



# | Code of Practice

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## Commitment

1. DTW Designs (Qld) Pty Ltd is a Registered Training Organisation (RTO) authorised by the ASQA to deliver training and assessment services under the provision of the Standards for NVR Registered Training Organisations (SNR).
2. DTW Designs (Qld) Pty Ltd will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of clients and stakeholders.
3. This Code of Practice reinforces an organisational commitment to compliance with the SNR Standards as approved by the ASQA and an integrated focus to Australian Democratic Principles.
4. DTW Designs (Qld) Pty Ltd:
  - a. Implements practices that maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of clients
  - b. Ensures that staff are not only suitably qualified but are also sensitive to the religious, political, social, cultural and learning needs of clients and provides training for staff as required
  - c. Is committed to access and equity principles and processes in the delivery of its services
  - d. Maintains a learning environment that is conducive to the success of clients
  - e. 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 clients
  - f. Monitors and assesses the performance and progress of clients
  - g. Ensures that assessments are conducted in a manner, which meets the endorsed components of the Training Package and other relevant Training Packages as applicable
5. DTW Designs (Qld) Pty Ltd will maintain systems for:
  - a. Recording and archiving client enrolments
  - b. Attendance
  - c. Completion
  - d. Assessment outcomes
  - e. Recognition of Prior Learning (RPL)
  - f. Grievances



- g. Qualifications and Statements of Attainment issued
- 6. DTW Designs (Qld) Pty Ltd will treat all personal records of clients confidentially.

### Recruitment and Selection of Staff

- 7. Recruitment of Trainers and Assessors is conducted always in an ethical and responsible manner, consistent with the requirements of the training and assessment services being provided.
- 8. DTW Designs (Qld) Pty Ltd will ensure that the selection decisions are fair, comply with equal opportunity legislation, and comply with DTW Designs (Qld) Pty Ltd RTO Staff Policy.
- 9. DTW Designs (Qld) Pty Ltd will ensure that all trainers have:
  - a. The necessary training competencies as determined by the National Quality Council or its successors
  - b. Have the relevant vocational competencies at least to the level being delivered
  - c. Demonstrable current industry skills directly relevant to the training they undertake
  - d. Demonstrable professional development of their VET knowledge and skills as well as their industry currency and trainer competence
- 10. DTW Designs (Qld) Pty Ltd will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development are clearly identified and undertaken by a person or persons with relevant qualifications and experience.

### Recruitment and Selection of Clients

- 11. DTW Designs (Qld) Pty Ltd will provide accurate, relevant and up-to-date information to clients prior to commencement. This will include, but not be limited to:
  - a. Code of Practice
  - b. Scope of Registration
  - c. Certification to be issued to the client on completion or partial completion of the course
  - d. Competencies to be achieved during the training
  - e. Assessment procedures
  - f. Arrangement for Recognition of Prior Learning (RPL)
  - g. Grievance/appeal procedure
  - h. Facilities and equipment
  - i. Client support services



- j. Application process and selection criteria
  - k. Fees and costs involved in undertaking training
  - l. Fee refund policy
12. Recruitment of clients will be conducted always in an ethical and responsible manner and be consistent with the requirements of the curriculum/training package. DTW Designs (Qld) Pty Ltd will ensure that the client application and selection processes are explicit and defensible and comply with access and equity principles.

### Training Delivery

13. DTW Designs (Qld) Pty Ltd will prior to the course commencement, give clients all relevant information about the course competencies, program of study, availability of learning resources and appropriate support services. Clients will also be given access to a current copy of the course competencies.
14. DTW Designs (Qld) Pty Ltd will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the ASQA guidelines for customised courses.
15. In support of our commitment to quality training delivery, DTW Designs (Qld) Pty Ltd will:
- a. Maintain a learning environment that is conducive to the success of clients
  - b. Maintain the capacity and resources to deliver training within their approved scope of registration
  - c. Provide adequate facilities and use methods and materials appropriate to the learning needs of clients and meet requirements dictated by the Training Package and other relevant Training Packages if applicable
  - d. Monitor, assess and document the performance and progress of clients
  - e. Ensure that DTW Designs (Qld) Pty Ltd and contracted staff are suitably qualified and sensitive to the religious, political, social, cultural and learning needs of clients
  - f. Ensure access to professional development and training as required for DTW Designs (Qld) Pty Ltd and contracted staff
  - g. Provide clients with appropriate Skills Recognition opportunities

### Assessment

16. In support of our commitment to quality assessment, DTW Designs (Qld) Pty Ltd will ensure:
- a. All assessments are conducted by qualified assessors using industry-endorsed competency standards
  - b. Methods of assessment will be in accordance with the Training Package and other relevant Training Packages if applicable



- c. Clients are provided with not less than two attempts to demonstrate competency against a unit of competency. Further attempts to demonstrate competence and cost will be at the discretion of DTW Designs (Qld) Pty Ltd
- d. Clients are provided with an equitable assessment appeals process

## Recognition of Prior Learning

- 17. Recognition of Prior Learning (RPL) is an integral part of competency-based training. RPL is the acknowledgment of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through:
  - a. Formal training
  - b. Work experience and / or
  - c. Life experience
- 18. DTW Designs (Qld) Pty Ltd aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.
- 19. The focus of Recognition is on the outcome of the experiences and not the how, when, where or for how long the learning has occurred.
- 20. DTW Designs (Qld) Pty Ltd will use the following criteria for determining Recognition:
  - a. The candidate has achieved the unit(s) of competency that is/are being claimed
  - b. The unit(s) of competency is/are still valid and performable
  - c. The learning has reached the accepted standard
  - d. The learning is applicable to the area claimed
  - e. The unit of competency can be applied outside the specific context in which it was learned
- 21. The principles, processes and implementation of Recognition applied and undertaken by DTW Designs (Qld) Pty Ltd are in accordance with the Skills Recognition Framework for Vocational Education and Training.
- 22. Recognition may be used to achieve credits, on a successful outcome, for units of competence for training programs run by DTW Designs (Qld) Pty Ltd.

