AUSTRALIAN SALESMASTERS TRAINING CO
RTO#6854
don't blame them…TRAIN THEM!

ASTC Code of Practice

Australian Salesmasters Training Company Pty Ltd (ASTC) is registered by the Australian Skills Quality Authority (ASQA) to provide training and assessment services and issue certificates and statements of attainment for nationally accredited qualifications and units of competency.

1. Introduction

This Code of Practice is to inform you about the services that ASTC, provides and our obligations to students under legislation and under the Standards for NVR Registered Training Organisations 2011 or any legislation that supersedes that legislation.

ASTC assures students that we will provide a high standard of service designed to protect their rights as a student and consumer to ensure you receive the agreed services; assure the quality of training and assessment throughout our RTO and to ensure students have access to our courses, will be treated fairly and equitably, meet their needs and maximize the outcomes from their course.

For the purpose of this Code "student" refers to any person or organisation, participating in education and training delivered by ASTC or who may enter into a contract with ASTC for the delivery of education and training services.

Summary

ASTC:
- Provides quality training and assessment services that are fair and equitable.
- Issues parchments for successful completion of qualifications and units of competency according to national guidelines
- Markets and advertises its products in an ethical and accurate manner
- Has financial policies and procedures to safeguard student fees and fair and equitable refund policies and procedures
- Provides accurate information to prospective students to ensure they can make an informed decision about their training and maximize a successful training outcome
- Provides adequate protection for the health, safety and welfare of clients, ensuring as far as practical that students are supported and learner needs are met.
- Provides fair and equitable processes for dealing with student concerns and complaints
- Keeps accurate client records according to relevant privacy and confidentiality legislation
- Is an industry based training organisation that ensures training is relevant to industry requirements.

2. Provision of Quality Training and Assessment Services that are Fair and Equitable

2.1. ASTC has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students.

2.2. ASTC maintains a learning environment that is conducive to the success of our students.

2.3. ASTC has the capacity to deliver and assess the vocational qualification for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of our students.

2.4. ASTC monitors and assesses the performance and progress of its students.

2.5. ASTC ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and we provide training for our staff as required.

2.6. ASTC ensures that assessments are conducted in a manner that meets the endorsed components of the relevant training packages(s) and/or accredited courses.

2.7. ASTC is committed to access and equity principles and processes in the delivery of its services and will not lawfully discriminate against students.

2.8. ASTC will seek feedback from our students on their satisfaction with services they have received and seek to continually improve our services in accordance with their expectations.

3. Transition to new training packages

3.1 ASTC ensures that students are undertaking the latest version of the relevant training package. Where training packages are changed during the course of study, students are transitioned to the new training package/qualification/unit of competency within 12 months of publishing on www.training.gov.au , where practical from a business and time perspective, in negotiation with the student and without disadvantaging or causing the student to undertake unnecessary additional work.

4. Issuance of Qualifications

4.1. ASTC issues qualifications and statements of attainment to students who meet the required outcomes of a qualification or unit competency in accordance with all appropriate national guidelines and acknowledges that qualifications are nationally recognised.

5. Marketing of Training and Assessment

5.1. ASTC markets and advertises its products and services in an ethical and accurate manner.

5.2. ASTC will gain written permission from a student before using information about that individual or organisation in any marketing materials.

5.3. ASTC accurately promotes and markets recognised training products and services to prospective students.

5.4. ASTC will ensure students are provided with full details of conditions in any contract arrangement with ASTC.

5.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

6. Financial Standards

6.1 ASTC has a refund policy that is fair and equitable and this policy is made available to all students prior to enrolment. ASTC does not receive fees in advance of program delivery.

6.2 ASTC has measures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of ASTC.

6.3 ASTC ensures that the contractual and financial relationship between the student and the ASTC is fully and properly documented, and that copies of the documentation are made available to the student.

6.4 ASTC will not provide training or issue qualifications / statements of attainments whilst a student has an outstanding financial commitment to ASTC .

