

Academy of Celebrancy Australia

CODE OF PRACTICE

General

The objects of Academy of Celebrancy Australia include:

To strive to become Australia's most thorough, affordable premium provider of nationally recognised celebrancy training and to provide excellence in training and assessment for the Celebrancy industry.

As a Registered Training Organisation Academy of Celebrancy Australia works in partnership with employers and trainees to develop the level of competency in the Celebrancy Industry.

Academy of Celebrancy Australia applies its Access and Equity Policy as a basic feature of all its operations.

1 Systems for quality training and assessment

Academy of Celebrancy Australia has systems in place to plan for and provide quality training and assessment across all of its operations.

- 1.1a Academy of Celebrancy Australia has and will maintain written policies and procedures for ensuring quality training and assessment consistent with its scope of registration and scale of operations.
 - b The Chief Executive will ensure that the policies and procedures are circulated, understood and implemented consistently throughout the Academy of Celebrancy Australia.
- 1.2 Academy of Celebrancy Australia has a designated person (Training manager), with direct access to the Academy of Celebrancy Australia's Chief Executive, who has defined responsibility and authority to:
 - i ensure that the Academy of Celebrancy Australia complies with the Standards for Registered Training Organisations across all of its operations and in all of its training and/or assessment activities, including those undertaken by other persons or bodies on its behalf
 - ii ensure that the Academy of Celebrancy Australia provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the Office of Training and Tertiary Education (OTTE) for the purposes of audit
 - iii report to the Chief Executive on Academy of Celebrancy Australia's compliance with the Standards for Registered Training Organisations, for review and as a basis for improvement
 - iv apply to the Office of Training and Tertiary Education (OTTE) for any extension to scope of registration
 - v provide details, upon the request of the Office of Training and Tertiary Education (OTTE), of all operations within its scope of registration including operations in other States or Territories and outside Australia
 - vi advise the Office of Training and Tertiary Education (OTTE):

- a) within 21 calendar days of commencing delivery and/or assessment outside the state or territory of registration and/or
 - b) within 3 months of ceasing delivery and/or assessment in a location outside the state or territory of registration
- vii provide the Office of Training and Tertiary Education (OTTE) with accurate and timely information regarding registration and compliance (including major changes to Academy of Celebrancy Australia's system or staffing profile, relocation of Academy of Celebrancy Australia, financial difficulties and transfer of client records).
- 1.3a Academy of Celebrancy Australia has an organisational chart and duty statements or terms of reference that show the lines of authority in the RTO, the responsibilities of the positions and allocation of functions.
- b The organisational chart and duty statements set out the role each staff member of the RTO has in implementing and maintaining the Academy of Celebrancy Australia's training and/or assessment system.
- 1.4a The Academy of Celebrancy Australia will conduct an internal audit across all of its operations relating to its compliance with these standards and the policies and procedures mentioned in standard 1.1 a at least annually.
- b The Academy of Celebrancy Australia's Chief Executive will review the RTO's compliance with these standards at least annually.
- 1.5 The Academy of Celebrancy Australia will document and implement policies and procedures for dealing in a constructive and timely manner with client complaints and appeals against decisions made by the RTO. The policies and procedures will ensure that:
- i each complaint and appeal and its outcome is recorded in writing
 - ii each appeal is heard by an independent person or panel
 - iii each appellant:
 - a) has an opportunity to formally present his or her case
 - b) is given a written statement of the appeal outcomes, including reasons for the decision
 - iv the Academy of Celebrancy Australia will act upon the subject of any complaint found to be substantiated.
- 1.6a The Academy of Celebrancy Australia will have, and comply with, a written agreement with each organisation that provides training and/or assessment on behalf of the RTO.
- b The agreement will specify how each party to the agreement will discharge its responsibilities for compliance with all aspects of the Standards for Registered Training Organisations.
 - c The Academy of Celebrancy Australia will maintain a register of all agreements made under standard 1.6 a including, but not limited to:
 - i the responsible person from each organisation
 - ii the duration of the agreement
 - iii the qualifications or units of competency to be delivered by the partner organisation.

- 1.7 The Academy of Celebrancy Australia will have a written plan for its business as an RTO that is consistent with its scope of registration and scale of operations.
- 1.8 The Academy of Celebrancy Australia will:
- i document and implement procedures to identify and manage risks concerned with compliance with the Standards for Registered Training Organisations
 - ii take corrective and preventative action in relation to failure to comply with the Standards for Registered Training Organisations and the RTO's quality system, policies or procedures.
- 1.9a The Academy of Celebrancy Australia will collect and analyse stakeholder and client feedback and satisfaction data on the services it provides as the basis for improvement.
- b The Academy of Celebrancy Australia will use the information mentioned in standard 1.9 a to review its policies and procedures.
- 1.10 The Academy of Celebrancy Australia will develop and implement written procedures relating to:
- i acting on opportunities for improvement identified by any means
 - ii continuous improvement of its systems.

