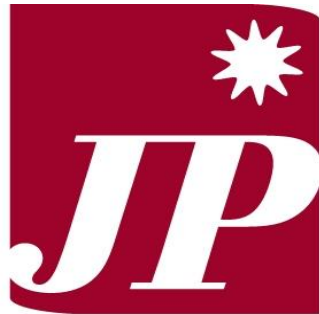


# JP International College Pty. Ltd



*JP International  
College Pty Ltd*

## CODE OF PRACTICE

**2016**

**JP International College Pty Ltd**  
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# CODE OF PRACTICE – JPIC

JP International College is a Registered Training Organisation which takes special pride in the quality of the services it offers to its Clients. We aim to deliver best practice in training and assessment services, with strict adherence to the National Standards for vocational education.

Key Principles of JPIC's Code of Practice is as follows.

## **Maintaining the Integrity of the AQF**

JP International College upholds the integrity of the AQF and Registered Training Organisations by:

- Continually adhere to the Standards for National Vocational Education and Training (VET) Regulator Registered Training Organisations (SNRs), the Australian Qualifications Framework, the VET Quality Framework and all other Australian Qualifications Skills Authority requirements.
- Complying with Education Services for Overseas Students Act – 2000 (ESOS Act), the Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)
- Complying with all relevant State and Federal legislation, including the Privacy and Personal Information Protection Act 1998, Workplace Health and Safety legislation, the principles of Access and Equity.
- Behaving in a professional and ethical manner, with honesty, due care and diligence, and being accountable for its actions.
- Recognising the AQF qualifications and Statements of Attainment issued by other RTOs.
- Avoiding practices and activities which may bring Registered Training Organisation services into disrepute.

## **Student/Client satisfaction**

JP International College is committed to ensuring customer satisfaction. This is demonstrated through:

- Treating all students/clients with respect and dignity;
- Providing assistance to help students/clients achieve their desired outcome;
- Tailoring assistance to aid students/clients in different circumstances and from different backgrounds;
- Providing high quality facilities and materials to assist in client learning.
- Understanding and meeting the needs of our clients.
- Consulting with learners, employers, industry bodies and our employees to ensure the accuracy, currency and appropriateness of our training programs.

- Employing a team of individuals who are suitably experienced and qualified for their roles and that act in an objective, professional manner
- Providing information on fees, charges and refunds prior to beginning training and ensure that all our related policies are fair, clear and easily accessible for all clients.
- Ensuring that its service provide access to and equity for all participants and potential participants in the event that JPIC is not able to fulfill its obligations to a student/client, we will have measures in place to ensure that JPIC provide another solution.
- Providing flexibility in our training and assessment delivery to cater for individual client needs.
- Providing marketing and advertising to prospective students/clients which is ethical and accurate
- Protecting an individual's right to privacy and treats each students/client's personal details with respect and integrity. JPIC will ensure that academic, financial and other records maintained are complete and accurate.
- Maintaining confidentiality of records and not be divulging them to third parties unless authorised by the individual or under law.
- Allowing all clients to view their own records to confirm accuracy and completeness upon request.
- Providing a complaints process that is transparent, fair and equitable for academic and non-academic matters, for current participants and/or those seeking to enroll.
- Encouraging students/clients to give feedback, without fear of prejudice, to support our continuous improvement endeavours.

### **Educational Outcomes**

JP International College is committed to:

- Delivering flexible and fair training and assessment solutions for all participants, with policies and procedures which ensure that every client is treated fairly and receives all reasonable assistance to successfully complete training once accepted for enrolment.
- Consulting with industry to ensure the integrity of all training programs.
- Providing training solutions that meet the needs of the learners, industry and the training package.
- Ensuring that our training managers and trainers/assessors continuously engage with industry to ensure their knowledge and skills reflect current industry practice.
- Ensuring a supportive learning environment to enable the success of learners, clients and all JPIC employees.
- Assisting individuals gain recognition for skills and knowledge through a skills and knowledge recognition process, recognising that some individuals may hold skills and knowledge that are relevant to their required training outcomes.

