

CODE OF PRACTICE

Arthritis Tasmania has developed a Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of education and training. This code of practice pervades all policies and procedures and it is a requirement of employment that all staff abide by it.

ACCESS, EQUITY, CLIENT SELECTION AND ADMISSION

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program.

Arthritis Tasmania incorporates the principles of equity into all programs.

Arthritis Tasmania's staff members have been instructed in their responsibilities with regards to Access and Equity principles.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability where applicable.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

RECOGNITION OF STATEMENTS OF ATTAINMENT AND QUALIFICATIONS

Arthritis Tasmania recognises the AQF Statements of Attainment and Qualifications issued by any other RTO.

ENROLMENT, INDUCTION AND ORIENTATION

Arthritis Tasmania conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

The completion of an Enrolment form and any specific needs of the individual client with regard to:

- Language, Literacy and Numeracy support;
- venue Safety and facility arrangements;
- relevant legislative requirements and accessibility;
- review of the training and assessment program and flexible learning and assessment;
- client support, welfare and guidance services arrangements;
- appeals, Complaints and Grievance procedures;
- disciplinary procedures; and

- Recognition arrangements and Credit Transfer.

MARKETING

Should Arthritis Tasmania market or advertise its products and services, it will do so in an ethical manner and agrees to operate in accordance with the national protocol for marketing and advertising. Arthritis Tasmania will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course.

Specific course information is available prior to enrolment.

Ethical Marketing Practices

Arthritis Tasmania will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

Arthritis Tasmania will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies .

Arthritis Tasmania will always gain a client's written permission before using information about that individual in any marketing materials.

Arthritis Tasmania will always accurately represent training products and services to prospective clients.

Arthritis Tasmania ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and Clear Marketing:

Where advertisements and/or advertising materials refer to Arthritis Tasmania's RTO status, the products and services covered by the organisation's scope of registration are clearly identified. Arthritis Tasmania only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by Arthritis Tasmania identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by Arthritis Tasmania comply with the names/titles as endorsed by the National Registration and Accreditation Program or recognised by the State Registration Authority.

Information on specific courses including content and vocational outcomes is available from Arthritis Tasmania prior to enrolment.

LANGUAGE, LITERACY AND NUMERACY

Arthritis Tasmania recognises that all vocational training includes language, literacy and numeracy tasks and all Arthritis Tasmania trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

DELIVERY

Arthritis Tasmania ensures the resources in the area(s) of recognition sought meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuance of qualifications, .

Arthritis Tasmania affirms that it has in place and applies the following resources:

- delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by Arthritis Tasmania are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Delivery modes may include, but are not limited to:

- demonstrations
- group participation
- individual projects
- learning support works
- audio/visual presentations
- computer managed learning
- site visits
- internet access

ASSESSMENT

Arthritis Tasmania has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

Arthritis Tasmania is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by Arthritis Tasmania remain consistent with the National Assessment Principles.

Assessment Principles:

Arthritis Tasmania ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- **Reliable:** All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.
- **Flexible:** Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. Arthritis Tasmania will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair:** Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- **Valid:** Assessment activities will always meet the requirements as specified in the unit of competence/module. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

Arthritis Tasmania offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification (utilised by the organisation) can be listed as follows:

- off-the-job training and assessment
- workplace assessment
- recognition of prior learning/recognition of current competence
- credit transfer

Assessor Qualifications:

Arthritis Tasmania ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- the assessment guidelines of training packages;
- the assessment requirements of accredited courses;
- State Human Resource requirements.

If staff members of Arthritis Tasmania do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. Arthritis Tasmania will also utilise auspiced assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspiced arrangements may involve Arthritis Tasmania staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Assessment Resources:

Arthritis Tasmania when designing assessment resources ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine); and
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained.

Conducting Assessment:

When conducting assessment, Arthritis Tasmania ensures it has personnel with appropriate qualifications and adheres to the following endorsed Assessment and Workplace Training competency standards:

- BSZ401A Plan Assessment
- BSZ402A Conduct Assessment
- BSZ403A Review Assessment:

Arthritis Tasmania ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by Arthritis Tasmania always follow the methodology outlined below:

- 1) Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.
- 2) Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
- 3) The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
- 4) All evidence-gathering methods remain reliable, flexible, fair and valid.
- 5) As assessments are undertaken, Arthritis Tasmania trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
- 6) Post-assessment guidance is always available to clients.
- 7) A fair and impartial appeals process is always available.
- 8) Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by Arthritis Tasmania include, but are in no way limited to:

- demonstration
- questioning
- workplace performance
- role-play
- simulation
- oral presentation
- graphic presentation
- projects/assignments
- audio/visual display
- written tests
- skills portfolio

Recognition:

Clients who consider they already possess the competencies identified in all or part of any course/qualification offered by Arthritis Tasmania will be encouraged to seek formal Recognition.

