



1.18 Code of Practice

Healesville Living and Learning Centre Inc. (HLLC) will maintain a 'Code of Practice' to direct its activities and promote best practice. This Code will be reviewed regularly to ensure that best practices are maintained and that it complies with current Victorian Registration and Qualifications Authority (VRQA) guidelines.

Procedure

General

Healesville Living and Learning Centre Inc. will:

- Maintain adequate and appropriate insurance including public liability and work cover
- Advise the Victorian Registration and Qualifications Authority in writing within 10 working days of any change to the information contained in the Registration/Endorsement application
- Allow the Victorian Registration and Qualifications Authority or its agents 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 Victorian Registration and Qualifications Authority all recognition fees within 30 days of these fees being due and payable

Administration

Healesville Living and Learning Centre Inc. will:

- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including recognition of prior learning), results, qualifications issued, grievances and the archiving of records. In the event that HLLC ceases operations, all records of student results, dating from the time the organisation became registered, for all training covered by the registration, will be sent to the Victorian Registration and Qualifications Authority on computer disk.
- Supply the Victorian Registration and Qualifications Authority as requested with delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with AVETMISS requirements
- Maintain confidentiality of all clients' records

Course Delivery

Healesville Living and Learning Centre Inc. will:

- Ensure a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to students
- Ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for customising courses
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses

Staff

Healesville Living and Learning Centre Inc will ensure that teachers and trainers have:

- demonstrated competencies at least to the level of those being delivered;
- demonstrated achievement of at least Certificate IV in Training and Assessment competency standards or their equivalent; and
- Industrial experience that is current and relevant to the particular courses/Training Packages or modules / units of competence that they are involved in delivering.

Healesville Living and Learning Centre Inc will ensure that:

- the responsibility for the management of Recognition of Prior Learning applications and assessment is clearly identified and undertaken by a person or persons with relevant expertise; and
- the responsibility for the management and coordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Training Environment

Healesville Living and Learning Centre Inc. will:

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

Qualifications

Healesville Living and Learning Centre Inc. will:

- Issue qualifications and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration. Qualifications and Statements of Attainment will include the following:
 - Name of provider as shown on the Certificate of Registration
 - Name of the person receiving the qualification
 - Name of the course / Training Package qualification as shown on the Scope of Registration
 - Date issued
 - Authorised signatory of the Registered Training Organisation
 - Imprint certificates with the nationally recognised training logo where courses are nationally recognised
 - Identify units of competency achieved on any certificate issued in relation to courses based on national competency standards
 - Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation

Marketing

Healesville Living and Learning Centre Inc. will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will 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 Victorian Registration and Qualifications Authority.

Recruitment and Selection

Healesville Living and Learning Centre Inc. will:

- Advise prospective students of:
- It's Scope of Registration
- Application processes and selection criteria
- Fees and costs involved in undertaking training
- Qualifications to be issued on completion or partial completion of courses
- Competencies to be achieved during training
- Assessment procedures including Recognition of Prior Learning
- Grievance procedure
- Facilities and equipment
- Student support services
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses
- Ensure that application and selection processes and explicit and defensible and equity and access principles are observed

Student Grievances

Healesville Living and Learning Centre Inc. will:

- Have a fair and equitable process for dealing with student grievances and appeals.
(refer to Grievance Policy and Procedure document)

Quality Assurance and Improvement

- Adopt a quality assurance and continuous improvement system which includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction

Signed _____ Date _____

Position _____

On behalf of the Committee of Management