- Issuing to learners whom it has assessed as competent in accordance with the requirements of the Training Package, within its scope of registration a qualification or statement of attainment (as appropriate) that meets the Australian Qualifications Framework requirements; identifies the Registered Training Organisation by its national provider number from the National Register; and includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

## **Business Operations**

JP International College is committed to:

- Have a systematic and planned approach to continuous improvement risk management and compliance, utilising proven methods for operational management.
- Remain committed to total quality assurance and continuous improvement in all aspects of the business.
- Provide opportunities for all stakeholders including: staff, students, employers and industry; to provide feedback and input on any aspect of JPIC's performance at any time.
- Gather feedback from key stakeholders about all aspects of the business, collate the data and review for areas of improvement and recognition of successes.
- Utilizes the reported feedback to measure business performance.
- Ensure that decision making of the executive management team is informed by the experiences of our trainers and assessors and the Teaching and Learning Committee is consulted on all issues relating to strategy and planning.
- Submit accurate and timely data relevant to performance measures through the QI reports.
- Takes appropriate actions to improve its operations through the use of a Continuous Improvement Register and Internal audit system as well as complaints resolution system and develop and agree on corrective actions.
- Provides an environment free from discrimination and harassment and provide support and guidance for staff in need.
- Ensures that all staff inductions feature information regarding the availability and access procedures to all relevant commonwealth state and territory legislation and regulatory requirements relevant to JPIC and its operations.

## **Statutory and Legislative Obligations**

JP International College:

- Complies with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended operations and its intended scope of registration.
- Identifies and complies with relevant Commonwealth, State or Territory laws including Commonwealth or State/Territory legislation and regulations such as:
  - Workplace Health and Safety
  - Legislative provisions governing NVR RTOs

- Department of Industry marketing guidelines
  - Fair Work
  - Workplace harassment, victimisation and bullying
  - Anti-discrimination, including equal opportunity, racial vilification, & disability discrimination
  - Copyright
  - Privacy
  - Consumer Protection and Trade Practices
  - Contract Law
  - Corporations and taxation
- Maintains current copies of all current legislation and regulatory requirements and informs its staff and clients of access procedures to relevant legislation and regulations that may impact on their duties and or training.
  - Retain client records of attainment of units of competency and qualifications for a period of 30 years.
  - Provide confirmation of student/learner completions of units of competence and qualifications on a regular basis as determined by the National VET Regulator.
  - Maintain AVETMISS data to ensure it is available for reporting to the National VET Regulator on request.
  - Appropriately manages the transition from superseded Training Packages within 12 months of their publication on the National Register so that JPIC delivers training with only currently endorsed Training Packages and will manage the transition from superseded VET accredited courses so that JPIC delivers only currently accredited courses.

### **Access and Equity**

All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum or the relevant National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

A copy of our Access and Equity Policy is available on our website [www.jpic.act.edu.au](http://www.jpic.act.edu.au) or from Reception.

### **Quality Management Focus**

We have a strong commitment to providing a total quality service with focus on continuous improvement.

We regularly perform internal audits against the Australian Quality Training Framework Standards to ensure that we are always compliant with the Standards, and that our policies and procedures are being correctly implemented.

We value all forms of feedback and it is an important component of our internal audits. We encourage all students, staff and others to provide feedback at any time about any issue. This feedback assists us to constantly improve our quality management system and better serve our clients.

### **Customer Service**

We have very sound management practices to ensure effective customer service. Our customer service standards ensure the timely issuing of all training and assessment results and qualifications.

Our quality management focus includes recognition of prior learning policy, a fair and equitable refund policy, a grievance and appeal policy, an Access and Equity Policy and Student Support Services Policy. When necessary, we can make arrangements for those students who may require language, literacy and/or numeracy support.

We will take every possible opportunity to ensure that this information is disseminated, understood and valued by our staff, students and potential clients. Our student information will ensure that all fees and charges are known to the student prior to enrolment and that course content and all vocational outcomes are outlined and our assessment procedures are clearly explained.

