

Code of Practice

Purpose:

The Code of Practice sets out guidelines for the ethical conduct of Recognition First as a registered provider of nationally recognised training.

Regulatory Framework:

As a Registered Training Organisation (RTO), Recognition First must comply with the National Vocational Education and Training Regulator Act 2011 and the VET Quality Framework which comprises:

- The Standards for National VET Regulator (NVR) Registered Training Organisations
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements, and
- The Australian Qualifications Framework

Importantly, through the application of a uniform VET Quality Framework and uniform accreditation mechanisms, industries and students throughout Australia can have greater confidence in the quality and consistency of nationally recognised VET qualifications. They can therefore also have greater confidence in the skills and abilities of VET graduates.

This includes the commitment to recognise the training qualifications issued by other Registered Training Organisations.

The Code of Practice is drawn to the attention of all staff and students. It is available through the Head Office and website, students are made aware of it before enrolment.

Provision of Assessment and Training Services:

Recognition First adopts policies and management practices which maintain high professional standards in the delivery of assessment and training services, and which safeguard the educational interests and welfare of students.

Recognition First promotes and supports learning environments that are conducive to the learning needs of the divergent needs of our clients. We will provide and recommend materials and methods appropriate to the learning needs of our clients.

All courses are conducted within parameters appropriate to registration guidelines and/or industry best practice. Recognition First conducts internal reviews at least annually to ensure maintenance of all regulations and national regulation standards within VET and continually strives towards the highest levels of excellence.

Marketing of Assessment and Training Services:

Recognition First ensures that its marketing complies with SNR 24 of the Standards for NVR Registered Training Organisations 2012 by confirming that its marketing and advertising of AQF qualifications is ethical, accurate and consistent with Recognition First's scope of registration as stated on our Certificate of Registration. Recognition First also ensures that the Nationally Recognised Training (NRT) is used only in accordance with its conditions of use.

Program instructions are followed when outlined in contracts and agreements. E.g. NSW DEC marketing guidelines, Skills for All (SA) guidelines.

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Financial Standards:

Recognition First maintains financial viability which means the ability of the organisation to generate sufficient income to meet operating payments, debt commitments and, where applicable, to allow growth while delivering quality training and assessment services and outcomes.

Financial management will be based on accurate information from systems and procedures that protect and ensure full accountability for government and community funds.

There will be proper documentation of the contractual and financial relationship between all clients and Recognition First. Information is stored electronically and in paper form. Copies of which will be available to all participants with due regard to personal confidentiality.

Proper books of account, in manual or computerised format, shall be properly maintained and shall conform to the recommendations of the auditor/accountant and to Australian Accounting Standards. Computerised records are audited every quarter.

Client/Student Information:

Recognition First supplies accurate and current information to prospective clients/services on all relevant matters.

This includes but is not limited to:

- Course information,
- Detailed and realistic estimates of costs for students,
- Recognition given to qualifications and experience offered – ensuring current skills and knowledge are recognised,
- Credit transfer,
- All specific services and information outlines in agreements eg. ACTFA (ACT), Skills for All (SA), NWDF (DEEWR),
- Access and equity support and reasonable adjustment,
- All policies and procedures appropriate to their participation,
- Withdrawal arrangements,
- Termination of tuition,
- Refund entitlements including instances where Recognition First defaults,
- Internal and external grievance procedures,
- Non-academic student support available.

All information will be reviewed regularly to ensure its accuracy and relevance.

All information is made available through Recognition First's Head Office, Website (www.recognitionfirst.edu.au) or by requesting it from any Recognition First officer.

Client is defined as: applicants, students, employers.

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Staff/Personnel:

The foundation upon which this Code is to be found in the following statement of ethical principles which may be seen as a broad guideline to appropriate action as distinct from the rules of conduct.

Statement of ethical principles

In carrying out their duties and responsibilities staff should:

- Accept responsibility and accountability for their actions
- Accept the responsibility to adhere to the highest standards of professional action and service to clients
- Perform their duties efficiently with integrity and objectivity
- Strive to improve personal competence and quality of work
- Be fair and candid with staff and clients
- Avoid real or apparent conflicts of interest
- Maintain the confidentiality of information received in the course of their duties
- Improve client outcomes based upon Training Packages, Industry needs and standards.

Some of the requirements which come under this code are also subject of specific provisions of various Acts and Regulations and some are generally acknowledged conventions which reflect expectations of performance by the public. If there is any conflict between the Code and the provisions of an Act or Regulation, the provisions of legislation will prevail.

Staff should ensure that they observe the provisions of this Code. If they are in any doubt about the applicability of its provision; or the appropriate course of action to be adopted in any given circumstance, the matter should be discussed with a senior staff member as appropriate.

Breaches of this code of practice may be considered a breach of discipline which could result in disciplinary action being taken in accordance with the relevant legislation, or immediate dismissal from contract or employment with Recognition First.

Staff should perform all duties associated with their positions skilfully and diligently to the best of their abilities. Staff should:

- exercise their best technical judgment.
- maintain and develop knowledge of their professional field.
- comply with any legislative, industrial or administrative requirements.
- have regard to any Recognition First guidelines concerning the performance of their duties.
- be familiar with the provision of any relevant Act.
- staff are expected to support senior staff in maintaining security of confidential and sensitive documents and so prevent accessing of such documents by unauthorised persons.

Staff should ensure that resources, funds, personnel or equipment entrusted to them are used effectively and economically in the course of their duties.

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Industry Relationships

Recognition First works to equip industry with the highest quality staff. By providing contextualised training and assessment programs linked to the individual and sector needs of industry.

Recognition First works with and in partnership with Government Departments, Peak Bodies, National Skills Councils and State ITAB's to support the implementation, review and development of Training Packages.

When working with students we believe the best outcomes are achieved as a result of high level meaningful partnerships with industry, employers and workplaces.

Document Control

Recognition First enforces document control for documents in paper or electronic format. All documents carry version numbers. Electronic trails of all student records are kept for 30 years.

WHS Policy

The safety of staff and students is of primary importance in all activities carried out by Recognition First. Recognition First observes all occupational health and safety legislation. Copies of the relevant Acts are available to staff and students online. Trainers and Assessors must incorporate WHS requirements of their programs and must be supervised according to those requirements.

When working in work sites Recognition First staff and students are required to conduct appropriate safety checks to ensure the safety of others and themselves during the course of their duties.

Management and staff have a duty of care to follow directions, policies and procedures to ensure the health, safety and wellbeing of themselves and others including co-workers, contractors and visitors.

Scope of Registration

Recognition First only issues AQF qualifications and Statements of Attainment that are within its scope of registration.