



SHAFSTON
www.shafston.edu

Code of Practice

As a Registered Training Organisation, Shafston has agreed to operate within the Principles and Standards of the Australian VET Quality Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Legislative Requirements

Shafston will meet all legislative requirements of State and Federal Government including Workplace Health and Safety and Workplace Relations.

Access and Equity

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Therefore, no student will be disadvantaged because of colour, race, gender or employer.

Appropriate qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality Management Focus

Shafston has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff, employees and other stakeholders for incorporation into future programmes.

Student Service

We have sound management practices to ensure effective student services. In particular, we have student service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes:

- A Recognition of Prior Learning
- A fair and equitable Refund Policy
- A Complaint and Appeal Policy
- An Access and Equity Policy, and
- Student welfare and guidance services

Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programmes. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and students.

Our student information will ensure that all fees and charges are known to the students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

Shafston has agreed to participate in external monitoring and audit processes required by the State Training Regulatory Authority. This covers random quality audits, audits following complaint and audit for the purpose of re-registration.

Management and Administration

Shafston has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. Shafston has adequate insurance policies.

Marketing and Advertising

Shafston markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisations or training product.

Training and Assessment

Shafston has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilized to ensure the learning environment is conducive to the success of the students.

Sanctions

Shafston will honor all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.