
DOCUMENT REFERENCE:	PPP178
RESPONSIBLE MANAGER:	Registrar
CATEGORY:	Institute Governance
APPROVED DATE:	29/05/2019
DATE OF NEXT REVIEW:	June 2020
RELATED DOCUMENTS:	All South West TAFE policies and guidelines

South West TAFE (SWTAFE) **Code of Practice** provides the basis for good practice in marketing, client support, engagement with industry, quality assurance and the administration of education and training services to clients by South West TAFE (RTO No. 3120) as a Registered Training Organisation (RTO).

- SWTAFE has policies and management practices that maintain high professional standards in the delivery of education, training and assessment services, and which safeguard the interests and welfare of clients. Client details are maintained with the strictest confidentiality.
- SWTAFE has a refund policy that is fair and equitable and is available to clients prior to enrolment.
- SWTAFE recognises that clients may hold current skills and knowledge that are relevant to course outcomes and is committed to providing assistance to gain recognition of these skills and knowledge through formal Recognition of Prior Learning (RPL) processes.
- SWTAFE has the capacity to deliver and assess the qualifications for which it has been registered, provide appropriate facilities, and use methods and materials appropriate to the learning and assessment needs of clients.
- SWTAFE regularly engages with industry to evaluate and validate our training and assessment strategies and the services provided. Where training or assessment occurs in a workplace, evidence of performance contributes to assessment. Our staff engage with industry partners to ensure they maintain their own knowledge and skills, and that training methodologies reflect industry practice.
- Our graduates hold the required skills and knowledge to the standards required by industry.
- SWTAFE is committed to providing learning and assessment services that as far as possible meet individual learning needs.
- SWTAFE keeps complete and accurate records including student attendance and progress. Clients are provided information regarding financial and contractual arrangements prior to enrolment.
- SWTAFE is committed to the principles of access and equity in the delivery of services. The obligations we place on our staff and students are designed 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 clients are treated fairly and receive all reasonable assistance to successfully complete courses once accepted for enrolment.
- SWTAFE complies and will continue to comply with all relevant legislative and regulatory requirements as a Registered Training Organisation. SWTAFE is committed to using technology to best maintain and inform our clients.
- SWTAFE ensures that clients have access to a fair, equitable and inexpensive process for expeditiously dealing with any grievances and provides an avenue for students to appear against decisions that affect their progress. Every effort is made to resolve grievances quickly.
- SWTAFE has established quality systems with mechanisms in place to continually improve services including processes to obtain feedback from clients on their satisfaction with the services received.