## Assessment Appeals Process

- 23. A Client may appeal their assessment by completing a Corrective Action Form and lodging it with within 5 working days of assessment claiming the assessment was not:
  - a. **Valid:** Means that the assessor assesses only what is necessary for the demonstration of competence.
  - b. **Reliable:** Means that another assessor looking at the same evidence would arrive at the same conclusion.





- c. **Flexible:** Means that everyone is provided with the opportunity to present evidence in a variety of ways.
  - d. **Fair:** Means that the process is transparent and equitable.
24. The Appeals process will then be completed in accordance with the Complaints and Appeal Policy.

## Complaints and Grievances

25. Complaints and grievances unrelated to the training and assessment process should be resolved in accordance with the Access and Equity Policy Guidelines.

## Marketing

26. DTW Designs (Qld) Pty Ltd will market its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.
27. DTW Designs (Qld) Pty Ltd will not state or imply that courses other than those on the Scope of Registration are recognised by the ASQA.
28. Where applicable, marketing or promotional literature and general media advertising will not:
- a. Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided
  - b. Make claims to approval or recognition that are inaccurate or use misleading or false comparisons of courses with others provided by competitors
  - c. Make misleading statements concerning the qualifications or experience of staff
  - d. Make misleading or false statements about the prospects of employment following the course

## Fees and Charges

29. DTW Designs (Qld) Pty Ltd will honour its advertised schedules of fees, except where fees are altered and disclosed in documentation supplied at enrolment. Any changes in fees will be fairly and equitably applied, widely advertised and clearly indicate the effective date on the new fees. Fees and payment methods will also be clearly documented in all relevant training and assessment materials.

## Record Keeping

30. DTW Designs (Qld) Pty Ltd:
- a. Keeps complete and accurate records of the enrolment, progress and assessment outcomes of clients
  - b. Have procedures for the retention, archiving and retrieval of client records



- c. Provides access to, or copies of these records to clients upon receipt of an approved Access Authorisation Form

## Issuance of Qualifications

31. DTW Designs (Qld) Pty Ltd issues Qualifications and Statement(s) of Attainment to clients who meet the required outcomes of a qualification, unit of competency or course as described in our registered scope, in accordance with the Australian Qualifications Framework (AQF) Implementation Handbook and the SNR.

## National Recognition

32. DTW Designs (Qld) Pty Ltd will accept and nationally recognise the qualifications and Statements of Attainment awarded by other Registered Training Organisations.

## Support Services

33. DTW Designs (Qld) Pty Ltd provides adequate protection for the health, safety and welfare of clients and, without limiting the ordinary meaning of such expression; this includes access to adequate and appropriate support services in terms of academic and personal counselling.
34. DTW Designs (Qld) Pty Ltd has provisions for language, literacy and numeracy assessment on request and clients' needs in relation to language, literacy and numeracy are monitored through induction, enrolment and interviews.
35. Other support includes skills recognition, flexible learning, tutoring, pre-assessment interviews and access to RTO staff.

## Access and Equity

36. DTW Designs (Qld) Pty Ltd actively supports and encourages people of all abilities to participate in training programs.
37. All staff members are responsible for ensuring the access and equity to people of all abilities for all training provided by DTW Designs (Qld) Pty Ltd.

## Disciplinary Procedure

38. To ensure all clients receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:
  - a. Continuous interruptions of the trainer
  - b. Smoking in non-smoking areas
  - c. Being disrespectful to other participants
  - d. Harassment by using offensive language
  - e. Sexual harassment
  - f. Acting in an unsafe manner that places themselves and others at risk



- g. Refusing to participate when required, in group activities
- h. Continued absence or late arrival at required times

### Quality Control

- 39. DTW Designs (Qld) Pty Ltd seeks feedback from clients on their satisfaction with the services they have received and seeks to improve its services in accordance with their expectations.
- 40. DTW Designs (Qld) Pty Ltd seeks feedback from Trainers and Assessors based on their participation within a course to identify improvements, ensure information is up to date and at a high level of presentation.

### Guarantee

- 41. DTW Designs (Qld) Pty Ltd will:
  - a. Maintain adequate and appropriate insurance, including public liability and WorkCover
  - b. Advise the ASQA in writing within 10 working days of any change to the information contained in the application for registration
  - c. Allow the ASQA or its agents access to training records, delivery locations and staff for auditing performance or verifying compliance with the conditions of registration
  - d. Supply the ASQA with delivery details for each course and unit in the Scope of Registration, including client information in accordance with AVETMISS requirements
  - e. Resolve any grievances conveyed by students to the ASQA
  - f. In the event of DTW Designs (Qld) Pty Ltd ceasing operations, all records of student results will be sent to the ASQA for archiving.

### Sanctions

- 42. DTW Designs (Qld) Pty Ltd accepts that failure to meet the obligations of this Code, the conditions of registration as a private provider of vocational education and training or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.