



## Code of Practice

[Table of Contents](#)

# Code of Practice

## Contents

<b>CODE OF PRACTICE .....</b>	<b>2</b>
1. Educational Standards .....	3
2. Sanction.....	3
3. Legislative Requirements .....	3
4. Quality Management Focus.....	3
5. Language Literacy and Numeracy.....	3
6. Marketing and Advertising .....	3
7. Access and Equity.....	3
8. Training and Assessment Standards.....	4
9. Admissions/Enrolment.....	4
10. Fees and Charges.....	4
11. Possible Vocational Pathways.....	4
12. Refund Policy .....	4
13. Complaints .....	5
14. Appeals.....	5
15. Discipline Policy.....	5
16. Recognised Prior Learning [RPL] .....	6
17. Credit Transfer .....	6
18. Assessment Criteria .....	7
19. Issue of Certification.....	7
20. Student Services, Welfare and Guidance.....	7
21. Privacy Policy.....	8
22. Information Technology and Communication.....	8

## 1. Educational Standards

Study Solutions Australia will maintain high standards in the provision of vocational education and training and other client services. Study Solutions Australia has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

Study Solutions Australia maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The following Code of Practice describes the minimum standards of Study Solutions Australia's education and training.

## 2. Sanction

The policies in this Code of Practice underpin the operations of Study Solutions Australia. Study Solutions Australia recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

## 3. Legislative Requirements

Study Solutions Australia complies with all legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity and mutual recognition of accredited qualifications issued from another RTO.

The various acts are held on site and are accessible on the Internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) or at the Australian Legal Information Institute web site: [www.austlii.edu.au](http://www.austlii.edu.au). Staff and students are informed of legislative requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

## 4. Quality Management Focus

Study Solutions Australia has a commitment to providing a quality service with a continuous improvement focus. Study Solutions Australia values feedback from students, tutors, and industry representatives. Where possible, Study Solutions Australia designs diagnostic assessment instruments specific to student needs.

[Table of Contents](#)

## 5. Language Literacy and Numeracy

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs will be the responsibility of the student.

## 6. Marketing and Advertising

Study Solutions Australia markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. Study Solutions Australia's marketing strategies will not contravene legislation.

## 7. Access and Equity

Study Solutions Australia will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. Study Solutions Australia increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

[Table of Contents](#)

Study Solutions Australia prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Access and equity issues are considered during training package/product development and in training delivery and assessment.

[Table of Contents](#)

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## **8. Training and Assessment Standards**

Study Solutions Australia's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised on assessment requirements before training commences.

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## **9. Admissions/Enrolment**

Recruitment will at all times be responsible, ethical and consistent with any training package requirements. Study Solutions Australia is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

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## **10. Fees and Charges**

Refer to course information.

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## **11. Possible Vocational Pathways**

Refer to Course Information.

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## **12. Refund Policy**

Should Study Solutions Australia cancel any course/training program students are entitled to full refund or transfer funds to future training. In the event that the student wishes to cancel their course/training program, they need to note that an initial non-refundable deposit will apply. Refunds may be negotiated on the basis of personal hardship or sickness upon provision of substantiation of the claim.

Refer to the terms and conditions for additional information.

Applications for refunds can be made to the Chief Executive Officer.

[Table of Contents](#)

## 13. Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the chief executive officer;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, Study Solutions Australia will advise students of external organisations to which they can appeal.

All records of any complaint will be kept on file.

## 14. Appeals

Study Solutions Australia seeks to prevent appeals by ensuring that students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Chief Executive Officer, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.

[Table of Contents](#)

### Appeal Procedure:

- Notify trainer within 21 days.
- Trainer and/or Chief Executive Officer provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a 3<sup>rd</sup> party/panel acceptable to all parties to the appeal.

If the appeal is still unresolved, the student will be notified in writing within 21 days and advised of external organisations that may be able to assist, e.g. Consumer Affairs, Australian Council for Private Education and Training ([ACPET](#)) or relevant government departments.

## 15. Discipline Policy

Students at all times must maintain appropriate behaviour and follow Study Solutions Australia rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course. Major breaches include any criminal behaviour or actions that threaten the health and well being of fellow students and staff.

**Rules and Regulations** - The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, StudySolutions Australia accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Endangers the health and safety of staff or students.
- Smoking is not permitted inside training facilities.
- Drunken and/or being under the influence of prohibited drugs and/or substances.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.

