

Mint Training Pty Ltd (RTO #21524)

# Code of Practice



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## Commitment

Mint Training Pty Ltd is a Registered Training Organisation (RTO #21524) authorised by the Australian Skills Quality Authority (ASQA) to deliver training and assessment services for nationally accredited qualifications under the provision of the *Standards for RTOs 2015*.

Mint Training's scope of registration can be viewed at <https://training.gov.au/Organisation/details/21524>.

Mint Training 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 students and stakeholders.

This Code of Practice reinforces an organisational commitment to compliance with the Standards as approved by ASQA, and State funding bodies (where applicable).

Mint Training:

- a) Implements practices that maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students
- b) Ensures that staff are not only suitably qualified but are also sensitive to the religious, political, social, cultural and learning needs of students 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 students
- 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 students
- f) Monitors and assesses the performance and progress of students in their course of study
- 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

Mint Training ensures that:

- i. All the courses are offered and delivered are on its scope of registration.
- ii. The Department (State funding bodies) are notified immediately if the RTO's registration with ASQA is suspended or cancelled.
- iii. The Department (State funding bodies) are notified if the RTO becomes subject of insolvency event.
- iv. The ASQA and Department (State funding bodies) are notified of any significant changes to the ownership, CEO or operation (including its financial viability and any intention or decision to cease operations as an RTO).
- v. At least one nationally recognised qualification for delivery is maintained on RTO's scope.
- vi. It is compliant with the AQTF and/or VET Quality Framework including the Standards for RTOs 2015.
- vii. The three (3) Quality Indicator Reports (Competency completion, Learner engagement and Employer satisfaction) are submitted to ASQA and the Department (State funding bodies – when requested) every year before 30<sup>th</sup> June for the preceding calendar year. A copy of most recent Quality Indicator report will be published on Mint Training's website as well.
- viii. A compliant student data is reported to NCVET and Department (State funding bodies) via their respective Systems online as per their respective reporting guidelines/requirements.

Mint Training Pty Ltd and its staff will act ethically and:

- a. make all reasonable efforts to work and communicate effectively with and maintain the confidence of all stakeholders (including, affected by State funding contract(s)).
- b. not do or omit to do anything which may damage, ridicule, bring into disrepute or be detrimental to the Department (State funding bodies), the VET sector, the Government subsidised training market, the Department (State funding bodies) or the states' name and reputation. In this context, this clause encompasses notions such as:
  - i. behaving honestly and in a way that upholds the objects and value of Funding Program;
  - ii. not behaving in a manner that damages the public confidence in the integrity of the Funding Program;
  - iii. knowing and complying with all policies and procedures and guidelines that relate to the performance by the RTO of its obligations under the State funding contract, including the *Statement of Expectations*;
  - iv. not making improper use of the position of the trusted place in the RTO in an appropriate expenditure of substantial amounts of public moneys for vocational education and training.

## Guarantee

Mint Training Pty Ltd will:

- a. Publish in a prominent position on its website:
  - i. a summary of its latest registration audit information
  - ii. a Fee for service and fee for government subsidised training for each qualification offered
  - iii. details of any other fee including but not limited to student services, administration, materials etc.
  - iv. census dates for each unit of study delivered under VET FEE HELP scheme (for existing students)
  - v. complaints and appeals process
- b. Adhere to State Government's guidelines about Fees (and any updates from the Department from time to time) in regards to students applying for subsidised training.
- c. Ensure that each individual receives a Statement of Fees for their proposed course of study.
- d. Maintain adequate and appropriate insurance, including public liability, professional indemnity and WorkCover etc.
- e. Advise the ASQA and State Government (where applicable) in writing within 10 working days of any change to the information contained in the application for registration and/or if the RTO insurance(s) is cancelled.
- f. Allow the ASQA or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration
- g. Supply the ASQA with delivery details for each course and unit in the Scope of Registration, including student information in accordance with AVETMISS requirements
- h. Resolve any grievances conveyed by students to the ASQA
- i. In the event of Mint Training Pty Ltd ceasing operations, all records of student results will be sent to ASQA for archiving.

