



CODE OF PRACTICE

As a Registered Training Organisation, (RTO), Radcliffe Holding Pty Ltd trading as **SCOPE Vision and Satterthwaite Consulting** will ensure that its policies and management practices are developed and maintained to the highest professional standard for the marketing and delivery of training and assessment services, to safeguard the interests and welfare of its clients, learners and trainees.

SCOPE Vision and Satterthwaite Consulting has adopted a 'client focus' quality assurance attitude to achieve improvements and ensure consistency of provision of its training and assessment services, products and operations.

It has developed comprehensive policies and procedures that incorporate administrative and client/learner management. These policies and procedures are made available to all staff to assure the quality of service provision. They incorporate internal monitoring and review processes that are based on continually requested client feedback.

The Australian Quality Training Framework (AQTF) for Registered Training Organisations provides the basis of the organisations quality assurance policy and procedures. The major focus of the AQTF is as follows:

MARKETING

SCOPE Vision and Satterthwaite Consulting as an RTO will market its training and assessment services and educational products in line with the AQTF marketing protocols of integrity, accuracy and professionalism.

LEARNERS INFORMATION

SCOPE Vision and Satterthwaite Consulting provides sufficient accurate information to it's learners of the details of the units of competency and industry standards to be achieved. This information will be in the form of a Training and Assessment Plan and shall include pre-course information, learner induction, assessment procedures and learning outcomes to be achieved. In addition learners are provided with ongoing support and information for the duration of the training.

ACCESS AND EQUITY

SCOPE Vision and Satterthwaite Consulting is committed to access and equity principles and processes in the delivery of its services. Recruitment of learners is not restricted in any way other than the dictates of the various Industry Training Package pre-requisites irrespective of race, gender, age, physical impairment or marital status. SCOPE Vision and Satterthwaite Consulting is an equal opportunity employer.

CLIENT SELECTION/ENROLMENT

SCOPE Vision and Satterthwaite Consulting has a fair and equitable client selection/enrolment process. Student selection is based upon the order of enrolment forms being received by the Company and class numbers are determined by the facilities available for that program. Availability of 'places' will be advised upon enquiry being lodged with our Administration Office.

Enrolments into our Hospitality Traineeship Programs are determined by the number of Traineeship places allocated to our Company by the Department of Education and Training.

SKILLS RECOGNITION

SCOPE Vision and Satterthwaite Consulting will provide all learners with the opportunity to apply for recognition of the skills they possess no matter how they were achieved. The Organisation has the capacity to provide the following skills recognition procedures:

- Skills Assessments and Recognition; Recognition of Prior Learning (RPL); Recognition of Current Competency (RCC)
- Credit Transfer of previous Nationally Recognised Qualifications, or Units of Competence

PROVISION OF TRAINING AND ASSESSMENT SERVICES

SCOPE Vision and Satterthwaite Consulting maintains a learning environment that is conducive to the success of all learners. It has the capacity to deliver and assess selected Units of Competence and Qualifications within its “*scope of registration*”. The Organisation provides excellent learning materials and facilities and it employs methods appropriate to the learning and assessment needs of participants.

SCOPE Vision and Satterthwaite Consulting ensures that trainers are qualified as required by the National Training Packages and the AQTF and that they are also sensitive to the learning needs of all learners. Professional development activities are provided by the Organisation for its Trainers/Assessors to ensure they maintain both training and industry expertise.

SCOPE Vision and Satterthwaite Consulting monitors and assesses the performance and progress of all learners. It ensures that assessments are conducted in a manner that meets the requirements of the various Industry Training Packages Assessment principles. All staff hold a minimum of Certificate IV in Assessment and Workplace Training.

SCOPE Vision and Satterthwaite Consulting will provide adequate and appropriate support services in terms of learning materials and personal counselling/mentoring for learners. At all times SCOPE Vision and Satterthwaite Consulting will act in the role of mentor and learners are encouraged to communicate directly with the Trainer/Assessor, or through e-mail or other appropriate means should they require assistance.

ISSUANCE OF QUALIFICATIONS

SCOPE Vision and Satterthwaite Consulting will issue a Certificate/Statement of Attainment to all learners who meet the requirement of the various Training Package units of competence or the specified learning outcomes of accredited training programs.

