



CODE OF PRACTICE

EDUCATIONAL STANDARDS

Private Investigators' College of Australia (PICA) will adopt policies and management practices which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of participants.

PICA will operate within the principles and standards of the AQTF Essential Conditions and the Standards for RTOs 2015. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

LEGISLATIVE REQUIREMENTS

PICA will meet all legislative requirements of the State and Federal governments. In particular, requirements of Vocational Education, Training and Employment Act 2000; Workplace Health and Safety; Workplace Relations, National VET Regulator Act 2011 and the Standards for RTOs 2015 will be met at all times.

ACCESS AND EQUITY

Recruitment of participants will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Recruitment decisions will be made by PICA of the extent to which the stated competency standards and learning outcomes of the program are likely to be achieved by the applicant given her/his qualifications, proficiency, experience and aspirations. PICA will ensure that student selection decisions comply with equal opportunity legislation.

QUALITY MANAGEMENT FOCUS

PICA is committed to providing a quality service and has a focus on continuous improvement. We value feedback from participants, staff and employers for incorporation into future programs.

Version Control Updated On: 20/04/2018	Updated By: Compliance	Page 1 of 2
Version No: 2	File path: Dropbox:\PICA\ Company Doc\ Policies\Code of Practice	

CLIENT SERVICE

PICA has sound management practices which ensure effective client service. In particular we have client service standards to ensure the timely issue of participant results and qualifications. Qualifications are appropriate to competence achieved and are issued in accordance with national guidelines.

Our client service quality focus includes a RPL/RCC Policy, a Refund Policy, Complaints and Appeal Policy, an Access and Equity Policy and the provision of student support services. Where necessary, arrangements will be made for those clients requiring literacy and numeracy support programs. We take every opportunity to ensure that this information is disseminated, understood and valued by staff and students.

PICA will ensure that all fees and charges are known to participants before enrolment, that program content and assessment procedures are explained and that vocational outcomes are outlined.

EXTERNAL REVIEW

PICA agrees to participate in external monitoring and audit processes as required by the Australian Skills Quality Authority (ASQA).

MANAGEMENT AND ADMINISTRATION

PICA has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees. We have a Refund Policy which is fair and equitable. Participant records are managed securely and confidentially and are available for participant perusal on request. PICA has adequate insurance policies.

MARKETING AND ADVERTISING

PICA will market its educational product with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

TRAINING AND ASSESSMENT STANDARDS

PICA has personnel with appropriate qualifications and experience to deliver the training and conduct the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including RPL/RCC and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of participants.

GUARANTEE

PICA will honour all guarantees outlined in this Code of Practice.

Version Control Updated On: 20/04/2018	Updated By: Compliance	Page 2 of 2
Version No: 2	File path: Dropbox:\PICA\ Company Doc\ Policies\Code of Practice	