STUDY GROUP AUSTRALIA PTY LIMITED

VOCATIONAL EDUCATION AND TRAINING CODE OF PRACTICE

1. GOVERNANCE

As a Registered Training Organisation (RTO), Study Group Australia Pty Limited (SGA) is authorised under legislation to offer nationally recognised training. We ensure that at all times our operations comply with relevant legislation and the national registration standards.

2. QUALITY IMPROVEMENT FOCUS

SGA has a commitment to providing quality service and a focus on continuous improvement throughout its trading divisions of Martin College, the Australian Institute of Applied Sciences, and ACPE Academy, as well as its partner organisations Aspire College of Education Pty Ltd (ACE) and Ivy Institute Pty Ltd (Ivy College).

We value feedback from students, staff and employers for incorporation into future services. Such feedback is gathered by a variety of means to ensure maximum opportunity for each stakeholder to contribute.

At least once per year, the organisation conducts an internal audit of its operational compliance to the national VET Quality Framework. It also annually subjects its financial operations to external auditing by qualified accountants with membership of an appropriate professional organisation.

3. CURRENCY OF TRAINING PROVIDED

We offer nationally recognised qualifications, and regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance current in the workplace.

Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where training and assessment occurs in a workplace, evidence of performance in that workplace contributes to assessment outcomes.

Our teaching and assessment staff regularly engages with industry to ensure their knowledge and skills reflect current industry practice.

4. RECOGNITION OF PRIOR LEARNING

We recognise that you may already hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called ‘Recognition of Prior Learning’.

If you have completed relevant units of competency with another RTO, we will automatically credit these towards completion of your qualification.

5. ACCESS AND EQUITY

We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to
protect their health, safety and welfare, and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course. We can tailor your training programme and provide a range of learning and assessment resources that as far as practicable meet your individual learning needs.

6. WELFARE OF UNDER 18 YEAR OLD STUDENTS

SGA will conduct, as and when required, the appropriate child-related employment screening of employees, agents or individuals engaged by the RTO, in accordance with the requirements established by the Commission for Children and Young People or its successors. It will ensure its staff members are aware of their responsibility in relation to the reporting of any safety/welfare concerns relating to students less than 18 years of age.

7. MANAGEMENT AND ADMINISTRATION

SGA has policies, procedures and management strategies that ensure sound financial and administrative practices.

Our marketing and advertising to prospective clients is ethical and accurate. All costs and charges that a student will incur throughout a course are published on the website, along with our refund policy.

Student fees are safeguarded. All monies received are placed in a separate account and withdrawn or transferred in line with the service provided. In the event that we are unable to fulfil our obligations to you, we have measures in place to ensure that you either receive the service from another training provider, or a refund for unused fees.

Student records are managed securely and confidentially, and backup of electronic records occurs daily. The retention, archiving and retrieval of records align with the statutory requirements.

Each student may view his/her own records to confirm their accuracy and completeness. Security systems are in place to ensure that no student has access to another’s records.

SGA maintains such insurance coverage as necessary to carry out its business, including insurance for workers’ compensation, public liability, professional indemnity, building and contents.

8. CUSTOMER COMPLAINTS AND GRIEVANCES

While SGA strives to provide excellent service to its customers, it appreciates that there still may be occasions when a customer experiences dissatisfaction, discontent or resentment about an encounter or service provided. In such cases, the most important step in service recovery is to find out where the service failed to meet customer expectations and then take appropriate action.

Student grievance, complaints and appeals policies and processes are in place and incorporate access to impartial external dispute resolution services.

9. SANCTIONS

SGA 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 Registered Training Organisation withdrawn.