

# AMA TRAINING SERVICES

## CODE OF PRACTICE

### WHO IS THE CODE FOR?

This code applies to AMA Training Services, a Registered Training Organisation, and all staff and represents the minimum standards to be applied in all dealings with employers, students, and other interested persons.

### AIM OF THE CODE

The aim of the code is to ensure the delivery of high quality service with high standards of ethical behaviour exhibited to all parties concerned.

### ACCESS AND EQUITY

AMA Training Services acknowledges that access and equity principles will be applied for special needs participants who require supplementary support. AMA Training Services will:

- Provide information and support to assist students in achieving their desired outcome.
- Conduct recruitment of students in an ethical and responsive manner, and will be carried out in accordance with The Equal Opportunity Act (1984).
- Ensure all students have equal access to training opportunities and to information regarding the scope of training available.
- Ensure training services are delivered in a way sensitive to language and cultural needs of all students.
- Protect the student's right to learn in an environment free of discrimination and harassment as per State/territory or Commonwealth legislation.
- Provide an accessible, safe and supporting environment for students with disabilities.

### CODE OF ETHICS

In adhering to the Code of Practice, AMA Training Services must:

1. Be open and honest at all times.
2. Be respectful and courteous in their dealings with clients.
3. Inform clients of rights, obligations and entitlements.
4. Ensure provision of information is current, accurate, impartial and consistent.
5. Ensure advice about training delivery best reflects the training needs of the employer and the student.
6. Be easy to contact by telephone, facsimile, and email during normal business hours as well as maintaining easily accessible premises.
7. Respond quickly and accurately to requests for information.
8. Provide a safe and healthy workplace for employees and students.
9. Treat complaints seriously and learn from them.
10. Not seek to canvas for any gifts, benefits or advantages either directly or indirectly from employers and students. Any receipt of these are to be declared to the General Manager VET.
11. Refrain from making false or misleading statements to employers and students.
12. Work closely, cooperatively and openly with the relevant training authorities and the National Regulator and comply fully and accurately with State and National administrative and legislative requirements in relation to provision of training services and the provision of information relating to dealings with employers and students.
13. Be bound to the Code of Practice at all times and ensure that employers, students and other interested persons are fully aware of it.
14. Ensure that a positive reputation and outlook for AMA Training Services is promoted to State and National training authorities and the National Regulator, other key stakeholders and the community.

## CODE OF PRACTICE

AMA Training Services will:

### Marketing

***Market their products and services with integrity, accuracy and professionalism.***

All marketing and promotional materials published by or on behalf of AMA Training Services must be truthful, accurate, and unambiguous. Marketing, promotional literature, and general advertising by AMA Training Services **must**:

- Be accurate and approved in writing prior to publishing by the General Manager VET.
- Gain written permission from employers and students before using information about them in marketing materials.
- Clearly identify the scope of registration in advertising.
- Use national and state logos in accordance with WA Department of Training and Workforce Development and ASQA requirements.
- Ensure training products and services are accurately represented to prospective students.
- Ensure copyright requirements are met.

Marketing, promotional literature and general advertising by AMA Training Services must not:

- Encourage unrealistic expectation about the level of qualifications attainable and the facilities and equipment provided.
- Make any claim to approval or recognition that is inaccurate.
- Make false or misleading comparisons of courses with others provided by competitors.
- Make misleading statements concerning the qualifications or experience of staff.
- Provide misleading information about the physical resources to be provided.
- Make misleading or false statements about the prospects for employment following the course.

### Provide Information

***Provide accurate information to students that set out the details of the costs/ fees to the student, and the objectives, assessment procedures, competency standards and outcomes to be achieved by students.***

Information provided by AMA Training Services to students on specific courses must include the following:

- A description of the course and its content.
- All tuition fees payable to the training provider in connection with the course and any other fees required.
- Details of the basic assessment for the course.
- A description of the AQF Qualification or Statement of Attainment to be given upon completion of the course.
- A statement as to whether the course is recognised by industry, professional organisations or government authorities.
- Any course pre-requisites.

If eligible, students are entitled to the concession rate on tuition fees. Students must provide appropriate identification.

Any changes of fees must be fairly and equitably applied, widely advertised and clearly indicate the effective date.

AMA Training Services will:

- Make public all policy relating to refunds for all courses/qualifications in all streams.
- Retain good financial records that reflect all payment and charges and the balance due.
- Honour their advertised schedules of fees, except where fees are altered in accordance with procedures disclosed in mandatory documentation supplied at enrolment.
- Make adequate provision to safeguard student fees - particularly advance payments made for courses or services.