APPEAL MECHANISMS

Satterthwaite Consulting/SCOPE Vision ensures that all learners or trainees have a fair mechanism for appealing disputed assessment decisions. The appeals process applies to both competency assessment outcomes and decisions made in respect to Skills Recognition processes of RPL/RCC. Our comprehensive policy documentation is readily available to all learners.

COMPLAINTS / GRIEVANCE MECHANISM

SCOPE Vision and Satterthwaite Consulting ensures that complaint and grievance procedures and policies are adhered to and that learners and clients have access to a fair and equitable process for dealing with grievances and complaints. The Managing Director, Maria-Jane Satterthwaite, makes every effort to resolve participant/client grievances. The Organisations policy provides that an appropriate advisory body will be identified to advise the participant of where they can seek further assistance, at no cost to the learner, should a suitable outcome not be agreed upon by all parties.

FEES, CHARGES AND REFUND POLICY

Fees and charges as they relate to the provision of training and assessment services to trainees are in compliance with the WA Department of Education and Training guidelines. All other learners will be given the opportunity to negotiate fee structures based on their individual training requirements. SCOPE Vision and Satterthwaite Consulting has established guidelines in relation to students requiring flexible payment options.

Any learner not satisfied with the training and assessment services provided to them by SCOPE Vision and Satterthwaite Consulting is entitled to negotiate a refund upon request and in line with our refund policy.

SCOPE Vision and Satterthwaite Consulting ensures that the financial relationship established with funding agencies or client organisations are properly recorded and monitored at its offices.

RECORD KEEPING

SCOPE Vision and Satterthwaite Consulting keeps complete and accurate records of the attendance and progress of all learners and make these records available to learners upon request. Security and confidentiality of these records is guaranteed, in accordance with Privacy Act requirements, the AQTF standards and relevant company policies.

OCCUPATIONAL SAFETY AND HEALTH (OSH) AND STATUTORY REQUIREMENTS

SCOPE Vision and Satterthwaite Consulting is responsible for providing a learning environment that complies with State and Federal legislation.

SCOPE Vision and Satterthwaite Consulting provides adequate protection for the safety and health of learners and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counselling.

Learners and staff are adequately covered by relevant legislation such as:

- ⇒ OSH (Extract from Scope Vision's Learning Environment Policy: *It is the policy of this company to provide, as far as is reasonably practicable, a work environment that protects the safety and health of our employees, learners and visitors.*)
- ⇒ Workplace harassment, victimisation and bullying
- ⇒ Anti-discrimination, (racial vilification and disability discrimination etc)
- ⇒ Vocational education and training
- ⇒ Insurance cover

LEARNERS EXPECTED BEHAVIOUR POLICY

1. Learners have a responsibility to behave appropriately including showing respect towards other learners, staff and clients. Harassment of any nature will not be tolerated. (see bullying extract below)
2. Learners are expected to attend and participate in training sessions as required by the program coordinator. Valid reasons with relevant documentation should be provided for non-attendance.
3. SCOPE Vision and Satterthwaite Consulting Facilitators will expect that the use and handling of tools, machinery and equipment will be carried out in a safe and appropriate manner, according to OSH guidelines.
4. Mobile phones are to be switched off during training sessions, unless by prior agreement.
5. Learners unable to meet the above requirements will be referred to the program coordinator. Continued disregard for these guidelines may result in referral to SCOPE Vision management for further action.
6. Please ensure information that you feel may need to be known by the course facilitator, regarding your individual needs, (i.e. disability – if you have dyslexia) is offered prior to the course commencing. SCOPE Vision and Satterthwaite Consulting does value your attendance and will try to ensure that your learning experience does not cause any unnecessary discomfort, to you, your peers or the trainer, whilst undertaking our training program.

VIOLENCE TO STAFF - BULLYING

Workplace bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates, degrades or humiliates an employee or learner, possibly in front of co-workers or co-learners.

PARTICIPANT ACKNOWLEDGMENT FORM

Please complete this section if you have not signed the acknowledgment on the enrolment form and return it to Scope Vision prior to the Course commencement.

I have read the information contained in the SCOPE Vision Learner pack. I am aware that more information is available from SCOPE Vision (Company in house policies and procedures) and it is my responsibility to ask to seek this information, if required.

I understand and agree to abide by the reasonable conditions, policies and procedures, as outlined by SCOPE Vision, prior to engaging in any learning.

Signed: Dated:

Name (please print):

Business Name:

Course attending:

Commencement Date of Course: