



CODE OF PRACTICE

Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of the education and training services by Tabor College NSW. More detailed information about the policies and practices of the College is given in the appropriate sections of this website, in the College Handbook, and in the Student Orientation Handbook and the College's Manual of Policies and Procedures that are available on campus.

For the purposes of this Code "client" is a person or organisation who may enter into a contract with Tabor College NSW for the delivery of education or training services.

Provision of Education and Training Services

- Tabor College NSW has policies and management practices which maintain high professional standards in the delivery of higher education and vocational education and training services, and which safeguard the interests and welfare of clients.
- Tabor College NSW maintains a learning environment that is conducive to the success of participants.
- Tabor College NSW has the capacity to deliver and assess the qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of participants.
- Tabor College NSW monitors and assesses the performance and progress of its participants.
- Tabor College NSW ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of participants, and provides professional development for its staff, as required.
- Tabor College NSW ensures that assessments are conducted in a manner which meets the specifications of accredited courses or Training Packages.
- Tabor College NSW is committed to access and equity principles in the delivery of its services. See Equity and Anti-Discrimination Policy

Issuance of Qualifications

- Tabor College NSW issues qualifications and Statements of Attainment to participants who meet the required outcomes of a qualification or unit in a course, in accordance with the current Australian Qualifications Framework Implementation Handbook.
- As required, Tabor College NSW notifies the appropriate Government body of qualifications issued within the required timeframe.

Marketing of Education and Training Services

- Tabor College NSW markets and advertises its products and services in an ethical manner.
- Tabor College NSW gains written permission from a participant or client before using information about that individual or organisation in any marketing materials.
- Tabor College NSW accurately represents its recognised courses, training products and services to prospective clients.
- Tabor College NSW ensures that participants and clients are provided with full details of conditions in any contract arrangements with the College.
- No false or misleading comparisons are drawn with any other training/educational organisation or qualification.

Financial Standards

- Tabor College NSW has measures to ensure that participants and clients will receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- Tabor College NSW has a refund policy that is fair and equitable, and this policy is made available to clients prior to enrolment.
- Tabor College NSW ensures that the contractual and financial relationship between the participant/client and the College is fully and properly documented, and that copies of the documentation are made available to the participant/client.



- Documentation includes: the rights and responsibilities of participants, costs of education/training and assessment services and issuance of qualifications, payment arrangements, refund conditions, and any other matters that place obligations on participants or clients.
- Tabor College NSW will provide, on an annual basis, a statement by an appropriately qualified accountant attesting to the financial viability of the College and capacity to deliver the courses for which it is registered.

Provision of Information

- Tabor College NSW supplies accurate, relevant and up-to-date information to prospective participants and clients.
- Tabor College NSW supplies this information to participants and clients prior to enrolment and regularly reviews all information provided to clients to ensure its accuracy and relevance.

Recruitment

- Tabor College NSW conducts recruitment of participants at all times in an ethical and responsible manner.
- Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the educational/training opportunity offered.
- Tabor College NSW ensures that the educational background of intending participants is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

Support Services

Tabor College NSW provides adequate protection for the health, safety and welfare of participants and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

Grievance Mechanism

- Tabor College NSW ensures that participants and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for participants to appeal against decisions which affect participants' progress. Every effort is made by the College to resolve participants'/clients' grievances.
- For this purpose, Tabor College NSW has a grievance policy, according to which a member of staff is identified to participants and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to participants at the time of enrolment.
- Where a grievance cannot be resolved internally, the College will advise participants and clients of the appropriate body where they can seek further assistance.

Record Keeping

- Tabor College NSW keeps complete and accurate records of the attendance and progress of participants, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to participants on request.
- Tabor College NSW is willing to report on a confidential basis, statistical information on its higher education courses, including student load and enrolments, fields of study, student competition rates and staff statistics.

Quality Control

- Tabor College NSW has documented processes and appropriate mechanisms in place to ensure higher education course outcomes are consistent with those of courses leading to equivalent qualifications in an Australian university.
- Tabor College NSW has mechanisms in place to improve services continuously, including processes to obtain feedback from participants and clients on their satisfaction with the services they have received.
- Tabor College NSW complies and will continue to comply with the National Protocols for Higher Education Approval Processes.