2 Compliance with Commonwealth, state/territory legislation and regulatory requirements

The Academy of Celebrancy Australia ensures that compliance with Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

- 2.1 The Academy of Celebrancy Australia will identify and comply with relevant Commonwealth, state/territory legislation and regulatory requirements including, but not limited to:
- i occupational health and safety
 - ii workplace harassment, victimisation and bullying
 - iii anti-discrimination, including equal opportunity, racial vilification and disability discrimination
 - iv privacy
 - v VET
 - vi apprenticeships and traineeships.
- 2.2 The Academy of Celebrancy Australia will ensure its policies and procedures meet the requirements of Commonwealth or state/territory legislation and regulatory requirements that are relevant to the RTO's operations including industry legislation and regulatory requirements specific to its scope of registration and that:
- i staff are provided with information about current legislation and regulatory requirements that significantly affect their duties

- ii clients are provided with information about current legislation and regulatory requirements that significantly affect their participation in VET.

2.3 The Academy of Celebrancy Australia will ensure it has all the insurance cover necessary to carry out its business, including insurance for workers' compensation, public liability, professional indemnity, building and contents.

3 Effective financial management procedures

The Academy of Celebrancy Australia has effective financial management procedures in place.

- 3.1 The Academy of Celebrancy Australia will designate the Chief Executive or a person with direct access to the Chief Executive, who has defined responsibility and authority to:
- i ensure that the RTO has financial management policies in place and that it complies with these policies
 - ii monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement
 - iii when requested, will provide the Office of Training and Tertiary Education (OTTE) with a formal assurance that the Academy of Celebrancy Australia has sound financial management standards for matters related to the RTO's scope of registration and scale of operations.
- 3.2 The Academy of Celebrancy Australia's accounts will be certified, at least annually, by a qualified accountant:
- a) with membership of:
 - i Certified Practising Accountants Australia
 - ii the Institute of Chartered Accountants of Australia or
 - iii the National Institute of Accountants
- or
- b) otherwise registered as an auditor with the Australian Securities and Investment Commission

and, on request, the report will be made available to the Office of Training and Tertiary Education (OTTE).

- 3.3 The Academy of Celebrancy Australia, if requested by the Office of Training and Tertiary Education (OTTE), will obtain, and make available to the Office of Training and Tertiary Education (OTTE), a full audit report from a qualified independent accountant:
- a) with membership of:
 - i Certified Practising Accountants Australia
 - ii the Institute of Chartered Accountants of Australia or
 - iii the National Institute of Accountants

or

b) otherwise registered as an auditor with the Australian Securities and Investment Commission.

3.4 The Academy of Celebrancy Australia will document and implement systems to protect fees paid in advance.

3.5 The Academy of Celebrancy Australia will have a fair and reasonable refund policy.

4 Effective administrative and records management procedures

The Academy of Celebrancy Australia will have effective administrative and records management procedures in place.

4.1 The Academy of Celebrancy Australia will document and implement procedures to assure the integrity, accuracy and currency of records that include, but are not limited to:

- i secure storage, including backup of electronic records
- ii retention, archiving and retrieval of sufficient information on client results to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with the Office of Training and Tertiary Education (OTTE) requirements in the event of closure of the RTO
- iii retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements and the requirements of the Office of Training and Tertiary Education (OTTE)
- iv compliance with external reporting requirements (for example the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for those RTOs in receipt of government funding)
- v safeguarding any confidential information obtained by the Academy of Celebrancy Australia and committees, individuals or organisations acting on its behalf
- vi ensuring that, except as required under the Standards for Registered Training Organisations or by law, information about a client is not disclosed to a third party without the written consent of the client
- vii access by clients to their personal records.

4.2 The Academy of Celebrancy Australia will maintain up-to-date records of:

- i the verified training and/or assessment and vocational competencies of all staff and persons working on behalf of the RTO as trainers and assessors, consistent with the requirements of standard 7
- ii enrolments and participation
- iii fees paid and refunds given.

4.3 The Academy of Celebrancy Australia will develop and implement version control procedures for managing materials that relate to its scope of registration (including Training Packages, accredited course documents and learning/assessment materials) so that:

- i materials are reviewed for currency by authorised and competent staff prior to issue or re-issue
- ii a list of materials with the respective issue and/or amendment status identified is maintained
- iii all persons required to perform any function under the Academy of Celebrancy Australia's scope of registration have ready access to all necessary current materials.

5 Recognition of qualifications issued by other RTOs

The Academy of Celebrancy Australia recognises the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by any other RTO.

- 5.1 The Academy of Celebrancy Australia's policies and procedures will include a requirement that the RTO recognises the AQF qualifications and statements of attainment issued by any other RTO.
- 5.2 The Academy of Celebrancy Australia will include its obligation to recognise the AQF qualifications and statements of attainment issued by other RTOs, in information to clients.
- 5.3 The Academy of Celebrancy Australia will provide information to staff on the obligation to recognise the AQF qualifications and statements of attainment issued by other RTOs.

6 Access and equity and client service

The Academy of Celebrancy Australia applies access and equity principles and provides timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.

- 6.1 The Academy of Celebrancy Australia's policies and procedures will incorporate access and equity principles.
- 6.2a The Academy of Celebrancy Australia will set out its access and equity policies in a code of practice or similar document.
 - b The Academy of Celebrancy Australia will ensure that copies of any instruments developed under standard 6.1 are provided and adhered to by staff.
- 6.3 The Academy of Celebrancy Australia will provide clear information to each client, prior to enrolment, about:
 - i client selection, enrolment and induction/orientation procedures
 - ii course information, including content and vocational outcomes
 - iii fees and charges, including refund policy and exemptions (where applicable)
 - iv provision for language, literacy and numeracy assistance
 - v client support, including any external support the Academy of Celebrancy Australia has arranged for clients
 - vi flexible learning and assessment procedures

- vii welfare and guidance services
- viii appeals and complaints procedures
- ix disciplinary procedures
- x staff responsibilities for access and equity as provided for in the Academy of Celebrancy Australia's code of practice or similar document
- xi recognition of prior learning (RPL) arrangements and credit transfer.

7 The competence of Academy of Celebrancy Australia staff

Each member of the Academy of Celebrancy Australia's staff who is involved in training, assessment or client service is competent for the functions they perform.

7.1 The Academy of Celebrancy Australia will develop and implement written procedures for the recruitment, induction and ongoing development of each member of its staff who is involved in training, assessment or client service; encourage and provide relevant opportunities for their professional development; and monitor their performance.

7.2 The Academy of Celebrancy Australia's induction program and materials for new staff will contain information, where relevant to their job role, on each of the following:

- i Training Packages
- ii competency-based training and assessment
- iii VET requirements and policies
- iv requirements for apprenticeships/traineeships
- v staff responsibilities for access and equity.

7.3a The Academy of Celebrancy Australia will ensure assessments are conducted by a person who has:

- i the following competencies from the Training and Assessment Training Package or is able to demonstrate equivalent competencies:
 - a) TAAASS401A Plan and organise assessment
 - b) TAAASS402A Assess competence
 - c) TAAASS404A Participate in assessment validation
 - ii relevant vocational competencies, at least to the level being assessed.
- b However, if a person does not have the assessment competencies as defined in standard 7.3 a i and the vocational competencies as defined in standard 7.3 a ii, one person with all the assessment competencies listed in standard 7.3 a i and one or more persons who have the vocational competencies listed in standard 7.3 a ii may work together to conduct the assessments.

7.4 The Academy of Celebrancy Australia will ensure that training is delivered by a person who:

- i holds the Certificate IV in Training and Assessment from the Training and Assessment Training Package or is able to demonstrate equivalent competencies or
 - ii is under the direct supervision of a person who has the competencies specified in standard 7.4i
- and
- iii is able to demonstrate vocational competencies, at least to the level of those being delivered.

8 Academy of Celebrancy Australia assessments

The Academy of Celebrancy Australia's assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within the scope of its registration.

8.1 The Academy of Celebrancy Australia will ensure that assessments (including RPL):

- i comply with the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses
- ii lead to the issuing of a statement of attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the applicable accredited course
- iii are valid, reliable, fair and flexible
- iv provide for applicants to be informed of the context and purpose of the assessment and the assessment process
- v where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills
- vi involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained
- vii provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options in relation to those outcomes
- viii are equitable for all persons, taking account of individual needs relevant to the assessment
- ix provide for reassessment on appeal.

8.2a The Academy of Celebrancy Australia will ensure RPL is offered to all applicants on enrolment.

- b The Academy of Celebrancy Australia will have an RPL process that:
 - i is structured to minimise the time and cost to applicants

- ii provides adequate information, support and opportunities for participants to engage in the RPL process.

9 Learning and assessment strategies

The Academy of Celebrancy Australia identifies, negotiates, plans and implements appropriate learning and assessment strategies to meet the needs of each of its clients.

9.1a The Academy of Celebrancy Australia will develop and implement learning and assessment strategies for each Training Package qualification and accredited course within the RTO's scope of registration.

- b The assessment strategies referred to in standard 9.1 a will be developed in consultation with enterprises/industry.
- c The learning and assessment strategies referred to in standard 9.1 a should identify proposed target groups, learning and assessment methods, assessment validation processes and pathways.
- d The Academy of Celebrancy Australia will document the strategies referred to in standard 9.1 a on application for registration and on extension of scope of registration.

9.2 The Academy of Celebrancy Australia will validate its assessment strategies by:

- i reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards, at least annually
- ii documenting any action taken to improve the quality and consistency of assessment.

9.3 The Academy of Celebrancy Australia will ensure that in developing, adapting or delivering training and/or assessment products and services:

- i methods used to identify learning needs are documented
- ii the requirements of the Training Package or accredited course are met
- iii steps are taken to manage the transition to reviewed Training Packages within 12 months of their publication
- iv core and elective units, as appropriate, are identified
- v customisation/contextualisation meets the requirements specified in the relevant Training Package or, for accredited courses, meets the NTQC's Guidelines for Customisation of Accredited Courses under the AQTF
- vi the language, literacy and numeracy skills required are consistent with the workplace demands specified in the relevant units of competency or module and that these skills are developed in learners
- vii delivery modes and training and assessment materials which meet the needs of a diverse range of clients are identified
- viii where assessment or training is conducted in the workplace, the Academy of Celebrancy Australia negotiates the learning and assessment strategy with the employer and learners, works with the employer to integrate any on-the-job training and

assessment and schedules workplace visits to monitor/review the training and assessment

- ix where an apprenticeship/traineeship training contract is in place or being negotiated, individual training plans are developed, documented, implemented and monitored for each apprentice or trainee, encompassing all relevant off-the-job and structured workplace training and assessment
- x where assessment or training is conducted on-line or by distance, the Academy of Celebrancy Australia has effective strategies for learner support, monitoring and assessment.

9.4 The Academy of Celebrancy Australia will have access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements (including off-campus and on-line).

10 Issuing AQF qualifications and statements of attainment

The Academy of Celebrancy Australia issues AQF qualifications and statements of attainment that meet the requirements of the Australian Qualifications Framework Implementation Handbook and the endorsed Training Packages and accredited courses within the scope of its registration.

10.1 The Academy of Celebrancy Australia will only issue AQF qualifications and statements of attainment that are within its scope of registration and that certify the achievement of:

- i qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or
- ii qualifications, competency standards or modules specified in accredited courses.

10.2 The Academy of Celebrancy Australia will issue, record and report AQF qualifications and statements of attainment that:

- i meet the requirements in the current Australian Qualifications Framework Implementation Handbook, including the national codes
- ii identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the client has attained
- iii identify the Academy of Celebrancy Australia by its national provider number.

10.3 The Academy of Celebrancy Australia will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

11 Use of national and state/territory logos

The Academy of Celebrancy Australia complies with the requirements for the use of national and state/territory logos.

11.1 The Academy of Celebrancy Australia will use the nationally recognised training (NRT) logo:

- i on AQF qualifications and statements of attainment issued within its scope of registration
 - ii in accordance with the Nationally Recognised Training (NRT) Logo Specifications.
- 11.2 The Academy of Celebrancy Australia will use the NRT logo in advertisements only where it complies with the requirements of standard 11.1 ii and standard 12.
- 11.3 The Academy of Celebrancy Australia will use the following statements in advertisements only in respect of training and/or assessment within its scope of registration:
- i 'Nationally Recognised Training' and/or
 - ii 'registered by (the registering body) to issue the following qualifications...'
- 11.4 The Academy of Celebrancy Australia will use the logo of the state/territory registering body only in accordance with the registering body's conditions of use.

12 Ethical marketing and advertising

The Academy of Celebrancy Australia's marketing and advertising of training and assessment products and services is ethical.

- 12.1 The Academy of Celebrancy Australia's marketing material will be accurate and approved by a duly authorised member of the RTO's staff.
- 12.2 The Academy of Celebrancy Australia will obtain prior written permission from any person or organisation for use of any marketing or advertising material, which refers to that person, or organisation, and must abide by any conditions of that permission.
- 12.3 The Academy of Celebrancy Australia will accurately represent to prospective clients training products and services that lead to AQF qualifications or statements of attainment, and ensure that advertised outcomes are consistent with these qualifications.
- 12.4 The Academy of Celebrancy Australia will advertise AQF qualifications only if they are included in the RTO's scope of registration and must not state or imply that services are within that scope of registration if they are not.
- 12.5 The Academy of Celebrancy Australia's marketing and advertising material will identify training and assessment services leading to AQF qualifications and/or statements of attainment separately from any other training/assessment services.