



Australian Paramedical College | Code of Practice

Introduction

The Australian Paramedical College as a Nationally Accredited, Registered Training Organisation (32513) and under the authority of the Chief Executive Officer requires that all employees abide by this Code of Practice in the provision of all training and assessment services. All Staff must ensure that the required quality practices are applied consistently in accordance with the Standards for Registered Training Organisations 2015, and the information available in the Australian Paramedical College, Quality Management System. All employees, contractors, partner organisations and stakeholders representing training and assessment services to any capacity with the Australian Paramedical College must abide by this Code of Practice.

Training and Assessment Services	<p>The Australian Paramedical College executive, management and staff are committed to providing Training and Assessment services, resources, support and equipment and environment that is conducive with achieving best practice competency outcomes in the units of study undertaken. Australian Paramedical College will ensure that the assessment practices meet the requirements of the Legislated Standards and the Principles of Assessment and Rules of Evidence. The Australian Paramedical College commits to Systematic Validation of their Training and Assessment Practices and will engage with industry to ensure training and assessment meets industry expectations.</p> <p>The Australian Paramedical College will only utilise trainers and assessors for the training delivery and assessment activities that can meet and ¹evidence the following:</p> <ol style="list-style-type: none">1. Training and/or Assessment<ol style="list-style-type: none">a. Hold the Certificate IV in Training and Assessment, orb. Hold the relevant Assessor skill set (assessment only)2. Industry Requirements (course/unit delivery and assessment)<ol style="list-style-type: none">a. Hold the relevant vocational competencies at least to the level being deliveredb. Evidence relevant current industry skillsc. Evidence current VET industry knowledge and skillsd. Evidence ongoing professional development in the VET environment
Issuance of Qualifications	Australian Paramedical College management and staff will issue qualification and transcripts of results achieved by students within 30 days of course competency completion and/or provide assistance to enquiring students regarding their course progress,

¹ In accordance with the Standards for RTO's 2015 - Clauses 1.13 to 1.16



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	<p>achievements and results. Australian Paramedical College will not issue qualifications where outstanding required administrative information is not forthcoming or where there are outstanding fees for the course owing.</p>
<p>Financial Management Fees/Schedules</p>	<p>The Australian Paramedical College applies sound and accountable financial practices in accordance with the financial management practices and systems required for compliance with the Standards for Registered Training Organisations (SRTOs 2015). Within its operations the Australian Paramedical College maintains a disclosure to student of all fees, costs and schedules prior to enrolment and applies an equitable refund policy.</p>
<p>Records and Information Management</p>	<p>The Australian Paramedical College is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by Australian Paramedical College will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.</p>
<p>Access and Equity</p>	<p>The Australian Paramedical College management and staff will assist all students to identify and achieve their desired outcomes. The Australian Paramedical College is committed to providing training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.</p>
<p>RPL (Recognition of Prior Learning)</p>	<p>The Australian Paramedical College management and staff are committed to supporting Recognition of Prior Learning (RPL) and Credit Transfer enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and in the orientation events prior to undertaking studies. Further support and tools are provided to students undertaking RPL following the student's RPL application on enrolment.</p>
<p>Stakeholder and industry feedback</p>	<p>The Australian Paramedical College is committed to securing and reviewing advice and gaining feedback from students, industry, staff and stakeholders to support best practice and excellence in the training and delivery of their courses and to support the validation and review of its Training and Assessment services.</p>
<p>Provision of information</p>	<p>Clear and accurate advice is provided to all students enrolling with Australian Paramedical College. Initial contact, orientation and the commencement of studies is supported by the holistic provision of timely information relating to but not limited to: enrolment procedures, course information, vocational outcomes, fees, access and equity, guidance and student support services, complaints</p>



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	and appeals procedures and recognition information.
Legislative Compliance	The Australian Paramedical College management and staff conducts periodic internal reviews and audits to ensure that it is compliant with all state and federal legislative requirements, including but not limited to, WH&S, Harassment, Discrimination, Equal Opportunity and the standards for registered training organisations and training legislation. The Australian Paramedical College participates in formal reviews and audit requirements as directed by the Australian Skills and Quality Authority (ASQA) and the legislation referred to as The Standards for Registered Training Organisations 2015 (SRTO2015)
Marketing Accuracy	The Australian Paramedical College Management and staff are committed to marketing all training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information. The Australian Paramedical College will support compliance with the Standards for Registered Training Organisations 2015 and related marketing legislation
Complaints and Appeals	The Complaints and Appeals Policy advises how the Australian Paramedical College shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be a standard item on operational management meeting agendas. Corrective action forms shall be raised detailing the requirements to identify solutions and satisfactorily resolve complaints and. Students have the right to appeal a complaint outcome or make a complaint through the ASQA complaint process.