## **Refund Policy**

***Have a refund policy that is fair and equitable.***

Procedures governing the administration of Fees and Charges for publicly funded courses delivered by AMA Training Services are set from Fees and Charges Policy Guidelines published by the WA Department of Training and Workforce Development.

This policy will contain guidelines for guaranteeing the refund of fees to students should AMA Training Services cancel or discontinue a course for any reason or should a trainee withdraw from the course for good reason.

Policy regarding refunds on fee for service courses must be published and available to students prior to enrolment.

Student Fees paid in advance are guaranteed by a Deed of Indemnity between AMA Training Services and Australian Medical Association (WA) Inc.

## **Complaints Process**

***Ensure that employers and students have a fair mechanism in relation to the handling of complaints and that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.***

A complaint is defined as a statement expressing discontent with the conduct of the RTO, its trainers, assessors or other staff.

Students are encouraged to raise their complaint in the first instance with the staff member concerned, the Training Manager or a senior staff member within AMA. If a solution cannot be found, the employer and student are requested to lodge a complaint to the General Manager VET.

A formal complaint is activated where in the opinion of the General Manager VET or Training Manager, the severity of the concern is such as to warrant a formal review. As a general rule, the complaint should be in writing.

As a general rule, a complaint should be dealt with within 14 working days. If the complaint cannot be dealt within that time frame, the complainant will be contacted to advise that the complaint is still under review. Where the complaint cannot be resolved within 60 days the complainant is to be advised in writing the reasons why more than 60 days is required.

AMA Training Services' procedure for handling complaints is to ensure all complaints are treated with fairness, neutrality and confidentiality.

- A formal complaint should be submitted to the General Manager in writing detailing the nature of the complaint.

- The complaint is formally recorded on the complaints register by the Training Manager and acknowledged in writing.
- Where appropriate, complaints will be resolved by the Training Manager. If this person does not believe they can handle the complaint in an impartial way, or have been directly involved in the matter under complaint, then it will be referred to the General Manager VET.
- The Training Manager will forward the detailed record of complaint to this independent person. The General Manager VET may interview the complainant, staff, or determine the merits of the complaint provided by the Training Manager.
- Should an incident arise where the General Manager VET is not available throughout the process, the appointed authorised person for the position will be called upon.
- The complainant is formally advised in writing by a statement detailing the outcome and reason for the decision. The complainant will be advised of the option to refer the complaint to ASQA if not satisfied with the outcome and the reason for the decision.
- The Training Manager will be responsible for any action required to address reviews or improvements to its operations and practices.
- All documentation relating to the complaint and outcome of the decision will be held on file by the Training Manager, with a copy forwarded to the General Manager VET.

### **Course Selection / Enrolment**

Recruitment of students will be conducted at all times in an ethical and responsive manner, and will be done in accordance with The Equal Opportunity Act (1984).

Course selection/enrolment decisions made by AMA Training Services will be made to the extent to which the stated competency standards and outcomes of the course are likely to be achieved by the applicant given his/her qualifications, proficiencies and aspirations. Advice will be provided if courses contribute to articulation into further study at the completion of the course.

AMA Training Services will provide documentation to prospective students which discloses in full all of the arrangements between the two parties. Documentation must be written in clear, concise, plain English that avoids vague and ambiguous clauses.

### **Training Delivery**

With respect to training delivery by AMA Training Services, trainers will:

- Hold required qualifications in accordance with the Standards for Registered Training Organisations 2015 and be vocationally competent and knowledgeable in the subject matter.
- Encourage participation by all members of the class.
- Create a friendly environment.
- Respect the views and beliefs of the students.
- Mentor students through the duration of the course/unit of competency.

Upon completion of a course/unit of competency, a feedback mechanism will be put in place as way of monitoring trainers and course delivery. These will be analysed by the Training Manager to identify themes or trends that can be used to improve the operations of AMA Training Services.

