

ACS Learning Centre Code of Practice



ABN: 13 737 853 254

ACS is committed to providing the highest standards in industry specific training services.

The following information outlines the standards to which the ACS Learning Centre will adhere:

- We are committed to providing a safe learning environment, which is conducive to the needs of participants. We have the capacity to deliver the nominated courses. We provide appropriate training facilities and use quality methods and materials.
- Our vocational education and training products and services are marketed with honesty and integrity. We will always accurately portray our role and ensure that the information provided to potential participants does not mislead or create false impressions.

Educational Standards

- The ACS Learning Centre will provide quality training and assessment services that recognise the diverse needs of learners and promote life long learning.
- All training and assessment services will be conducted in accordance with the policies and quality systems of the ACS Learning Centre.
- All training and assessment services are systematically evaluated and the outcomes used to continuously improve services offered.
- All training and assessment services are learner centred and delivered in accordance with established principles of adult learning. This extends to the training environment, trainer, resources and delivery modes to ensure they are responsive to the needs of participants.
- ACS is committed to the implementation of fair and equitable processes that promote maximum participation in training and assessment.

Marketing and Advertising

- Regardless of the method, all advertising and marketing reflects the actual training delivered.
- Advertising materials provide the potential participant with sufficient information to make a judgement about the suitability of the training.
- ACS has the right to make changes in programs, facilitators or to cancel programs. Every attempt will be made to ensure participants are not disadvantaged.

Recruitment of Participants

- Participants will be recruited in an ethical and responsible manner. Information given prior to enrolment will advise the participant on entry requirements and expected course outcomes.
- Participant selection complies with Equal Opportunity legislation and promotes access and equity to all. The only consideration would be any course prerequisites.
- Qualified staff are available to assist participants select the most appropriate course for their learning needs, based on any prior qualifications and experience.

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Participant Information

Participant confirmation is provided and the following information is provided date, time, location, special requirements and payment details.

Participants in nationally accredited courses will also receive a course or qualification outline and participant handbook.

Participant difficulties

If participants are experiencing difficulties with the course or qualification that they are undertaking they are encouraged to discuss them with the trainer. The trainer may grant extra time to complete assessment tasks or offer one on one tutoring.

If participants should find this initial action unsatisfactory they should contact the RTO Co-ordinator or the Learning and Development Manager.

Participant Welfare

The ACS Learning Centre is committed to providing the support that is necessary to enable participants to succeed in the course or qualification they are undertaking. If participants are experiencing emotional, family, work, health or addiction problems that are having an impact on learning they should please let the trainer know. All information will remain confidential to meet the requirements of the privacy legislation.

Participants undertaking training have the right to decide not to participate in any activities that may cause harm or distress.

Recognition of Prior Learning(RPL) and Credit Transfer

Recognition of Prior Learning (RPL) is awarded if participants can demonstrate that they have achieved the performance criteria or learning outcomes without undertaking further training or assessment. This could be in the form of evidence of work or life experience or through previous education or training.

Credit transfer allows participants to count relevant completed studies achieved at other RTOs towards their current course qualifications.

RPL and Credit Transfer is available to all participants on accredited courses. At the first training or briefing session the trainer will explain these processes and make the applications available to you to complete. It is the participant's responsibility to fully complete the form/s and submit the evidence to support the application claims. Participants will be provided with advice and assistance as required.

Intention to apply for RPL or Credit Transfer should be discussed with the trainer to ensure participants understand the amount and type of evidence they will need to provide.

When the application is being assessed participants may be contacted by the assessor to discuss the evidence and provide feedback on the portfolio or to arrange a workplace observation. Participants will receive an assessment summary report that will document any actions required and/or the assessment outcome.

Assessment

All assessments will be conducted or verified by qualified workplace assessors, in accordance with the national guidelines for conducting assessment.



Assessment methods will vary depending upon the course or qualification that being undertaken. The methods will be explained at the commencement of training.

