



CODE OF PRACTICE

ADMINISTERED BY: Principle Executive Officer, Director of Studies, Operations Manager, Compliance Officer, Marketing Manager

APPLICABILITY: All Staff and Contractors

ADMINISTRATION

Federation Academy (FA) will ensure, through a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of VET services, which safeguard the interest and welfare of students.

FA will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, providing high quality facilities and methods that are appropriate to the training needs of the students.

FA ensures all training and assessment programs are registered with the appropriate state and national registers.

FA academic staff will collaborate with student services staff to ensure that all students enrolled will be monitored and assessed in their performance, attendance and progress.

FA will employ appropriately qualified staff, providing adequate professional development to maintain up to date qualifications and will ensure staff is sensitive to the culture of the students being taught.

FA will maintain Flexibility in its operations and functions ensuring appropriate responses to the changing education needs of the student community are met.

MARKETING AND LIAISON

FA will market the services it provides with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian Education. In the provision of information, no false or misleading comparisons are drawn with any other training organization or training product.

FA will market its' services in consistence with the education, cultural and regulatory systems and will not detract from the reputation and interest of other Australian institutions.

FA will ensure that appointed agents act in the best interest of the applicant and the provider. FA will be responsible for the actions of their agents in marketing their training and assessment programs.

FA will not accept students from an agent if they know or reasonably suspect the agent to be:

- Engaged in dishonest practices
- Facilitating the enrolment of students who do not comply with entry requirements
- Engaged in false or misleading recruitment practices



FINANCE

FA will ensure appropriate documentation is kept of the contractual and financial relationship between the students and the Institute and will safeguard funds paid by students. FA will ensure that overseas students are financially protected at all times. FA will also meet all legislative requirements of State and Federal government. FA has a commitment to providing quality service and a focus on continuous improvements.

FA has a refund policy, which is fair and equitable. FA will refund the entire tuition fee to the students if they are unable to deliver agreed services.

DISSEMINATION OF INFORMATION

FA will ensure its entire staff and student body have accurate and current information regarding policies and procedures affecting their stay with the Institute.

The PEO will ensure that these policies and procedures are circulated, understood and implemented consistently throughout FA.

FA will ensure that staffs are provided (or given access) with information about current legislation and regulatory requirements that significantly affect their duties.

FA will ensure that all its students are provided (or given access) with information about current legislation and regulatory requirements that significantly affect their participation in VET.

FA will ensure that each student is provided clear information, prior to enrolment, about:

- Selection, enrolment and induction/orientation procedures
- Program information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity as provided for in the FA's code of practice or similar document, and
- Recognition of Prior Learning (RPL) arrangements.

FA's Policies and Procedures document, current legislation and regulatory requirements shall be readily accessible and visible at all times for immediate access by FA staff and students. Our policies include a fair and equitable refund policy, complaints and appeal policy, an access and equity policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and / or numeracy support programs. These documents will be available with the receptionist in electronic copy and emailed to any interested individual.

Any changes and/or updates made to the existing FA Policies and Procedures due to organizational and legislative purposes shall be disseminated and be made available to all FA staff and students by anyone, or any combination of the methods outlined below.

- FA Policies and Procedures,
- current legislation and regulatory requirements shall be informed to any new recruit through induction and counselling programs,
- handbooks, circulating memos & emails,
- meetings, and notice boards.



CORE BUSINESS

- FA will continuously review all information provided to students to ensure its accuracy and relevance.
- FA will recruit students in an ethical manner. Students without Year 12, their LLN proficiency will specifically be assessed.
- FA will ensure through training that all appointed agents are aware of the educational standards required for students enrolling at the Institute.
- FA will ensure that the recruitment and placement of students comply with the national regulator's requirements.
- FA will meet the needs of students, being sensitive to cross-cultural issues and paying special attention to the social and academic needs of students.

CODE OF CONDUCT AND ETHICS

- The Code of Conduct is constituted to ensure that the Institute operates effectively with a commitment to equity and fairness.
- The Code of Conduct will assist the Institute to meet its goals through you. It outlines what is expected of you as a member of the Institute community.
- The Institute expects its staff members to remain informed, act within the spirit of and comply with the Institute's policies, directions & relevant legislations as well as meet any requirements demanded by their discipline or profession.
- All members of the Institute are entitled to be treated with respect & given an equal opportunity regardless of personal, social or cultural characteristics.
- The Institute enforces the idea of fair and open discussion recognising the rights of individuals and supporting the principles of freedom of speech. However, it is expected that you will restrict your personal viewpoint or comments that will compromise the Institute's reputation.
- The Institute is committed to the idea of freedom to undertake intellectual inquiry without undue interference.
- In the interest of privacy of individuals / organisation, the staff must ensure that those who have legitimate need and lawful authorisation to do so only access the information.
- The Institute's facilities and equipment are provided to achieve our mission and goals. However, no one is approved to use these for his or her private, commercial or party and political interests.
- The Institute does not allow the consumption of alcohol or any other illegal drugs on its premises at any time. You must not attend work / study if you are under the influence of alcohol or drugs.

BREACH OF CONDUCT

An employee / student who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- Counseling
- Disciplinary action
- Civil action
- Reporting of the breach to appropriate authorities



STAFF COMMUNICATION

Staff meetings for student services staff will be held at least once every quarter at the FA office. All staffs relating to student service activities are expected to attend. When necessary, casual staff will be employed or answering machines used to ensure all staff members can attend.

An agenda for the meeting will be prepared, allowing for staff to have input to the development of the agenda. The agenda will be distributed to all staff prior to the meeting.

PEO will chair this meeting. Minutes of the meeting will be recorded on a rotating basis; copies of the minutes will be distributed to all staff.

Academic staff meeting will be held once every term for assessment validation and also to discuss any matters related to students or training and assessment program. PEO will chair the meeting and all academic staff will be informed at least one week prior to the meeting.

