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Scheduled Review:	August 2014
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Quality Manual Policy – QPOL5

Code of Practice

Objective

Australia Wide First Aid (AWFA) is committed as an Registered Training Organisation, which has agreed to operate within the Principles and Standards of the Australian Skills Quality Authority (ASQA).

Legislative Requirements

Australia First Wide Aid will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant Acts include:

- Anti Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Workplace Health and Safety Act, 1995 (QLD)
- Workcover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- ESOS Act 2000 (QLD)
- Copyright Act 1968 (Commonwealth)

Access and Equity

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/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. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

Quality Management Focus

Australia First Wide Aid has a commitment to providing a quality service and a focus on continuous improvement using the ASQA Standards. We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs.

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Client Service

We have sound management practices to ensure effective client service. In particular Australia First Wide Aid has client service standards, in accordance with ASQA guidelines, to ensure:

- a. The timely issue of trainee/student assessment results and qualifications. These will be appropriate to competence achieved.
- b. Our quality focus includes a Recognition of Prior Learning Policy,
- c. A fair and equitable Refund Policy,
- d. A Complaint Policy
- e. An Appeal Policy,
- f. An Access, Equity and Diversity Policy and student welfare and guidance services.
- g. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- h. We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- i. Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Audit

Australia First Wide Aid has agreed to participate in monitoring and audit processes required by the ASQA. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration

Australia First Wide Aid has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee/student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. Australia First Wide Aid has adequate insurance policies.

Marketing and Advertising

Australia First Wide Aid markets vocational education and training products/ services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the ASQA Standards.

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Training and Assessment Standards

Australia First Wide Aid has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the ASQA Standards (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

International Students

Australia First Wide Aid will be bound to the Commonwealth Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991.

Sanctions

Australia First Wide Aid will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

DOCUMENTS: