

CODE OF PRACTICE

As a Registered Training Organisation, Axiom College must operate according to the Standards for Registered Training Organisations 2015. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Legislative Requirements

Axiom College will meet all obligation under the various Commonwealth and State legislation, in relation to education and training services.

Paramount is the awareness of all staff to ensure there are safeguards against accidental breaches due to misinformation.

Axiom College staff members are aware of their obligations to observe the laws of Queensland and the Commonwealth of Australia.

Axiom College requires its staff to state and confirm their awareness and understanding of the existence of that legislation as part of their induction program as well as reading and signing the acknowledgement at the end of the legislation summary document.

Students are made aware of any legislation that may affect their training during their induction/ orientation and during the delivery of their course.

LEGISLATION THAT MAY EFFECT VOCATIONAL TRAINING

Commonwealth (Cth) Legislation:

- National Vocational education & Training Regulator Act 2011(Cth)
- Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Fair Work Act 2009 (Cth)
- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth)

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)

Access and Equity

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

Quality Management Focus

Axiom College has a commitment to providing a quality service and a focus on continuous improvement using the Standards for Registered Training Organisations 2015 (SNR 2015). We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular Axiom College has client service standards, in accordance with Snr 2015, to ensure:

- The timely issue of trainee/student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy,
- A fair and equitable Refund Policy,
- A Complaints Policy
- An Appeals Policy,
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content, duration and assessment procedures are explained and that vocational outcomes are outlined.

External Audit

Axiom College has agreed to participate in monitoring and audit processes required by the national and state Training Authorities as required. This includes random compliance audits, audit following complaint and audit for the purposes of registration.

Management and Administration

Axiom College has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee/student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. Axiom College has adequate insurance policies.

Marketing and Advertising

Axiom College markets vocational education and training products/ services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the SNR 2015 and the AQF Standards.

Training and Assessment Standards

Axiom College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Axiom College will engage with industry when developing training and assessment strategies and ensure their trainers and assessors hold current industry skills and knowledge, (including Recognition for Prior Learning and Credit Transfer). It will also apply rigorous standards to ensure learners

- Have absorbed the knowledge
- Developed their skills and
- Are able to combine skills and knowledge to perform to expected industry standards.

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

Professional Development of Staff

Axiom College actively undertakes opportunities to develop staff, trainers' professional development and to maintain industry and VET currency and relevance in an ongoing basis.

Training Guarantee

Axiom College will provide quality training and assessment services to the best of its ability. Whilst specific programs may have unique or regulatory conditions, which can override certain clauses of the Training Agreement, Axiom College guarantees that from the moment a student begins vocational training in any of its courses, Axiom, will take all reasonable steps to ensure that its training and assessment services are available for the duration of the agreed training period. In the unlikely event that Axiom College is unable to provide that service it will endeavour to provide students with alternative arrangements. If it is unable to provide arrangements that are suited to the needs of the trainee, then it will refund all fees and charges for that course.

Sanctions

Axiom College will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.