

Wesley Health Management

Code of Conduct 2016



INTRODUCTION

1. Wesley Health Management is a Registered Training Organisation (RTO) with an approved scope of training within the BSB31115 Training Package under the provision of the Australian Skills Quality Authority (ASQA).
2. This Code of Conduct reinforces an organisational commitment to the compliance with the registration standards as approved by the ASQA.
3. Wesley Health Management:
 - a) Has practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of candidates.
 - b) Maintains a learning environment that is conducive to the success of candidates.
 - c) 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 candidates.
 - d) Monitors and assesses the performance and progress of candidates.
 - e) Ensures that Wesley Health Management RTO staff are not only suitably qualified but are also sensitive to the cultural and learning needs of candidates and provides training for staff as required.
 - f) Ensures that assessments are conducted in a manner, which meets the endorsed components of the Training Package and other relevant Training Packages as applicable.
 - g) Is committed to access and equity principles and processes in the delivery of its services.

Listed below are details regarding training and assessment services, which form the Code of Practice.

LEARNING AND ASSESSMENT STRATEGIES

Access to the following details will be given to students prior to the commencement of any training and assessment provided by Wesley Health Management:

4. Code of Conduct (this document).
5. Student Handbook
6. Time and Venue for Training.
7. Learning Program/Module outline.
8. Pre-requisites / Course Entry Requirements (if applicable).
9. Fees and charges (if applicable).
10. Skills Recognition opportunities.
11. Learning and Assessment methods.

TRAINING DELIVERY

12. In support of their commitment to quality training delivery, Wesley Health Management will:
 13. Maintain a learning environment that is conducive to the success of students.
 14. Maintain the capacity and resources to deliver training within their approved scope of registration.
 15. Provide adequate facilities and use methods and materials appropriate to the learning needs of students and meet requirements dictated by the Training Package and other relevant Training Packages if applicable.
 16. Monitor, assess and document the performance and progress of students.
 17. Ensure that Wesley Health Management and contracted staff are suitably qualified and sensitive to the cultural and learning needs of students.
 18. Ensure access to professional development and training as required for Wesley Health Management staff.
 19. Provide students with appropriate Skills Recognition opportunities.

ASSESSMENT

20. In support of their commitment to quality assessment, Wesley Health Management will ensure:

- a) All assessments are conducted by qualified assessors using industry endorsed competency standards.
- b) Methods of assessment will be in accordance with the Training Package and other relevant Training Packages if applicable.
- c) Students are provided with not less than two attempts to demonstrate competency against a unit of competency. Further attempts to demonstrate competence and cost will be at the discretion of Wesley Health Management.
- d) Students are provided with an equitable assessment appeals process.

ASSESSMENT APPEALS PROCESS

- 21. A Client may appeal their assessment by completing a Corrective Action Form and lodging it with the Wesley Health Management Office within 5 working days of assessment on the grounds that the assessment was not:
- 22. **Valid: Means that the assessor assesses only what is necessary for the demonstration of competence.**
- 23. **Reliable: Means that another assessor looking at the same evidence would arrive at the same conclusion.**
- 24. **Flexible: Means that each individual is provided with the opportunity to present evidence in a variety of ways.**
- 25. **Fair: Means that the process is transparent and equitable.**
- 26. The Appeals process will then be completed in accordance with the Complaints and Appeal Policy.

RECOGNITION

- 27. Recognition of Prior Learning (RPL) is an integral part of competency based training. Recognition acknowledges, on an individual basis, competencies obtained by a learner through:
 - a) Formal training
 - b) Work experience and / or
 - c) Life experience.
- 28. The main focus of Recognition is on the outcome of the experiences and not the how, when, where or for how long the learning has occurred.
- 29. Wesley Health Management will use the following criteria for determining Recognition:
- 30. The candidate has actually achieved the unit(s) of competency that is/are being claimed.
- 31. The unit(s) of competency is/are still valid and performable.
- 32. The learning has reached the accepted standard.
- 33. The learning is applicable to the area claimed.
- 34. The unit of competency can be applied outside the specific context in which it was learned.
- 35. The principles, processes and implementation of Recognition applied and undertaken by Wesley Health Management are in accordance with the Skills Recognition Framework for Vocational Education and Training.
- 36. Recognition may be used to achieve credits (on a successful outcome) for units of competence for training programs run by Wesley Health Management.