## External Reporting Requirements

State and Federal Government bodies may require student course data records to be submitted in a format to suit their systems. Mint Training Pty Ltd will supply such data as required in the format determined by the State Authority. Mint Training currently utilises “VETtrak” Student Management System to submit AVETMISS and other required data.

All records submission to State and Federal Government bodies is carried out using compliant reporting software, which dictates the data and format required for submission. The operator is to ensure that data submission has been effective.

### For Victorian Government:

- ✓ Data is reported via SVTS on monthly basis for each unit of competency that commenced within the last 60 days.

### For WA Government:

- ✓ Data is reported via STARS on monthly basis for each unit of competency for each student.
- ✓ Course completions are reported via TRS within the 21 days of completions.

### For VET FEE HELP:

- ✓ Data is reported via HEPCAT for each census date as per VET FEE HELP Reporting Schedule listed on Department’s website.

## Recruitment and Selection of Staff

Recruitment of Trainers and Assessors is conducted at all times in an ethical and responsible manner, consistent with the requirements of the training and assessment services being provided.

Mint Training Pty Ltd will ensure that the selection decisions are fair, comply with equal opportunity legislation, and comply with Mint Training Pty Ltd RTO Staff Policy. Mint Training Pty Ltd will ensure that all trainers/assessors have:

- a) The necessary training competencies
- b) Have the relevant vocational competencies at least to the level being delivered
- c) Demonstrable current industry skills directly relevant to the training they deliver
- d) Demonstrable professional development of their VET knowledge and skills as well as their industry currency and trainer competence

Mint Training Pty Ltd will ensure that the responsibility for the management and co-ordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

MINT’s staff must familiarise themselves with their obligations under the:

- Education and Training Reform Act 2006
- National VET Regulator Act 2011
- Charter of Human Rights and Responsibilities Act 2006 (Vic);
- Disability Act 2006; and
- Working With Children Act 2005

## Recruitment and Selection of Students

Mint Training Pty Ltd will **NOT** pay (and MINT's staff is strictly prohibited to), provide or offer, either directly or indirectly, incentives to individuals and/or entities to induce them to undertake Government subsidised training and/or VET FEE-HELP approved training.

Mint Training Pty Ltd will provide accurate, relevant and up-to-date information to students prior to commencement. This will include, but not be limited to:

- a) Student Handbook
- b) Competencies to be achieved during the training
- c) Course information including duration, locations and any applicable work-placements
- d) Tuition fee and any applicable Administration/Resources fees
- e) Assessment procedures/methods
- f) Arrangement for Recognition of Prior Learning (if applicable)
- g) Grievance/appeal policy/procedure
- h) Facilities and equipment used/required for training and assessments (where relevant)
- i) Student support services and contact details
- j) Application/enrolment process and selection criteria
- k) Fee and Refund policy
- l) USI requirements
- m) Issuing of Certification/Statement of Attainment requirements

Recruitment of students will be conducted in an ethical and responsible manner at all times and be consistent with the requirements of the curriculum/training package. Mint Training Pty Ltd will ensure that the student application and selection processes are explicit and defensible and comply with Fairness and Equity Principles.

## Training Delivery

Mint Training Pty Ltd will prior to the course commencement, give students all relevant information about the course competencies, program of study, availability of learning resources and appropriate support services. Students will also be given access to a current copy of the course competencies.

Mint Training 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 customising courses.

In support of our commitment to quality training delivery, Mint Training Pty Ltd will:

- a) Maintain a learning environment that is conducive to the success of students
- 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 students and meet requirements of the Training Package and other relevant Training Packages if applicable
- d) Monitor, assess and document the performance and progress of students
- e) Ensure that Mint Training Pty Ltd and contracted staff are suitably qualified and sensitive to the religious, political, social, cultural and learning needs of students
- f) Ensure access to professional development and training as required for Mint Training Pty Ltd and contracted staff
- g) Provide students with appropriate Skills Recognition opportunities

## Assessment

In support of our commitment to quality assessment, Mint Training 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) Students 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 Mint Training Pty Ltd
- d) Students are provided with an equitable assessment appeals process

## Recognition of Prior Learning

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

Mint Training Pty Ltd aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

The main focus of Recognition is on the outcome of the experiences and not the how, when, where or for how long the learning has occurred.

