

## **CODE OF PRACTICE**

Standard Code of Practice for training organisations registered by VETAB to provide training & assessment services & issuance of nationally recognised Qualifications & Statements of Attainment. This Code of Practice provides the basis for good practice in the marketing, operation, financing & administration of education & training services by Symbion Pathology, a Registered Training Organisation registered in New South Wales by VETAB.

For the purposes of this Code "student/client" refers to any person participating in training delivered by this organisation. "Staff" refers to any person acting in a teaching or assessment role.

### **Provision of Training & Assessment Services**

Symbion Pathology has policies & management practices which maintain high professional standards in the delivery of training & assessment services & which safeguard the interests & welfare of students & clients.

Symbion Pathology maintains a learning environment that is conducive to the success of the students. Symbion Pathology has the capacity to deliver & assess the vocational qualifications for which it has been registered, provide adequate facilities & use methods & materials appropriate to the learning & assessment needs of students.

Symbion Pathology monitors & assesses the performance & progress of its students.

Symbion Pathology ensures that teaching staff are not only suitably qualified or hold equivalent workplace experience & are provided with training as required but are also sensitive to the cultural & learning needs of students.

Symbion Pathology ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package.

Symbion Pathology is committed to access & equity principles & processes in the delivery of its services.

**Issuance of Qualifications**

Symbion Pathology issues qualifications & Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook & the Australian Quality Training Framework.

**Marketing of Training & Assessment services**

Symbion Pathology markets & advertises its products & services in an ethical manner.

Symbion Pathology gains written permission from a student before using information about that individual in any marketing materials.

Symbion Pathology accurately represents recognised training products & services to prospective students

Symbion Pathology ensures students are provided with full details of conditions in any in any contract arrangements with the organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.

**Financial Standards**

Symbion Pathology has measures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

Symbion Pathology has a refund policy that is fair & equitable & this policy is made available to all students at the time of enrolment.

Symbion Pathology ensures that the contractual & financial relationship between the organisation is fully & properly documented & that copies of the documentation are made available to the student.

Documentation includes: the rights & responsibilities of students, costs of training & assessment services & issuance of qualifications, payment arrangements, refund conditions & any other matters that place obligations on students.

**Provision of Information**

Symbion Pathology supplies accurate, relevant & up to date information to prospective students.

Symbion Pathology supplies this information to students at the time of enrolment & regularly review all information to ensure its accuracy & relevance.

### **Support Services**

Symbion Pathology provides adequate protection for the health, safety & welfare of students.

### **Grievances**

Symbion Pathology ensures that students have access to a fair & equitable process for dealing with grievances & provides an avenue for students to appeal against decisions, which affect the student's progress. Every effort is made by Symbion Pathology to resolve student's grievances.

For this purpose, Symbion Pathology has a grievance policy where a member of staff is identified to students as the reference person for such matters. In addition, the grievance process as a whole is made known to the students at the time of enrolment.

Where a grievance cannot be resolved internally, Symbion Pathology advises students of the appropriate body where they may seek further assistance.

### **Appeals Procedure**

Symbion Pathology's mechanism for appealing disputed assessment decisions is in accordance with the framework for Competency based Training & Assessment.

All students have the right to appeal.

Applications can be made to the Training Coordinator detailing the reasons for the appeal. Valid reasons are:

Assess the evidence of competence unfairly judged.

The assessment process has not been followed

All applications must be in writing

Appeals shall be heard by a panel comprised of qualified trainers & assessors. In the event an appeal is successful the following outcomes shall be offered:

The original assessment shall be re-appraised

A new assessment shall be conducted

**Record Keeping**

Symbion Pathology keeps complete & accurate records of the attendance & progress of trainees, as well as financial records that reflect all payments & charges & the balance due & provides copies of these records to students upon request.

**Quality Control**

Symbion Pathology seeks feedback from our students on their satisfaction with services they have received & seeks to improve its services in accordance with their expectations.

**Mutual Recognition**

Symbion Pathology is committed to the principles of mutual recognition with the VET sector .

**Access & Equity**

Symbion Pathology is committed to the principles of Access & Equity in Vocational education & training.