example, some learners may gain their credential through skills recognition, while others may complete the training before being assessed. Some learners may need more time than others, for example because of their family responsibilities or because they are mature aged learners returning to learning after a long break. ERGOSH aims to ensure equity by being flexible and responsive and avoiding a 'one size fits all' solution to training and assessment.

Access generally refers to the ability to enter training. ERGOSH commitment to improving access includes improving physical access to training venues, ensuring that selection criteria do not discriminate against clients, and adopting marketing activities to encourage all clients.

## 13. Compliance with Commonwealth, State/Territory Legislation and Regulatory Requirements

- 13.1 ERGOSH undertakes to ensure that all RTO staff and stakeholders are aware of and comply with relevant Commonwealth and State legislative and regulatory requirements.
- 13.2 In particular, all ERGOSH staff when required shall have access to the following legislation via the Victorian Government Legislation website.

Vocational Education and Training (Council Membership) Act 2000

Vocational Education and Training (TAFE Qualifications) Act 2003

Vocational Education and Training (Training Framework) Act 1997

Victorian Qualifications Authority (National Registration) Act 2004

Victorian Qualifications Authority (Amendment) Act 2003

Victorian Qualifications Authority Act 2000

Victorian Curriculum and Assessment Authority Act 2000

Education (Workplace Learning) Act 2003

Education and Training Reform Act 2006

Training and Further Education Acts (Amendment) Act 2000

Occupational Health and Safety Act 2004

- 13.3 The ERGOSH Principal Consultant assumes responsibility for ensuring that all current legislative and regulatory requirements are complied with and that any amendments, changes or modifications that may affect the operation of ERGOSH as a RTO shall be brought to the attention of relevant personnel as soon as is practicable.

## 14. Amendments

- 14.1 Any and all amendments to the Code of Practice must be approved by ERGOSH's Principal Consultant / Director Colin McLean.

---

**ISSUED:** 26<sup>th</sup> March 2007

**VERSION:** 10<sup>th</sup> June 2008 (4)

**APPROVED BY:** Colin McLean

**Uncontrolled Copy When Printed**

---