

Code of Practice

Policies & Governance

Pivot Pivot Point Academies apply policies and management practices that maintain high professional standards in the delivery of education and training services, and which safeguard the educational interests and welfare of all students.

Our courses are registered on State and National registers and the Academies monitor and assess the performance, course attendance and progress of students enrolled.

The Academies will safeguard funds paid by students, and if unable to deliver agreed services will make a refund to the student in accordance with relevant Commonwealth and/or State and Territory legislation.

There will be proper documentation of the contractual and financial relationship between the student and the Academy. The Academy will make available to the student copies of this documentation.

The Academies supply accurate and current information on courses, content and vocational outcomes. The Academies supply accurate and current information to students and prospective students on all relevant matters prior to enrolment. This includes:

- costs for students tuition
- consumables required
- admission procedures and criteria
- conditions of acceptance
- academic programs including bridging courses
- Australian and overseas recognition given to qualification(s) offered
- recognition of prior learning and current competencies application process
- withdrawal arrangements
- termination of tuition
- credit transfer requirements
- refund entitlements, including in instances where the provider defaults
- details of facilities, equipment and staffing;
- internal and external grievance (complaint and appeals) procedures



- non academic student support services
- flexible learning and assessment procedures and disciplinary procedures

The Academies will advise the State Training Authority (VETAB) in writing within ten (10) working days of any change to the information contained in the Registration/Endorsement application, and will allow the State Training Authority agents access to training records, delivery locations and staff for the purpose of auditing performance to verify compliance with the condition of Registration/Endorsement.

The Academies will pay the State Training Authority all recognition fees within thirty (30) days of these fees being due and payable.

The Academies maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.

In the event that the Academies cease operations, all records of student results, dating from the time the organisation became registered, for all training covered by the registration, will be sent to the State Training Authority on computer disk.

The Academies will supply the State Training Authority with delivery details for each course/Training Package qualification and units of competence on the Scope of Registration and student details including enrolments, participation and completions in accordance with



AVETMISS requirements, and maintain confidentiality of all students' records as requested.

The Academies ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are always available to students.

The Academies will advise the State Training Authority within 21 calendar days of commencing delivery and/or assessment in a location outside of the state or territory and/or within 3 months of ceasing delivery and/or assessment in a location outside the state or territory of registration. The Academies will provide the State Training Authority with accurate and timely information regarding:

- registration and compliance
- major changes to the Academy system or staffing profile
- relocation of the Academy financial
- difficulties and/or
- transfer of client records

Occupational Health & Safety

Pivot Point Academies maintain adequate and appropriate insurance, including public liability and work cover.

Pivot Point Academies comply with all laws relevant to the operation of Registered Training Organisations, including occupational health and safety and fire regulations.

The Academies ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

All training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.



Education & Training

Pivot Point Academies maintain a learning environment conducive to the success of International students.

The Academies provide training in cultural awareness for staff as the Academies is sensitive to cross-cultural issues and meets the special needs of students, especially those under the age of 18 years.

The Academies actively encourage participants with intellectual and physical disabilities by providing services which include adequate orientation, information and advice on accommodation, counselling and welfare facilities.

The Academies accept and recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation in Australia relevant to its scope.

The Academies ensure that responsibility for the management of Recognition of Prior Learning and/or Recognition of Current Competencies applications and assessments is/are clearly identified and undertaken by a person or persons with relevant expertise.

The Academies ensure that responsibility for the management and coordination of learning delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

The Academies issue qualifications and/or Statement of Attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration.

Qualifications and Statements of Attainment will include the following

- name, Code and logo of the provider as shown on the Certificate of Registration
- RTO provider number and, where relevant, include the words: "The qualification certified herein is recognised within the Australian Qualifications Framework"
- name of the person receiving the qualification
- name of the course / Training Package qualification as shown on the Scope of Registration
- date issued
- authorised signatory of the Registered Training Organisation
- imprint certificates with the nationally recognised training logo where courses are nationally recognised
- imprint certificates with VQA logo for courses registered on the Scope of Registration
- the units of competency achieved on any certification issued in relation to courses based on national competency standards
- industry and occupation descriptor (if applicable).
- summary of employability skills (where relevant)





The Academies accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

The Academies ensure that training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for customising courses.