7. Provision of Information

7.1 ASTC supplies accurate, relevant and up-to-date information to prospective students covering but not limited to the matters listed in Appendix A to this code.

7.2 ASTC supplies this information to students before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

8. Student Recruitment

8.1. ASTC conducts recruitment of students at all times in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

8.2. ASTC will ensure that the educational background of intending students is assessed by suitably qualified staff and/or training partners, and provides for the training of such staff and training partners, as appropriate.

9. Learner Needs and Support Service

9.1. ASTC provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of expression, this means that ASTC policies and procedures ensure you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment. This includes adequate and appropriate support services in terms of academics and personal counseling.

9.2. ASTC offers learning and assessment services that as far as practicable meet your individual learning needs. We can tailor your training program and offer a range of flexible learning and assessment services and resources.

9.3 Prior to commencement a student will be requested to complete pre- training activities under supervision of a ASTC staff member and this will be used to assess your current skills and knowledge and identify gaps in core skills

9.3. ASTC will ensure that learning experiences are positive and free from discrimination and harassment.

Recognition of Prior Learning (RPL)

9.4. ASTC recognise that you may already have skills and knowledge that are relevant to your course outcomes prior to course commencement. We will assist you to gain recognition through a process called Recognition of Prior Learning (RPL) so that you may not have to undertake unnecessary training, thus fast tracking course completion.

Language, Literacy and Numeracy

9.5. ASTC has a process to assist students with Language, Literacy and Numeracy skills. On commencement a student will be requested to complete pre- training activities under supervision of a ASTC staff member and this will be used to identify gaps in Language, Literacy and Numeracy skills. ASTC understands the sensitivity of a student requiring assistance and will be discussed with the student in a confidential manner.

10. Complaints and Grievance Process

10.1   ASTC will ensure that students have access to fair and equitable processes for dealing with student concerns and complaints (grievances) and have a process for students to appeal against decisions that affect the students' progress. Every effort is made by our organisation to resolve students' grievances Refer ASTC Grievance Policy and Procedures.

11. Record Keeping

11.1 ASTC will keep complete and accurate records of student details, communication with students, the attendance, progress and results of students, financial records that reflect all payments and charges and the balance due as well as all other lawful records necessary, and will provide copies of these records to students on request.

11.2 These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the student or under law. The client may view your own records to confirm their accuracy and completeness.

11.3 ASTC will retain student assessment items in full for up to six months after completion of qualification/ units of competency achieved or withdrawal from course. Students should retain a copy of their own assessments for their records.

12. Industry Relevance

12.1 ASTC is an industry based training organisation that both employs and regularly engages with external relevant industry personnel to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.

12.2 ASTC's training and assessment strategies are developed in conjunction with relevant industry to ensure they are relevant to industry needs. Where student's training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments.

12.3 ASTC's teaching and assessment staff either continually liaise with industry to ensure their skills and knowledge reflect current practice or are currently working in the industry the subject of delivery.

ASTC Code of Practice

APPENDIX A

Information to be provided to students by ASTC to fulfill its obligations as a registered training organisation before students enter into a contract with it.

- Copy of the Code of Practice

- The accreditation status of the course

- Entry requirements

- Arrangements for the Recognition of Prior Learning (RPL)

- The commencement dates and duration of the courses

- The time commitment involved in undertaking the training offered

- The qualifications / certification to be issued on the completion or partial completion of the course of study

- Requirements to achieve the qualification

- How the course articulates with other training

- Expected employment outcomes

- Policies on assessment, resubmission of work etc

- Detailed costs of training (if applicable)

- The conditions under which students will be eligible to receive a refund of fees (if eligible)

- Arrangements for the protection of students' funds (if applicable)

- Internal and external grievance / appeal processes

- Students rights and responsibilities

- Registered training organisation's (RTO's) rights and responsibilities

- Withdrawal arrangements

- Condition under which tuition may be terminated

- Student support services

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