Mint Training Pty Ltd will use the following criteria for determining Recognition:

- The candidate has actually achieved the unit(s) of competency that is/are being claimed
- The unit(s) of competency is/are still valid and performable
- The learning has reached the accepted standard
- The learning is applicable to the area claimed
- The unit of competency can be applied outside the specific context in which it was learned

The principles, processes and implementation of Recognition applied and undertaken by Mint Training Pty Ltd are in accordance with the Skills Recognition Framework for Vocational Education and Training.

Recognition may be used to achieve credits, on a successful outcome, for units of competence for training programs run by Mint Training Pty Ltd.

## Assessment Appeals Process

1. A Student may appeal their assessment by completing an Assessment Appeals Form and lodging it with within 5 working days of assessment on the grounds that 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 each individual is provided with the opportunity to present evidence in a variety of ways.
  - d) **Fair:** Means that the process is transparent and equitable.
  
2. The Appeals process will then be completed in accordance with the Grievance Policy.

## Complaints and Grievances

Complaints and grievances unrelated to the training and assessment process should be resolved in accordance with the Grievance Policy.

## Marketing

Mint Training Pty Ltd will market their 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.

Mint Training Pty Ltd will not state or imply that courses other than those on the Scope of Registration are recognised by ASQA.

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

Mint Training 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 (if applicable).

## Record Keeping

Mint Training Pty Ltd will treat all personal records of students' confidentially and will maintain systems for:

- a. Recording and archiving student enrolments
- b. Student Attendance
- c. Assessment outcomes
- d. Recognition of Prior Learning (RPL) & Credit Transfers (CT)
- e. Complaints handling and Grievances
- f. Course completions and withdrawals
- g. Issuance of Qualifications and Statements of Attainment
- h. Keep complete and accurate records of the enrolment, progress and assessment outcomes of students

All records are maintained in accordance with Mint Training's Records Management Policy.

Mint Training will provide access to records in the following circumstances:

- a. In accordance with requirements in the PR Act and any other applicable legislation;
- b. To the Victorian Auditor-General or Victorian Ombudsman on request in writing;
- c. To a government representative on request in writing;
- d. To the Department (State funding bodies) or an authorised representative of the Department (State funding bodies) for any purpose connected with subsidised training contract;
- e. To ASQA on request in writing.
- f. Provide access to, or copies of these records to students upon receipt of an approved Access Authorisation Form.

## Issuance of Qualifications

Upon successful verification of student's Unique Student Identifier (USI), Mint Training Pty Ltd issues Qualifications and Statement(s) of Attainment to students 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).

## National Recognition

Mint Training Pty Ltd will accept and nationally recognise the qualifications and Statements of Attainment awarded by other Registered Training Organisations.

## Support Services

Mint Training Pty Ltd provides adequate protection for the health, safety and welfare of students 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.

Mint Training Pty Ltd has provisions for language, literacy and numeracy assessment on request and students' needs in relation to language, literacy and numeracy are monitored through induction, enrolment and interviews.

Other support includes skills recognition, flexible learning, tutoring, pre-assessment interviews and access to Student Support Staff.

## Fairness and Equity

Mint Training Pty Ltd actively supports and encourages people of all abilities to participate in training programs.

All staff members are responsible for ensuring the access and equity to people of all abilities for all training provided by Mint Training Pty Ltd

## Disciplinary Procedure

To ensure all students 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

Mint Training Pty Ltd seeks feedback from students on their satisfaction with the services they have received and seeks to improve its services in accordance with their expectations.

Mint Training Pty Ltd seeks feedback from Employers, 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.