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A flexible & innovative approach to industry training & development

CODE OF PRACTICE

PURPOSE: This simplified Code of Practice provides the public information outlining a basis for good practice in the marketing, operation, financing and administration of education and training services by Independent Institute as an RTO registered nationally with The Australian Skills Quality Authority (ASQA)

SCOPE: For the purposes of this Code “trainee, student or Learner Candidate” refers to any person participating in education or training delivered by IIFP. A “client” is a person or organisation who may enter into a IIFPVITA contract with IIFP for the delivery of education and training services.

RESPONSIBILITIES: CEO, Trainers/Assessors, Administration officers

REFERENCES: National Vet Regulations SRTO 2015

RECORDS AND FORMS:
Documents Folder N/A

ACTION/METHOD:

Independent Institute (of Food Processing)-IIFP is a Registered Training Organisation (RTO) under the provision of the National Vet Regulations SRTO 2015. It is a wholly owned enterprise of the legal partnership of Independent Institute - IIFP Pty Ltd. ABN 78 159 053 773

As an accredited provider of education and training, the **Independent Institute (IIFP)** is required to publish a Code of Practice to meet the National Vet Regulations SRTO 2015, and make it **available to each client prior to enrolment**. This is provided either at www.IIFP.sa.edu.au, an expert from this document or within the Learner handbook.

This Code summarises a detailed level of information in IIFP’s RTO Learner handbook and internal policies and procedures. Statements that are made about each of these items include, but are not necessarily limited to the following:

- For the purposes of this Code “trainee” or “student” or “learner” refers to any person participating in education or training delivered, and is confirmed after review of our client/student handbook and our training service agreement and acceptance documented by the completion and signing of our enrolment form and acknowledgement of the associated pre enrolment induction checklist constituting. Where the Learner, or another non-business party (ie Guardian) pays for the educational service this process constitutes the requirements as the ‘Client’
- For the purposes of this Code a “client” is a person or organisation who enters into a contract with IIFP for the delivery of education and training services and who pays for that service.
- If the Educational service is paid by an Enterprise, to the benefit of a “trainee or student” to undertake a qualification or course of study, then the Enterprise becomes the “Client”. This is acknowledged by completion of a “VET in Enterprise Training Agreement (VETA pt1)” and subsequent VETA Schedule (VETA pt2) and is to be read in conjunction with the current version of the client/student handbook. In both above cases additional references offer more information on our IIFP website: www.IIFP.sa.edu.au

CONSUMER RIGHTS

IIFP ensures clients' rights as a consumer are protected and they receive the services detailed in their agreement with IIFP, and include;

- Our marketing and advertising to prospective clients is ethical and accurate.
- You will be informed before you enrol of all the costs and charges you will incur throughout your course.
- We have fair refund policies that are documented and provided to each client prior to enrolment. In the event that our RTO is not able to fulfil its obligations to you we have measures in place to ensure that you either receive the service from another RTO or a refund
- We ensure that your academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.

PROVISION OF TRAINING AND ASSESSMENT SERVICES

IIFP 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 trainees and/or clients. The service IIFP:

- provides maintenance of a learning environment that is conducive to the success of trainees.
- has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- monitors and assesses the performance and progress of its trainees.
- ensures that teaching Team members are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our Team members as required.
- ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- is committed to access and equity principles and processes in the delivery of its services.
- Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.
- Our organisation is a Registered Training Organisation with the Australian Skills Quality Authority. We ensure that at all times our operations comply with the legislation and the under the National Vet regulations SRT0 2015 standards to be met by each Registered Training Organisation.

ACCESS AND EQUITY

IIFP adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each client;

- We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our Team members and Learner Candidates are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about our services.

CONTINUOUS IMPROVEMENT

Independent Institute is committed to providing you with the best quality education products and services that meet and exceed the needs of industry, Learners and government.

We strive to apply continuous improvement to all aspects of our operations and utilise, value and reward the knowledge, skills and efforts of our Team members and Associates.

This process applies to all Independent Institute training products and service delivery

LEGISLATIVE REQUIREMENTS

Independent Institute as an RTO will meet all applicable legislative requirements of State and Federal Governments. In particular, Workplace Health and Safety, Privacy, Equal Opportunity, Workplace Relations and Vocational Placement Standards will be met at all times.

Independent Institute has policies and procedures in place which enable us to maintain the interests and welfare of Learners and/or clients. The purpose of this process is to ensure that IIFP Team members have access to the latest legislation and regulations that effect the operations of the RTO.

The Team members, in turn ensure that updated legislation and regulations are incorporated into the training and assessment where appropriate.

WORKPLACE HEALTH AND SAFETY

Independent Institute is obliged under legislation:

- To ensure the health and safety of each of their workers and Learners/clients;
- To ensure the health and safety of other people who are not workers or Learners; e.g. visitors and guest presenters;
- To ensure people can come to work or a training venue with a minimum of risk of injury or illness;
- Ensure that any equipment used by Team members or learners is safe when properly used. Learners/clients are obliged:
- To obey instructions regarding their health and safety and the health and safety of others;
- They must not deliberately interfere with or misuse anything that has been provided for workplace health and safety;
- They must not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

ISSUANCE OF QUALIFICATIONS

IIFP issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with AQF Implementation Handbook and the VET Quality Framework.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

IIFP recognises the AQF qualifications and Statements of Attainment issued by other RTOs. Mutual recognition obligations are reflected in IIFP policies and procedures and information to Team members and clients.