### **External Audit**

We agree to participate in all monitoring and auditing processes. These could include but are not limited to random compliance audits conducted by the various industry authority's, audits following complaints against us, strategic industry audits, audits for extension of the scope of registration and an audit for the purposes of re-registration of this organisation as a registered training organisation.

### **Management and Administration**

We have policies and management strategies, which will ensure sound financial and administrative practices.

Our management guarantees the organisation's sound financial position and will safeguard all student fees until used for training/assessment.

We have a refund policy, which is fair and equitable. All student records are managed securely and confidentially and are available for student's own perusal upon request. All other third parties wishing to view individual student files and associated information must first make the request in writing and have written permission of the student in question.

We have current and up-to-date insurance policies covering public liability and professional indemnity and workers compensation as applicable.

### **Marketing and Advertising**

We market our vocational education, training and assessment services with integrity, accuracy and professionalism and at all times refrains from the use of vague and ambiguous statements.

In the provision of information, no false or misleading comparisons are drawn with any other training organisation or available training product or service. When using the image, quotation or logo of a third party we will first obtain appropriate permission to do so.

### **Client Selection**

We will use a range of selection criteria in our selection of students for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans. It is the responsibility of each individual potential student to discuss this information with our staff at the pre-enrolment interview and to provide relevant evidence to substantiate their claims. This information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

There are no pre-requisites to enrolling in our training programs, other than being over the age of 18 and for International Participants having a minimum IELTS English Standard of 5.5 which has been achieved in the last 12 months.

**Due to the nature of the course work and the materials covered, we require participants to be fluent in written and spoken English at the time of enrolment.**

All students are required to complete an enrolment form prior to the commencement of all training offered by JPIC. This enrolment form contains all necessary information required under the current Australian Vocational Education and Training Management Information Service Standard (AVETMISS) standard and what is required for the Provider Registration and International Students Management System (PRISMS) for accurate data to be collected by the commonwealth and state government registering body.

All enrolment forms details are entered onto an AVETMISS and PRISMS electronic student database within 48 hours of completion and the original enrolment form will be filed in individual student files and a copy will be supplied back to the student upon request.

### **Recognition of Prior Learning (RPL)**

We recognise that all students can have many skills that they have gained through their life experiences and throughout their working life.

If these skills apply to the course in which the student is to enrol, the student may have these skills assessed through the RPL process.

At the time of the pre-enrolment interview, the student is given the opportunity to request the RPL process. If the student elects to be considered for RPL they will be required to complete an RPL application form.

We are committed to providing an RPL assessment service to all students in order to make the entire training process as efficient as possible.

### **Recognition of Other Qualifications**

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by the JPIC.

All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognised by the JPIC.

### **Training and Assessment Standards**

We employ training staff with the required qualifications and experience to deliver training and assessment services relevant to the qualifications offered by us.

Assessment will meet all of the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer) and those requirements specified within the relevant national training package assessment guidelines. Adequate facilities, equipment and training materials are supplied to ensure the training and assessment environment is conducive to the success of all students.

### **Sanctions**

We will uphold all guarantees outlined within this Code of Practice. We understand that if we do not meet the obligations outlined within this Code of Practice or any other supporting regulatory requirements, we may have our registration as a Registered Training Organisation either suspended or even withdrawn.

We may use information collected about individual students for any of the following purposes to be able to:

- perform administrative tasks;
- inform potential and current students about our services or those of other organisations;
- develop new training and assessment services that may be of help to you;
- comply with all regulatory bodies and reporting on all activity to funding bodies such as the state and territory funding bodies if required; and
- build and maintain a relationship with students/clients to assist in the resolution of any grievances.

Subject to the provisions of the Privacy Act current students may have access to the information that we have collected. More information on how student files are kept, and the process for accessing it is contained in the Student Handbook. Unless informed otherwise we will assume your consent to the use of your information as disclosed above.

### **Useful Websites:**

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

All students may have access to any details concerning legislative requirements, JPIC and course information upon request to management.

Staff can access the legislation if desired at:.

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- Federal Government Legislation: <http://www.austlii.edu.au>