## Assessment

With respect to training and assessment, AMA Training Services will ensure that assessors will:

- Hold required qualifications in accordance with the Standards for Registered Training Organisations 2015 and are vocationally competent and knowledgeable in the subject matter.
- Conduct assessments that comply with the assessment requirements of the relevant training package.
- Be sensitive to the cultural and learning needs of students.
- Recognise language, literacy and numeracy needs of students.
- Follow the Principles of Assessment (e.g. valid, reliable, fair and flexible) and Rules of Evidence (Validity, Sufficiency, Authenticity, Currency)
- Ensure skills recognition is provided to students.
- Ensure differing needs and requirements of the students, the local enterprise(s) and/or industry are identified and handled with sensitivity.
- Ensure potential forms of conflict of interest in the assessment process and/or outcomes are identified, and appropriate referrals are made (if necessary).
- Ensure the rights of students are protected during and after the assessment process.
- Ensure students are made aware of their rights and processes of appeal.
- Ensure personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcome.
- Ensure assessment decisions are based on available evidence that can be produced and verified by another assessor.
- Ensure that assessments are conducted within the boundaries of the assessment requirements.
- Ensure students are informed of all assessment processes prior to assessment.
- Ensure students are informed of all known potential consequences of assessment decisions prior to assessment.
- Ensure confidentiality is maintained regarding assessment decisions/outcomes and records of individual assessment outcomes which identify personal details are only released with the written permission of the student.
- Ensure assessment outcomes are used consistently with the purposes explained to students.

## Appeals

***Ensure that employers and students have a fair mechanism in relation to the handling of appeals and that the principles of natural justice and procedural fairness are adopted at every stage of the appeal process.***

All students have the right to appeal the outcome of an assessment on the grounds that there is a perceived flaw in the assessment process.

Students should be encouraged to raise their issue in the first instance directly with the person concerned. If these parties cannot achieve a resolution, then it may be necessary to resort to a formal appeals process.

The grounds on which an appeal can be lodged are as follows:

1. The students perceives the process of assessment procedures as stated in the Assessment Plan were not followed by the Trainer or Assessor.
2. The students believes their performance was degenerated by shortfalls in the assessment procedures beyond their control.
3. The students believes the assessment did not comply with the Principles of Assessment - validity, reliability, fairness and flexibility.

As a general rule, an appeal should be dealt with within 14 working days. If the appeal cannot be dealt within that time frame, the students will be contacted to advise that the appeal is still under review. Where the appeal cannot be resolved within 60 days the students is to be advised in writing the reasons why more than 60 days is required.

AMA Training Services' procedure for handling appeals is to ensure all appeals are treated with fairness, neutrality and confidentiality.

- Appeal must be submitted to the Training Manager in writing detailing the grounds for appeal and contain copies of all relevant supporting documentation.
- The appeal is formally recorded on the Appeals Register by the Training Manager and acknowledged in writing.
- Where appropriate, appeals will be considered by the Training Manager. If this person does not believe they can handle the appeal in an impartial way, or have been directly involved in the matter under appeal, it will be referred to the General Manager VET.
- The outcome of the appeal and reasons for decisions must be documented by the Training Manager or General Manager VET as the case may be.
- The appellant is formally advised in writing by a statement detailing the outcome and reason for the decision.
- The General Manager VET will be responsible for any action required to address reviews or improvements to its operations and practices.
- All documentation relating to the appeal and outcome of the decision will be held on the student file by the Training Manager, with a copy forwarded to the General Manager VET.
- The outcome of the appeal will be recorded on the Appeals Register and will be used to identify themes or trends that may signal system weaknesses in the operations and practices of AMA Training Services.

### **Issuing Qualifications and Statements of Attainment**

Qualifications and Statements of Attainment will be issued to a student who meets the requirements of a qualification or unit of competency in accordance with the Australian Qualifications Framework (AQF).

AMA Training Services recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations or AQF authorised issuing organisations.

## **Students' rights in the event of closure**

In the unlikely event that AMA Training Services closes or ceases training in a particular qualification

- AMA Training Services within 10 working days of ceasing operations will contact ASQA to make arrangements to transfer all student records to ASQA and for all current students to receive a copy of their results, if this has not been previously provided to them.
- Within 20 working days of ceasing operation, AMA Training Services will forward to ASQA an agreed electronic and/or hardcopy document/s with:
  - All student results and records (including name address and identifier such as DOB),
  - All units of competency/modules achieved by each student including title and national code,
  - Qualifications and statements of attainment issued to each student including title, code and date issued, and
  - Evidence of training and assessment activities undertaken at the time of cessation that only partly fulfil a unit of competency. The documentation will be a complete, accurate and orderly copy of all student results/details since initial registration of the RTO.
  - In the instance of electronic records, the RTO should make arrangements for the mechanism or software by which the material can be retrieved to be available to ASQA at no charge.

**Current as at 12<sup>th</sup> December 2019**