

# Code of Practice

## Purpose

This Code of Practice describes Jigsaw Training Group's commitment to the maintenance of high standards in the provision of Vocational Education and Training and other Student services.

### 1. Educational Standards

Jigsaw Training Group adopts policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of Students.

Jigsaw Training Group maintains a learning environment that is conducive to the success of all Students.

Jigsaw Training Group ensures that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved under its scope of registration.

Jigsaw Training Group maintains systems for recording and archiving Student enrolments, attendance, completion, assessment outcomes, Recognition of Prior Learning, complaints and appeals, Qualifications and Statements of Attainment issued.

Jigsaw Training Group treats all personal records of Students confidentially.

### 2. Course Delivery

Jigsaw Training Group, prior to course commencement, provides Students with all relevant information about the course content, availability of learning resources, assessment requirements and appropriate support services.

Jigsaw Training Group ensures that training and assessment occur in accordance with the requirements of the Accredited Course or endorsed Training Package where appropriate.

### 3. Staff

Jigsaw Training Group ensures that the responsibility for the management and coordination of training delivery, assessment (including the recognition of prior learning), staff selection and

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professional development is clearly identified and undertaken by a person or persons with relevant Qualifications and experience.

Jigsaw Training Group ensures that all those involved in training and assessment have:

- demonstrated current vocational competencies at least to the level of those being delivered, as well as qualifications in a related area
- industry experience that is current and relevant to the particular course or Units they are assessing
- demonstrated achievement of at least the Certificate IV in Training and Assessment

Jigsaw Training Group will ensure that all those involved in the planning and conduct of assessment will have:

- demonstrated current vocational competencies at least to the level of those being delivered
- demonstrated achievement of at least the following competencies:
  - TAEASS401B Plan assessment activities and processes
  - TAEASS402B Assess competence
  - TAEASS404B Participate in assessment validation

#### **4. Training and Assessment**

All Nationally Recognised Training conducted by Jigsaw Training Group is undertaken according to the relevant Training Package. Training and assessment strategies have been designed to provide Students with the skills and knowledge required within the industry.

#### **5. VET Quality Framework**

We ensure that all activities undertaken abide with the requirements of the VET Quality Framework including:

- Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualification Framework
- the data provision requirements

#### **6. Access and Equity Policy**

Based on the Access and Equity Policy for the Vocational Education and Training System Jigsaw Training Group will provide training that is:

- equitable for all Students through the fair allocation of resources and involvement in vocational education and training
- provides equal opportunity for all Students
- provides access for all to appropriate, quality Vocational Education and Training programs and services
- provides support services which enhance achievement of positive outcomes.

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## 7. Training Environment

Jigsaw Training Group complies with all laws relevant to the operation of the training premises including:

- workplace health and safety
- fire safety regulations
- ensures that the training premises are of adequate size and have adequate heating, cooling lighting and ventilation.

Jigsaw Training Group ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

## 8. Qualifications and Statements of Attainment

Jigsaw Training Group **only** issues Qualifications and/or Statements of Attainment within the scope of registration, to Students who satisfactorily complete all requirements. Qualifications and Statements of Attainment include:

- the RTO's name and RTO code
- the name of the Student receiving the Qualification/Statement of Attainment
- the date issued and the signature of the CEO.
- the Nationally Recognised Training logo.

Qualifications include:

- Code and title of awarded AQF Qualification
- industry descriptor e.g. Community Services
- occupational or functional stream, in brackets (e.g. Employment Services)
- where relevant, the words, "achieved through Australian Apprenticeship arrangements"
- the words, "The qualification is recognised within the Australian Qualifications Framework"
- Qualifications are issued within thirty (30) calendar days of the Student successfully completing all Units required.

Statements of Attainment include:

- list of competencies achieved, showing their full title and national code for each Unit
- AQF Qualification partially completed or Accredited Course completed (if applicable)
- The words, "A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units."
- Statements of Attainment are issued to Students who enroll in Units of Competence only and those Students who do not complete full Qualifications. Statements of Attainment will be issued within thirty (30) calendar days of the Student completing the Units in which they have enrolled

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- Students who elect not to continue their studies will be issued with a Statement of Attainment for Units successfully completed, within thirty (30) days of informing Jigsaw Training Group of their withdrawal.

Jigsaw Training Group accepts and recognises the Qualifications and Statements of Attainment awarded by all other Registered Training Organisations.

## 9. Quality Assurance and Improvement

Jigsaw Training Group is dedicated to providing a high standard of service, complying with relevant legislation and finding new ways to improve the level and quality of service offered to Students. To achieve this Jigsaw Training Group has a documented policy for managing and monitoring all training operations and reviewing Student satisfaction.

## 10. Marketing

Marketing activities undertaken by Jigsaw Training Group must clearly state training and assessment services leading to AQF Qualifications and/or Statements of Attainment. Nationally Recognised Training must be independent of the Jigsaw Training Group's other training services.

All marketing conducted by Jigsaw Training Group will be undertaken with integrity and accuracy to provide Students with sufficient information to make an informed decision.

All marketing and advertising material is to be submitted to the Chief Information Officer.

Written approval from a Student or organisation is to be obtained if reference is to be made to the Student or organisation in any promotional material.

A copy of the authorised marketing and advertising material, together with any approvals are to be kept on file by the Chief Information Officer.

The printing and publishing of marketing and advertising material can only be authorised by the Chief Information Officer.

All printed, publishing or advertising material will clearly distinguish between Nationally Recognised Training with scope of registration and non-accredited training, offered.

## 11. Recruitment and Selection

Jigsaw Training Group provides accurate, relevant and up-to-date information to Students prior to commencement. This includes, but is not limited to:

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- Duration
- Location
- Certification to be issued to the Student on completion, or partial completion of the course
- Competencies to be achieved during training
- Assessment procedures
- Arrangements for the Recognition of Prior Learning, including Credit Transfer
- Appeal Procedure
- Facilities and equipment
- Student support services
- Entry requirements
- Fees and charges
- Fee Refund Policy

Recruitment of Students is conducted at all times in an ethical and responsible manner. Jigsaw Training Group ensures that Student application and selection processes are explicit and defensible and comply with access and equity principles.

## 12. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience.

Jigsaw Training Group aims to ensure that a Student's prior learning is recognised, irrespective of where or how the learning has taken place.

Jigsaw Training Group has developed a system that is offered to all Students to ensure there is no unnecessary duplication of training or assessment and to ensure maximum recognition of current skills and knowledge.

## 13. General

Jigsaw Training Group:

- maintains adequate and appropriate insurance including Public Liability, Workcover, Professional Indemnity and contents insurance
- advises ASQA in writing within ten (10) working days of any change to registration
- allows ASQA or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- supplies ASQA with delivery details for each course and unit in the scope of registration including Student information in accordance with AVETMISS requirements for all government funded training
- resolves any complaints conveyed by Students fairly and equitably

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- retains Student's results and a record of Qualifications/Statement of Attainments issued, for a period of thirty (30) years
- retains completed assessment items for a minimum of the period of six (6) months after the result is issued
- retains assessment instruments and marking guides for a period of seven (7) years
- in the event of Jigsaw Training Group ceasing operations, all records of Student's results will be sent to ASQA for archiving.

## 14.Sanctions

Jigsaw Training Group accepts that failure to meet the obligations of this code, the conditions of registration as private provider of Vocational Education and Training, may have their registration as a Registered Training Organisation withdrawn.

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