The Recognition process may also be referred to as Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC). The process can also include Credit Transfer. It is the determination on an individual basis of the competencies obtained by a client through:

- previous formal training,
- work experience, and/or
- life experience

Recognition therefore determines the consequent advanced standing to which the client is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

If any client has gained competencies at work or elsewhere which are relevant to the course/qualification in which he/she is participating, then he/she may not have to study module(s)/unit(s) of competence covering that content. Clients seeking Recognition must establish the currency of their competence.

The processes used to determine Recognition are fair to all parties and Arthritis Tasmania ensures that it provides adequate support to all potential applicants.

Recognition Process:

It is the client's responsibility to gather sufficient evidence to support his/her application for Recognition. This evidence may include:

- obtaining a copy of the relevant units of competency from Arthritis Tasmania;
- aligning the competencies for the qualification with the competencies associated with previous education, training or workplace experience;
- collecting any documentation, references and relevant examples to support your application;
- providing proof of ownership of any examples of work;
- submitting certified copies (NOT ORIGINALS) of qualifications. Certification can generally be obtained from any bank or Post Office as long as identification is provided.

Credit Transfer

Recognition can also include the opportunity for Credit Transfer for previous study and must also be accompanied by evidence of currency in the study area.

“Skill Test”

If a client is unable to supply documentary evidence to support their Recognition application they may be required to sit for a “Skill Test” to determine competence.

Access to Clients' Records

Each client's records are available to them on request. Clients' records are not available to other people unless Arthritis Tasmania is requested in writing by the client to allow such access.

APEALS PROCESS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

A fair and impartial appeals process is available to clients of Arthritis Tasmania. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. This is forwarded to the Training Quality Manager who will take responsibility for implementing a formal process and will who record the appeal in writing. Arthritis Tasmania's time period for the acceptance of appeals is 28 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and Arthritis Tasmania's satisfaction. Each appeal will be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State Registration Authority.

COMPLAINT PROCEDURES

In the event of a client wishing to lodge a complaint, a formal or informal approach will initially need to be made by the client (or a nominated representative chosen by the client) to the client's trainer/assessor. This complaint will be recorded in writing by Arthritis Tasmania. If, however, the complaint involves the client's trainer/assessor, a formal or informal approach will need to be made by the client (or a nominated representative) to the Director.

All attempts will be made by Arthritis Tasmania to resolve the complaint internally with all parties involved. If, however, the complaint cannot be resolved internally, an appropriate legal or independent impartial body will be approached immediately to act as an objective and impartial arbitrator. The client will be consulted as to the selection of the appropriate

legal/impartial body. Arthritis Tasmania will allow the client to be represented by a third party in any subsequent discussion.

DISCIPLINARY PROCEDURES

All Arthritis Tasmania clients are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to “show cause” as to why they should not be excluded from further participation in the program.

FEES AND CHARGES**Registration Fees:**

Fees are paid in advance. A position in any training course is not secured until a completed enrolment form and payment have been received.

Refunds:

A refund of 80% will be made if a candidate for training withdraws from the course prior to the advertised registration closing date. If withdrawal occurs after the closing date there will be no refund given except in extreme medical circumstances (doctor's certification required)

CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All clients of Arthritis Tasmania are treated as individuals and are offered advice and support services which assist them in achieving their identified outcomes.

Arthritis Tasmania does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

PARTICIPATION IN VET

Tasmanian VET Act: provides for the administration of a vocational education and training system and oversees the provision of post-Year 10 education and training in Tasmania.

Tasmanian Occupational Health and Safety Act: provides for duties and obligations related to workplace health and safety.

Tasmanian Anti-Discrimination Act: provides for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation (points 17 and 18)

All of the above are available on: www.thelaw.tas.gov.au

Federal Privacy Act: Relating to the collection, use and storage of personal data is available on: www.privacy.gov.au