The Academies' trainers and assessors have demonstrated the following competencies from the Training and Assessment Training Package

- TAAASS401A Plan and Organise Assessment
- TAAASS402A Assess Competence and
- TAAASS404A Participate in Assessment Validation

Pivot Point Academy trainers have industry experience that is current and relevant to the particular courses/ Training Packages or units of competence that they are delivering.

The Academies reserve the right to cancel or not offer a program. If any program is cancelled and/or not offered, the Academy will refund all program money in accordance with the Academy refund policy.

Facilities

Pivot Point Academies have the capacity to deliver the nominated course(s); provide adequate facilities and use methods and materials appropriate to the learning needs of the students.

Integrity

Pivot Point Academies will market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

No false or misleading comparisons will be drawn with any other provider or course. The Academies will not state or imply that any course other than those within the Scope of Registration is recognised by the State Training Authority.



The Academies advise prospective students prior to enrolment of:

- the Scope of Registration
- application processes, selection criteria and orientation procedures
- fees and costs involved in undertaking training
- qualifications to be issued on completion or partial completion of courses
- competencies to be achieved during training
- flexible learning and assessment procedures including recognition of prior learning
- grievance (complaints and appeals) procedure
- facilities and equipment
- student support services, including external support
- provision for language, literacy and numeracy assistance
- disciplinary procedures
- staff responsibility for access and equity

The Academies recruit students at all times in an ethical and responsible manner consistent with the requirements of courses and ensures that application and selection processes are explicit and defensible and equity and access principles are observed.

The Academies have a fair and equitable process for dealing with student grievances and appeals (refer to Grievance Policy and Procedure section below).

The Academies adopt a quality assurance and improvement system which includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.

The Academies have a fair and reasonable policy in place for students who wish to discontinue or cancel training.

The Academies supply accurate and current information to enable a person unfamiliar with the Australian education and training system and living conditions to make an informed decision about the appropriateness of the Academy and its courses to the student's needs.

Grievance Policy/ Procedures

All prospective students will be provided with a copy of the grievance (complaints and appeals) policy and procedure documents explaining:

- all disputes or grievances (complaints and appeals) will be handled professionally and confidentially in order to achieve a satisfactory resolution
- all parties will have a clear understanding of the steps involved in the grievance (complaints and appeals) procedure
- at any stage of the process, the student is entitled to bring a nominee or witness if they choose
- students will be provided with details of external authorities they may approach, if required
- all grievances (complaints and appeals) will be managed fairly and equitably and as efficiently as possible
- the Academies will act promptly upon the subject of any complaint or appeal, which is found to be substantiated
- the Academies will resolve any grievances (complaints and appeals) fairly and equitably within five (5) working days, with a view to ensuring student satisfaction with the outcome

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues which may arise.

The policy provides an avenue for most grievances (complaints and appeals) to be addressed, however in some cases alternative measures may need to be explored.

The Academies will encourage the parties to approach a grievance (complaint and appeal) with an open view and to attempt to resolve problems through discussion and conciliation.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

The grievance procedures relating to the delivery of training and/or the assessment involves the student initiating the following:

- discussion with relevant teacher/trainer about the grievance
- if it is unable to be resolved, the grievance can be taken before the Director of Studies
- if it is unable to be resolved at this level, the grievance (complaint and appeal) can then be referred to the Deputy Principal/Principal
- if the grievance (complaint and appeal) is still unresolved, it may be referred to the Director Corporate Education
- If the grievance (complaint and appeal) cannot be resolved internally, Pivot Point Academies will advise the student of the appropriate body where he/she can seek further assistance. The Academies will fully document the grievance or appeal & a written statement will be provided to the student on the outcome, including the reason for the decision

Nothing in this clause prevents the student from seeking a remedy under the ESOS Act 2000 or the relevant consumer protection laws.

Disclaimer

Every reasonable effort has been made to ensure that the information in this document referring to Pivot Point Academies is correct. However, the Academies reserve the right to discontinue any course, subject, fee, admission requirement, staffing or other arrangement without prior notice.