[Table of Contents](#)

- Be punctual and ensuring mobile phones are turned off during classes and in study areas.
- Willfully obstructing or disrupting any official meeting, ceremony, activity, class or examination.
- Not observing lawful directions given by an Australian College of Early Childhood Education staff member.
- Possession of prohibited or dangerous articles.

[Table of Contents](#)

## 16. Recognised Prior Learning [RPL]

Recognised Current Competence [RCC]

Applicants who consider that they have completed appropriate training or have through prior learning and experience gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim. The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

Evidence for credit of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Case studies
- Third party reports (statutory declarations)
- Photographic evidence

Study Solutions Australia advises all applicants of RPL opportunities and procedures on enrolment. RPL/RCC is available for all subject units. The performance criteria set the RPL/RCC benchmarks. Students may complete an application form on request.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the student and may consist of interview, written assignment, exam, or other method. Assessment must be conducted by a qualified assessor.

A standard fee per unit/course will be charged for the RPL/RCC assessment. Students are notified promptly of the RPL/RCC outcome. The Chief Executive Officer advises unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms.

### RPL Procedure

- Request application form.
- Complete application.
- Return application form with supporting evidence/assessment exercises.
- Application is assessed within 14 days.
- Applicant is promptly advised of outcome.
- If unsuccessful, client advised of appeal procedure.
- If successful, client advised of study reduction time and credit transfer details.

## 17. Credit Transfer

Study Solutions Australia recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a mutual recognition credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

[Table of Contents](#)

## 18. Assessment Criteria

The objective is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method outlined in the student information book**

Students will be advised of the assessment methodology before training commences.

## 19. Issue of Certification

Qualifications (Advanced Diplomas, Diplomas, Certificates and Statements of Attainment) will be issued within 21 working days of successful completion of the program. Qualifications will meet the requirements of the training package/product and legislation.

[Table of Contents](#)

## 20. Student Services, Welfare and Guidance

Study Solutions Australia uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Study Solutions Australia has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

Study Solutions Australia has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

Study Solutions Australia informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

Study Solutions Australia's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint policy, appeal policy and complaint procedure. For any matter outside of Study Solutions Australia's expertise or control, Study Solutions Australia will make every attempt to refer the student to the relevant agency or expert.

[Table of Contents](#)

## 21. Privacy Policy

Study Solutions Australia complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Chief Executive Officer.

For current details of the Privacy Policy, refer to: [Privacy Policy](#).

[Table of Contents](#)

## 22. Information Technology and Communication

### Information Technology and Communication

Students and staff while using this information technology (IT) for communication, research, course delivery and assessments must ensure that they abide by StudySolutions Australia acceptable use policies. Failure to abide by these policies may be in breach of copyright or criminal laws. The following policies include and are not limited to:

1. Abusive or threatening behaviour that is offensive, obscene, discriminative or racist.
2. Gambling, advertising, selling, buying or transacting of goods or services.
3. The exchange, copying or sending of any StudySolutions Australia proprietary information, trade secrets, or any other privileged, confidential or sensitive information.
4. The creating, sending, receiving of any unsolicited files, chain letters, advertisements, e-mails, websites, video and audio technology is strictly prohibited.
5. The downloading, viewing or sharing of any sexual or violent material is strictly prohibited
6. Students and staff must not make any unauthorised copies of materials protected by copyright. Any breaches of copyright may result in substantial fines, prosecution or both.
7. Wilful damage or deletions of data without authorised permission or access.
8. Theft of equipment, software or College data, customer or staff mailing lists.
9. Violating copyright laws by the sharing or downloading of commercial software, games, and music videos.
10. Understand that system administrators and College Internet Service Provider (ISP) can readily track all website viewing and all sent and received e-mails by user, date and time.
11. Do not download and install a plug-in or software without the direct authorisation of College senior management or IT systems administrator.
12. The creation of any viral or malicious programs on the computer network is strictly prohibited
13. The exchange or use of other staff or student's usernames and passwords is strictly prohibited.
14. Staff and students accept full responsibility for privacy or theft issues when using the StudySolutions Australia internet system for all personal banking transactions and waive all legal rights against the StudySolutions Australia, its directors, students and staff.
15. Understand that that you may be in breach of privacy laws if you distribute other students or staff personal contact details to other parties without that students or staff direct permission
16. Use computer hardware and software in a responsible manner and report all faults to senior management or the IT systems administrator.

[Table of Contents](#)