



CODE OF PRACTICE

AUSTRALIAN PARAMEDICAL COLLEGE RTO 32513

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, Third Party Organisations (partners) and stakeholders representing training and assessment services for any capacity with the Australian Paramedical College must abide by this Code of Practice.

<p>Training and Assessment Services</p>	<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 shall 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 training delivery and assessment activities that can meet and ¹evidence the following:</p> <ol style="list-style-type: none"> a. Vocational competencies at least to the level being delivered and assessed b. Current industry skills directly relevant to the training and assessment being provided, c. Current knowledge and skills in vocational training and learning that informs their training and assessment and d. Meet any relevant conditions of assessment as identified in the specific training packages for the areas of responsibility <hr/> <p>¹ In accordance with the Standards for RTO's 2015, Clauses 1.13 – 1.16 and additionally Clauses 1.21 – 1.24.</p> <p>Trainer Assessor Competencies</p> <p>Australian Paramedical College Trainer/Assessors must provide evidence to meet the following regulatory requirements:</p>
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	<p>a. Hold the Certificate IV in Training and TAE40116), <i>or its successor, or</i></p> <p>b. Hold the TAE4011 Certificate IV in Training and Assessment, and additionally have gained the following by the 01 July 2019.</p> <ul style="list-style-type: none"> • TAEELN401A Address adult language, literacy and numeracy skills, or • TAEELN411 Address adult language, literacy and numeracy skills <p>Additionally, evidence that they have gained one of the following by 01 July 2019.</p> <ul style="list-style-type: none"> • TAEASS502 Design and develop assessment tools • TAEASS502A Design and develop assessment tools • TAEASS502B Design and develop assessment tools <p>c. May hold a diploma or higher-level qualification in adult education.</p>
<p>Issuance of Qualifications</p>	<p>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, 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 Personal Information Protection Act (1988) and abide by the Privacy Act (1988) inclusive of the following National Privacy Principles (NPP) :</p>

	<ul style="list-style-type: none"> • NPP 1: Collection. Relates to what an organisation should do when collecting personal information, including what they can collect, collecting from third parties and, generally, what they should tell individuals about the collection. • NPP 2: Use and disclosure. Outlines how organisations may use and disclose individuals' personal information. If certain conditions are met, an organisation does not always need an individual's consent to use and disclose personal information. There are also rules about direct marketing. • NPPs 3, 4: Information quality and security. Addresses that an organisation must take steps to ensure the personal information it holds is accurate and up-to-date and is kept secure from unauthorised use or access. • NPP 5: Openness. Requires an organisation to have a policy on how personal information is managed and ensure it is available to anyone who asks for it. • NPP 6: Access and correction. Defines that individuals a general right of access to their personal information, and the right to have that information corrected if it is inaccurate, incomplete or out-of-date. • NPP 7: Identifiers. Prevents an organisation from adopting an Australian Government identifier for an individual (e.g. Unique Student Identifiers) as its own. • NPP 8: Anonymity. Identifies that an organisations must give individuals the opportunity to do business with them without the individual having to identify themselves. • NPP 9: Transborder data flows. Outlines how organisations should protect personal information that they transfer outside Australia. • NPP 10: Sensitive information. Sensitive information includes information relating to health, racial or ethnic background, or criminal records. Higher standards apply to the handling of sensitive information.
<p>Privacy Disclaimer</p>	<p>Under the <i>Data Provision Requirements 2012</i>, Australian Paramedical College is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Students are advised of through the Australian Paramedical College Privacy Disclaimer contained in the student enrolment form and students are directed to identify consent to the collection, use and disclosure of personal information.</p> <p>Student's personal information is disclosed by Australian Paramedical College to the National Centre for Vocational Education Research (NCVER) that may be used for the following purposes:</p> <ul style="list-style-type: none"> • issuing statements of attainment or qualification, and populating authenticated VET transcripts;

	<ul style="list-style-type: none"> • facilitating statistics and research relating to education, including surveys; • understanding how the VET market operates for policy workforce planning and consumer information; and • administering VET, including program administration, regulation, monitoring and evaluation.
Access and Equity	<p>The Australian Paramedical College management and staff will assist all students to identify and achieve their desired outcomes, within the reasonable capacity of the organisation. 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>
Recognition Services	<p>The Australian Paramedical College management and staff are committed to supporting Recognition Services inclusive of Recognition of Prior Learning (RPL) and Credit Transfer (CT). All pre-enrolment enquiries and recognition requests from potential students are addressed through the provision of information supporting RPL and CT opportunities. Students are provided with RPL information on initial contact prior to enrolment and through the enrolment orientation events prior to undertaking studies. Further support and tools are provided to students requesting recognition through documented RPL and CT proposals and self-assessment options.</p>
Stakeholder and industry feedback	<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>
Provision of information	<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 and appeals procedures and recognition information.</p>
Legislative Compliance	

	The Australian Paramedical College management and staff conducts systematic internal reviews and audits to ensure that it is compliant with all state and federal legislative requirements, including but not limited to, Standards for Registered Training Organisations (2015) and related training legislation, WH&S, Harassment, Discrimination and Equal Opportunity. The Australian Paramedical College participates in compliance and registration audits and annual reporting as directed by the Australian Skills and Quality Authority (ASQA) and the legislation referred to as The Standards for Registered Training Organisations 2015 (SRT02015).
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.

Version	Purpose/amendments	Release date
V1.1_17	Initial implementation	12 Dec 2017
V1.2_18	Amended to reflect delivery changes and standards	30 Nov 2018
V1.3_19	Annual review and minor amendments e.g. TAE date correction	23 Apr 2019