

Educational Standards

academygreen will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of trainees.

academygreen will maintain a learning environment that is conducive to the success of trainees. academygreen have the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

academygreen will maintain systems for recording and archiving trainee enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints and appeals, qualifications and statements of attainment issued.

academygreen will treat all personal records of clients confidentially.

Course Delivery

academygreen will, prior to course commencement, give trainees all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Trainees will also be given access to a current copy of the course curriculum.

academygreen will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the State Training Board guidelines for customising courses.

Trainers

academygreen will ensure that all training staff have:

- Demonstrated competencies at least to the level of those being delivered;
- Demonstrated achievement of at least Certificate IV from the *Training Package for Assessment and Workplace Training* or has demonstrated the equivalent competencies; and
- Industrial experience that is current and relevant to the particular course or modules that they are involved in delivering.

academygreen will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Training Environment

academygreen will comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

academygreen will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials, Certificates and Statements of Attainment

academygreen will issue credentials and/or statements of attainment to trainees who satisfactorily complete the requirements of the accredited courses on our Scope of Registration. Credentials, certificates and statements of attainment will include the provider's name, the name of the person receiving the credential, the name and number of the accredited course, the number of the credential, the date issued and the signature of a company Executive. Where appropriate, modules completed and/or national competencies achieved will be identified.

academygreen will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations (RTO's).

academygreen has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Quality Assurance and Improvement

academygreen has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Marketing

academygreen will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

academygreen will not state or imply that courses other than those on the Scope of Registration are recognised by the State Training Authorities.

academygreen will obtain permission from any person or organisation for use of any marketing or advertising material which refers to that person or organisation and will abide by any conditions of that permission.

Recruitment and Selection

academygreen will provide accurate, relevant and up-to-date information to trainees prior to commencement. This will include, but not be limited to:

- Copy of Code of Practice
- Scope of Registration
- Certification to be issued to the trainee on completion, or partial completion of the course
- Competencies to be achieved during training
- Assessment procedures
- Arrangements for the Recognition of Prior Learning
- Recognition of qualifications issued by other RTO's
- Complaints and appeals procedure
- Facilities and equipment
- Trainee support services
- Application process, enrolment form and selection criteria
- Fees and costs involved in undertaking training
- Fee refund policy

Recruitment of trainees will be conducted at all time in an ethical and responsible manner and be consistent with the requirements of the curriculum.

Selection (Access and Equity)

As an organisation and as individuals we will have regard for the diversity of values, knowledge, skills and experience that each person brings to the team, and will acknowledge this diversity and each other in a respectful manner.

We will extend these same values to the people we work with and train.

We will treat everyone fairly and respectfully, without favour, regardless of a person's:

- Ability
- Ethnicity
- Gender
- Age
- Religious preference
- Sexual preference
- Beliefs and values

[academygreen](#) have in place a system to provide assistance with language, literacy and numeracy for the purposes of identifying learning support requirements of trainees.

Enrolment and Induction

Potential Trainees will be asked to attend an interview or information session with a qualified representative of the RTO to assess their suitability for the course, prior to commencement of the course.

Course participants are asked to complete an enrolment form at the conclusion of the course information session (or interview in the case of youth courses). Proof of eligibility for concessions must be given at this time.

Information on course content and resources is made available to participants at the time of enrolment. Trainees are given a course brochure before beginning a course that outlines assistance available through [academygreen](#) services.

The [academygreen](#) trainer will refer to the brochure during induction. They will also show Trainees amenities available and introduce participants to training staff who can assist with any queries participants may have during their time at [academygreen](#).

[academygreen](#) abides and adheres to Commonwealth Anti-discrimination Legislation and comply with the requirements of State Legislation under Anti-discrimination, Equal Opportunity in training, and all other State and federal legislation regarding discrimination.

Complaints and Appeals

[academygreen](#) has a fair and equitable process for dealing with trainee complaints/appeals. Full details of Complaints and Appeals Procedure BPSLA4402-1 available in the [academygreen](#) Management Manual or under Services on the [academygreen](#) web site.

National Training Complaints Hotline 1800 00 674.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired.

It includes competencies gained through formal study, work experience and other 'life' experience.

academygreen aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

Guarantee

academygreen will:

- Maintain adequate and appropriate insurances, including Public Liability and Work Cover;
- Advise Victorian Registration and Qualifications Authority (VRQA) (*SLA's State Regulatory Authority*) in writing within 10 working days of any change to the information contained in the application for registration;
- Allow the State Training Authorities or agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration;
- Supply State Training Authorities with delivery details for each course and module in the scope of registration, including trainee information in accordance with AQTF Standards, Student statistical collection guideline requirements; resolve any complaints and/or appeals conveyed by students to any State Training Authority, fairly and equitably;
- In the event of academygreen ceasing operations, all records of student results will be sent to their registering authority for archiving.

Sanctions

academygreen accepts that failure to meet the obligations of this code, the conditions of registration as private provider of vocational education and training or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.