MARKETING OF TRAINING AND ASSESSMENT SERVICES

IIFP markets and advertises its products and services in an ethical manner.

IIFP gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

IIFP accurately represents recognised training products and services to prospective trainees and clients.

IIFP ensures trainees and clients are provided with full details of conditions in any contract arrangements with our organisation.

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

FINANCIAL STANDARDS

IIFP has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of IIFP.

IIFP has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.

IIFP ensures that the enrolment service agreement statement and financial relationship between the trainee/client and IIFP is fully and properly documented, and that copies of the documentation are made available to the trainee/client.

Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

PROVISION OF INFORMATION

IIFP supplies accurate, relevant and up-to-date information to prospective trainees and clients covering policies and procedures not limited to this Code.

IIFP supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

In summary, Independent Institute - IIFP will provide to its Learners/clients prior to enrolment information about each of the following:

- Client selection, enrolment and induction/orientation procedures;
- Course information, including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language literacy and numeracy assessment;
- Client support, including any external support the RTO has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals, complaints and Complaint procedures;
- Disciplinary procedures;
- Team members responsibilities for access and equity;
- Recognition of Prior Learning (RPL) arrangements.

RECRUITMENT

IIFP conducts recruitment of trainees 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.

IIFP will meet the individual needs of learners by assessing their current skills and knowledge prior to the commencement of training.

- We recognise that a Learner Candidate may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- If they have completed relevant units of competency with another Registered Training Organisation we will automatically credit these towards completion of your qualification
- We offer learning and assessment services that as far as practicable, meet individual learning needs. We can tailor training program to meet student needs and will offer you a range of learning and assessment resources.

STUDENT FEE POLICY

IIFP provides information about course fees, payment options, concessions, *State funding subsidies* (where applicable), parchment replacement costs to learners.

SUPPORT SERVICES

IIFP provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

COMPLAINTS AND APPEALS

IIFP ensures that trainees and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by IIFP to resolve trainees'/clients' grievances.

For this purpose, IIFP has a Complaints and Appeals policy where a member of Team members is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.

Where a grievance cannot be resolved internally, IIFP advises trainees and clients of the appropriate body where they can seek further assistance.

RECORD KEEPING

IIFP keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

Independent Institute will maintain current records of the verified qualifications and experience of all Team members working on behalf of the RTO as trainers and assessors.

Learner records will be maintained by the RTO for a period of 30 years as per the Standards for RTO's 2015.

QUALITY CONTROL

IIFP seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

CUSTOMER FEEDBACK GUARANTEE

Excellence in training is IIFP's customer service approach in the delivery and management vocational education, training and consultation services. As part of this approach we are committed to listening and responding to what clients have to say. We will:

- listen with respect to each person who provides feedback
- endeavour to understand the perspective of each person who provides feedback
- treat all feedback with confidentiality
- take appropriate action on feedback received

The client can provide us with this feedback via your Training Consultant, customer service officer, surveys, Learner forms and feedback slips.

IIFP strives to be transparent and ethical, we are committed to providing a service of the highest possible standard. We do not know how we are performing unless we ask. Therefore, we hope you will provide us with honest feedback that will help us initiate change to the benefit of our present and future clients.

INDUSTRY CONSULTATION

Independent Institute continuously liaises with industry through relevant skills Councils, industry and professional associations, local employers so that qualifications it issues remain consistently relevant, flexible and meet the needs of industry.

To achieve this Management, Team members and Associates/trainers will:

- consult Workplace personnel in the development of workplace training and assessment processes
- ensure Workplace personnel are informed of their training and assessment roles and responsibilities, where relevant to the training and assessment program through providing input to Training Plans
- Monitor the learners' progress. Information from workplace personnel is used to continuously improve training and assessment
- Input is collected from industry contacts to confirm that the proposed and actual training provides the relevant outcomes to meet the employment and skill demand of industry.
- Workplace personnel can provide feedback on how effectively training, assessment and client services meet workplace

CHILD PROTECTION

Independent Institute is committed to protecting the security, safety and wellbeing of employees, learners, and others, as well as safeguarding its reputation. This includes being a child safe organization.

Accordingly IIFP requires that a relevant history assessment be undertaken on all employees, prospective employees, contractors or volunteers and where necessary the employee, prospective employee, contractor or volunteers who are employed to work with children or who provide a volunteer service to children. IIFP will obtain a relevant history assessment as a condition of employment or engagement.

IIFP will maintain a policy and procedure that will ensure the requirements of the Children's Protection Act 1993 and in particular the Child Safe Environments and Criminal History assessment for people working with children are met and ensure that only fit and proper people are employed in positions that have regular contact with children.

ONGOING COMMUNICATION AND FEEDBACK

Independent Institute commits to keep staff, clients and learners informed of any legislative and regulatory requirements that may affect services delivered. This may include training regulation updates, industry standards updates, safe work regulations etc.

APPROVAL, REVIEW & VALIDATION

This policy was last reviewed by the CEO and Team members in February 2018.

This policy has been approved by Independent Institute (IIFP). Source document

Stephan Knoll

Chief Executive Officer