

Wisdom Skills Training Academy code of practice

Introduction Wisdom Skills Training Academy Pty Ltd (RTO No. 41080) is totally committed to operating within the Principles and Standards of the Australian Vocational Education and Training (VET) Qualifications Framework (VQF). This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of training services by Wisdom Skills TA Pty Ltd, a National Vocational Education and Training Regulator Registered Training Organisation (NVR RTO) registered under the Australian Skills Quality Authority (ASQA) the national regulator for Australia's (VET) sector. For the purposes of this Code "participant" refers to any person participating in training delivered by Wisdom Skills TA. A "client" is a person or organisation who may enter into a contract with the registered training organisation for the delivery of training services. Provision of training and assessment services

- Wisdom Skills Training Academy has policies and management practices which maintain professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of participants and/or clients.
- Wisdom Skills Training Academy maintains a learning environment that is conducive to the success of participants.
- Wisdom Skills Training Academy 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 participants.
- Wisdom Skills Training Academy monitors and assesses the performance and progress of its participants.
- Wisdom Skills Training Academy ensures that training staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required.
- Wisdom Skills Training Academy ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s).
- Wisdom Skills Training Academy is committed to access and equity principles and processes in the delivery of its services.

Issuance of qualifications

Wisdom Skills TA issues qualifications and Statements of Attainment to participants who meet the required outcomes of a qualification or unit of competency, in accordance with the VET Quality Framework (VQF).

Recognition of qualifications issued by other RTOs

- Wisdom Skills Training Academy recognises the VQF and VET qualifications and Statements of Attainment issued by any other registered training organisation (RTO).
- Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.
- Wisdom Skills Training Academy markets and advertises its products and services in an ethical manner.

- Wisdom Skills Training Academy gains written permission from a participant or client before using information about that individual or organisation in marketing materials.
- Wisdom Skills Training Academy accurately represents recognised training products and services to prospective participants and clients.
- Wisdom Skills Training Academy ensures participants and clients are provided with full details of conditions in any contract arrangements with the organisation.
- No false or misleading comparisons are drawn with any other training organisation or qualification.

Financial standards

- Wisdom Skills Training Academy has measures to ensure that participants and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- Wisdom Skills Training Academy has a refund policy that is fair and equitable, and this policy is made available to all participants and clients prior to enrolment.
- Wisdom Skills Training Academy ensures that the contractual and financial relationship between the participant/client and the organisation is full and properly documented, and that copies of the documentation are made available to the participant/client.
- Documentation includes: the rights and responsibilities of participants, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on participants or clients.

Provision of information

- Wisdom Skills Training Academy supplies accurate, relevant and up-to-date information to prospective participants and clients.
- Wisdom Skills Training Academy supplies this information to participants and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

Recruitment

- Wisdom Skills Training Academy always conducts recruitment of participants in an ethical and responsible manner.
- Course offer placement, are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- Wisdom Skills Training Academy ensures that the educational background of intending participants is assessed by suitably qualified staff and/or agents and provides for the training of such staff and agents, as appropriate.

Participant Support Services

Wisdom Skills Training Academy provides adequate protection for the health, safety and welfare of participants and, this includes adequate and appropriate support services in terms of training and personal counselling.

Complaints procedures

Wisdom Skills Training Academy ensures that students and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for participants to appeal against decisions which affect the participants' progress. Every effort is made by our organisation to resolve participant's complaints.

- For this reason, Wisdom Skills Training Academy has a complaints policy where a member of staff is identified to participants and clients as the reference person for such matters. In addition, the complaints process as a whole is made know to participants at the time of enrolment.
- Where a complaint cannot be resolved internally, our organisation advises participants and clients of the appropriate body where they can seek further assistance

Record keeping

Wisdom Skills Training Academy keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due and provides copies of these records to participants on request.

Quality control

Wisdom Skills Training Academy seeks feedback from all our participants and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations