

**ASSOCIATION FOR THE BLIND OF WA (INC.)**  
**CODE OF PRACTICE**  
**FOR THE DELIVERY OF ACCREDITED TRAINING**

**POLICY**

**1.0 INTRODUCTION**

The Association for the Blind of WA is committed to the establishment and maintenance of high standards in the provision of vocational education and training.

The purpose of this policy is to set out a code of practice that provides a framework within which management and staff can meet their obligations for Registered Training Organisations under the Quality Assurance and Recognition system for Western Australia.

This Code of Practice refers to all activities conducted by the Association management and staff in the provision of vocational education and training

**2.0 STATEMENT**

**2.1 Standards**

**2.1.1 Marketing**

The Association for the Blind of WA ("The Association") will market its training products with integrity, accuracy and professionalism. All promotional literature and marketing materials published by the Association, in all formats, will be truthful, accurate and unambiguous, and will conform to the requirements of the Association's Ethical Marketing Policy.

- Before information about any individual is used in any marketing, that individual must have provided written permission to the organisation.
- Advertisements referring to Registered Training Organisation status will clearly identify the products and services covered by the scope of Registration.
- The Association will only advertise qualifications once it is registered to issue those qualifications.
- Advertisements will recognise nationally recognised training courses separately from courses recognised by other bodies or without recognised status
- The names of national training packages, qualifications or other accredited courses used in advertising materials will be consistent with the names and/or titles recognised by the Training Accreditation Council.
- Marketing or promotional literature and general media advertising will not:

- encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided
- make claim to approval or recognition that is inaccurate or use misleading or false comparisons of courses with others provided by competitors
- make misleading statements concerning the qualifications or experience of staff
- make misleading or false statements about the prospects of employment following the course

### **2.1.2 Course Information**

The Association will provide sufficient and accurate information to course participants that sets out the detail of the total costs/fees to course participants and the objectives, assessment procedures and competency standards and outcomes to be achieved by course participants. Information provided by the Association to course participants about courses will include the following:

- A description of the course and its content
- All tuition fees payable to the Association in connection with the course and any other fees required
- Details of applying for mutual skills or recognition for credit
- Details of the basic assessment process for the course
- A description of the certificate and (if applicable) statement of attainment to be given on completion of the course
- A statement as to whether the course is recognised by industry or professional organisations, public institutions or government authorities
- A description of course participant support services, including counselling and welfare facilities
- Any prerequisites required

### **2.1.3 Recruitment**

Recruitment of course participants will be conducted at all times in an ethical and responsible manner. Recruitment decisions will rest on assessment by the Association of the extent to which the stated competency standards and outcomes are likely to be achieved by the applicant given his/her qualifications, proficiencies and aspirations.

The Association will provide documentation to prospective course participants, which discloses in full all of the contractual arrangements between the Association

and the course participant (if any). This documentation will be written in clear, concise plain English which avoids vague and ambiguous clauses.

The Association will make available, in an appropriate format for the individual's needs, information concerning fees and charges to course participants and the refund policy prior to their completion of any enrolment agreement or contract.

#### **2.1.4 Delivery**

Course participants will be advised of the most applicable form of delivery for each course. In most cases this will be off the job in a group training situation, in a facility large enough to accommodate the maximum number of course participants with adequate room to conduct practical examinations, with individual seating, desk and computer workstation availability. Locations may vary, particularly where courses are available via flexible learning, according to arrangements made with participants and employers.

#### **2.1.5 Assessment**

The Association undertakes to provide assessment of training:

- in accordance with the requirements of the Australian Quality Training Framework (AQTF)
- in accordance with the national principles of assessment (eg, valid, flexible and fair)
- in accordance with the assessment guidelines of any Training Packages which the Association may seek to register within its scope

Skills Recognition (RPL) will be provided which acknowledges skills and knowledge obtained through:

- formal training (conducted by industry or educational institutions in Australia or overseas)
- work experience (informal training)
- community or voluntary work
- life experience

#### **2.1.6 Appeal Mechanisms**

Students are entitled to appeal assessment decisions under the Association's Training Assessment Appeal Policy.

#### **2.1.7 Refund Policy**

Refund of course fees will be provided in accordance with the Association's current Schedule of Fees and Charges.

### **2.1.8 Welfare and Guidance**

The Association aims to ensure that every participant gains the maximum benefit from taking part in a particular course or program. Management practices are implemented that support and safeguard the interest and welfare of learners in all training and assessment situations. These are supported by the provision of personal assistance by the Manager and trainers. The Association provides access to qualified counsellors as required.

### **2.1.9 Access and Equity**

The Association is committed to the principles of access and equity and recognises its responsibilities under the Equal Opportunity Act, Disability Discrimination Act, and the Disability Services Act. The Association's Training and Technology Department operates in accordance with the *Access and Equity Guidelines for Training Organisations* to ensure that opportunities to successfully gain skills, knowledge and experience are provided for equity groups including:

- women
- people from culturally and linguistically diverse backgrounds
- indigenous people
- rural and regionally remote communities
- mature aged people
- people with a disability.

Staff and volunteers are made aware of these obligations and the overall vision, mission and values of the Association through structured induction programs, professional development activities and internal communication mechanisms.

## **2.2 Review of the Code of Practice**

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.