



### ***Code of Practice CSU Training***

Adopted by CSU Training Advisory Committee December 2002

#### **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 CSU Training, an RTO registered in New South Wales by the Vocational Education and Training Accreditation Board (VETAB). For the purposes of this Code “student” refers to any person participating in education or training 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 Training and Assessment Services**

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

#### **4. Recognition of Qualifications Issued by Other RTO's**

- 4.1 Our organisation recognises the AQF qualifications and Statements of Attainment issued by other RTO's.
- 4.2 Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.

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

- 5.1 Our organisation markets and advertises its products and services in an ethical manner.
- 5.2 Our organisation gains written permission from a student or client before using information about that individual or organisation in any marketing materials.
- 5.3 Our organisation accurately represents recognised training products and services to prospective students and clients.
- 5.4 Our organisation ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.



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### 6. Financial Standards

- 6.1 Our organisation has measures to ensure that students 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.
- 6.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment.
- 6.3 Our organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the student/client.
- 6.4 Documentation includes: the rights and responsibilities of students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients.

### 7. Provision of Information

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

### 8. Recruitment

- 8.1 Our organisation conducts recruitment of students at all times in an ethical and responsible manner.
- 8.2 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 training opportunity offered.
- 8.3 Our organisation ensures that the educational background of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

### 9. Support Services

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

### 10. Grievance Mechanism

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

### 11. Record Keeping

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



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### **12. Quality Control**

Our organisation seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.