Participants may be required to:

- give an oral presentation
- complete written exercises
- complete an assignment
- keep a workplace journal
- perform a simulated task
- perform a workplace assessment

Participants are deemed competent when all outcomes or competency elements are successfully completed within a module or unit of competency. To demonstrate competency the participant must satisfactorily complete each assessment task.

The assessment outcomes in competency based courses are:

- **Competent:** the participant has demonstrated competency in all relevant tasks.
- **Not Yet Competent:** the participant has not yet demonstrated competency in all relevant tasks, and further training or reassessment must be undertaken.

*Participants have the right to ask for **reasonable adjustment** to be made to an assessment task, if the method being used could unfairly disadvantage the candidate. This is provided it does not compromise the integrity or rigour of the assessment.*

Certificate / Statement of Attainment

Upon the successful completion of an accredited course or national qualification participants will be issued with a Certificate with the qualifications achieved.

Where participants do not complete all of the requirements or only undertake certain modules or competencies they will be issued with a Statement of Attainment.

A Statement of Participation will be provided for all non-accredited or professional development courses.

Grievances/Appeals

ACS will have a fair and equitable process for dealing with participant complaints (grievances) /appeals. In the first instance, participants should contact the Trainer or RTO Coordinator or Education Co-ordinator. This process is intended to help resolve issues to the mutual satisfaction of all parties.

Appealing a recognition outcome or assessment judgement requires participants to complete a Complaint/Appeal form and submit it to the Learning and Development Manager for action.

In the event that a complaint/appeal cannot be resolved internally the matter will be referred to an independent mediator. The cost of the mediation will be shared equally.

Fees

All course fees are advertised on the course marketing material. Unless stated fees cover the training, course material and catering.



Refunds and transfers

Course Viability

ACS events are conducted subject to sufficient numbers. If a course is cancelled a full refund will be paid to the participant or organisation that paid for the course. Course viability is assessed 2 weeks prior to the commencement of the course when a decision will be made to confirm or cancel.

Withdrawal

All notification of withdrawal MUST be provided in writing, this may be by fax or email. The date of notification of withdrawal will be established from the fax or email-generated date. Phone notification will not be accepted unless followed by a faxed or email notification within 24 hours of the phone call.

14 days or less prior

- Should you withdraw from a course 14 days or less prior to the commencement date of the course, no refund will be payable. If your organisation has not already paid they will still be responsible for the full course cost. Exceptional circumstances will be considered at ACS's discretion.

More than 14 days prior

- If you withdraw from a course 15 days or more prior to the commencement date of the course, and notification is received in writing, a refund will be issued less an administration fee of \$55 per person.

Note: Postage is not proof of receipt. If you have posted notification of withdrawal it is advisable to follow up with a phone call to ensure that it has been received at ACS.

Transfer

Transfer to another ACS course / event is accepted if written notice is provided 15 days or more prior to the commencement date and the course/event is the same.

Substitution

If a participant is unable to attend a substitute is welcome. ACS must be advised prior to the commencement of the course.

Failure to Attend

ACS determines course viability on the number of registered participants. ACS will not be liable for changes in organisational or individual circumstances that prevent attendance. No refunds or transfers will be considered for failure to attend.

Feedback and Evaluation

The ACS Learning Centre values industry feedback and strongly encourages participants to complete the course evaluation form at the completion of the training. All feedback is anonymous unless participants opt to provide their name on the form.

The feedback provided will be used as part of our review processes to continuously improve our training services.

Guarantee

Aged and Community Services Association of NSW and ACT Incorporated, is committed to honoring all guarantees stated in the Code of Practice.

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ACS Learning Centre undertakes to comply with the principles, standards and protocols of the Australian Quality Training Framework (AQTF) 2007 as determined by the Vocational Education and Training Accreditation Board (VETAB).

Disclaimer

ACS presenters endeavor to provide current and accurate information at all seminars, courses and events.

All information presented is intended to be general and should not be relied upon as professional advice applying to specific circumstances.

Payment terms

Full payment must be received to secure a place in a course prior to the commencement date.