MARKETING

- 37. Where applicable, Wesley Health Management: Markets and advertises its products and services in an ethical manner.
- 38. Gains written permission from candidates before using personal information in any marketing materials.
- 39. Accurately represents recognised training products and services to candidates.
- 40. Ensures no false or misleading statements and/or comparisons are drawn with any other training organisation or qualification.

FEES AND CHARGES

- 41. Wesley Health Management will honour its advertised schedules of fees, except where fees are altered and disclosed in documentation supplied at enrolment. Any changes in fees will be fairly and equitably applied, widely advertised and clearly indicate the effective date on the new fees. Fees and payment methods will also be clearly documented in all relevant training and assessment materials.

COMPLAINTS AND GRIEVANCES

42. Complaints and grievances unrelated to the training and assessment process should be resolved in accordance with the Access and Equity Policy Guidelines. The Policies can be found on our Wesley website under Student Services.

RECRUITMENT

43. Recruitment of Trainers and Assessors is conducted at all times in an ethical and responsible manner, consistent with the requirements of the training and assessment services being provided.
44. Wesley Health Management will ensure that the selection decisions are fair, comply with equal opportunity legislation, and comply with Wesley Health Management Staff Policy.

ENROLMENT

45. Prior to enrolment, Wesley Health Management provides students with comprehensive and complete information regarding course prerequisites, program and course content and expected outcomes.

RECORD KEEPING

Wesley Health Management:

46. Keeps complete and accurate records of the enrolment, progress and assessment outcomes of students.
47. Has procedures for the retention, archiving and retrieval of client records for a period of 30 years.
48. Provides access to, or copies of these records to students upon receipt of an approved Access Authorisation Form.

INFORMATION PROVISION

49. Wesley Health Management:

- a) supplies accurate, relevant and up-to-date information to students.
- b) supplies this information to students prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

ISSUANCE OF STATEMENT OF ATTAINMENT

50. Wesley Health Management issues Statement(s) of Attainment and Attendance Certificates to students who meet the required outcomes of a qualification, unit of competency or course as described in our registered scope, and in accordance with the Australian Qualifications Framework (AQF) Implementation Handbook and the ASQA.

SUPPORT SERVICES

51. Wesley Health Management provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression; this includes access to adequate and appropriate support services in terms of academic and personal counselling.
52. Wesley Health Management has provisions for language, literacy and numeracy assessment on request and students needs in relation to language, literacy and numeracy are monitored through induction, enrolment and interviews.
53. Other support includes skills recognition, flexible learning, tutoring, pre-assessment interviews and access to staff.

DISCIPLINARY PROCEDURE

54. To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:
55. Continuous interruptions of the trainer.
- a) Smoking in non-smoking areas.
 - b) Being disrespectful to other participants.
 - c) Harassment by using offensive language.
 - d) Sexual harassment.
 - e) Acting in an unsafe manner that places themselves and others at risk.
 - f) Refusing to participate when required, in group activities.
 - g) Continued absence or late arrival at required times.

QUALITY CONTROL

56. Wesley Health Management seeks feedback from students on their satisfaction with the services they have received and seeks to improve its services in accordance with their expectations.
57. Wesley Health Management seeks feedback from Trainers and Assessors based on their participation within a course to identify improvements, ensure information is up to date and at a high level of presentation.

MUTUAL RECOGNITION

58. Wesley Health Management will recognise and record other AQF Qualifications and Statement(s) of Attainment issued by other RTOs.