Policy Number: PP024.6

POLICY AND PROCEDURE NAME:	Code of Practice
DATE ENDORSED:	15th October 2020

Preamble / Context

MACE Incorporated (MACE) is committed to maintaining high standards in the provision of training, vocational education, programs, courses, and service delivery.

Policy Statement

MACE adopts policies and management practices that maintain high professional standards in the delivery of vocational education, programs, courses, and service delivery and which safeguard the interests and welfare of learners / participants / clients.

MACE maintains a learning environment that is conducive to the success of all learners, participants, and clients. MACE ensures that the facilities, methods, and materials used in the provision of training vocational education, programs, course and service delivery will be appropriate to the outcomes to be achieved, adhering to guidelines where applicable.

MACE maintains systems for recording and archiving learner / participant / client enrolments, attendance, completion, complaints and appeals, and certificates of participation issued.

MACE treats all personal records of employees, contractors, and learners / participants / clients confidentially.

MACE, prior to a course or activity commencement, provides learners, participants, and clients with all relevant information where applicable about content, fees, completion requirements, and appropriate support services.

MACE ensures that training, vocational education, programs, courses and / or service delivery occur in accordance with the requirements of ACFE or Neighbourhood House course guidelines or endorsed delivery plans, where applicable.

Scope

This policy is relevant to all MACE employees, contractors, learners, participants, clients, and stakeholders involved in provision of vocational education, programs, courses, and service delivery, including tutors.

Responsibilities are outlined under procedures in sections below for:
- Employees, Vocational Education, Program & Course Provision and Environment, Quality Frameworks / Assurance and Improvement, Access and Equity, Certificates, Marketing, Enrolment and General Codes.

Purpose

The purpose of this Code of Practice is to:

- describe the commitment MACE has, to provide and maintain high standards
- outline commitment to quality programs, courses, and service delivery

Procedure

The following sections outline principles and procedures expected in this code of practice:

Employees

MACE ensures that responsibility for management and coordination of vocational education, programs, courses, and service delivery, is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

MACE ensures that all those involved in training, vocational education, programs, courses, and service delivery:

- demonstrated current vocational competencies at least to the level of those being delivered, or qualifications in a related area
- industry experience that is current and relevant to the particular vocational education, program, course and service they are delivering.

Vocational Education, Program & Course Provision and Environment

Strategies have been designed to provide learners / participants / clients with the skills and knowledge required that meet the needs of industry.

MACE will comply with all laws relevant to the operation of the educational premises including:

- occupational health and safety
- risk management / fire safety regulations
- ensuring that the premises are of adequate size and have adequate heating, cooling, lighting, and ventilation

MACE ensures that facilities, equipment, and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Quality Frameworks / Quality Assurance and Improvement

MACE ensure that all training, vocational education, programs, courses, service delivery and activities undertaken abide with the requirements of ACFE course guidelines or Neighbourhood House standards, including:

- Agreement conditions for ACFE approved providers
- Neighbourhood House *Good Practice Guide*
- Fit and proper person requirements
- OH&S regulations
- Financial viability risk assessment requirements
- Data provision requirements

MACE is dedicated to providing a high standard of service, complying with relevant legislation, and finding new ways to improve the level and quality of vocational education, programs, courses, service delivery and activities offered to learners / participants / clients. To achieve this MACE has a documented policy for managing and monitoring delivery and reviewing learner / participant / client satisfaction.

Access and Equity

MACE will provide training, vocational education, programs, courses and service delivery and activities which:

- Are equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provide equal opportunity for all people
- Provide access for all to appropriate, quality vocational education and training programs and services
- Provide support training, vocational education, programs, courses and service delivery that enhance achievement of positive outcomes

Certificates

MACE only issues a certificate of participation under the current delivery plan, to learners, participants and clients who have satisfactorily completed all requirements.

Certificates of Participation:

- Learners' / participants' / clients' full name
- Name of pre-accredited training program / course
- List of learning outcomes
- CEO Signature
- Learn Local logo, if applicable
- ACFE Logo, if applicable
- Date of issue

Marketing

Marketing activities undertaken by MACE must clearly state vocational education courses which are Learn Local approved.

All marketing conducted by MACE will be undertaken with integrity and accuracy to provide learners / participants / clients with sufficient information to make an informed decision.

Enrolment

MACE provides accurate, relevant, and up-to-date information to learners / participants / clients prior to commencement. This includes, but is not limited to:

- enrolment process
- course fees and costs & fee refund policy
- Learn Local / ACFE approved courses, if applicable
- facilities and equipment
- learner / participant / client support services
- competencies to be achieved during training
- certification to be issued to the learner / participant / client on completion, or partial completion of the course

Enrolment of learners / participants / clients is always conducted in an ethical and responsible manner.

General Codes

MACE:

- maintains adequate and appropriate insurances including Public Liability, WorkCover, Professional Indemnity and Building and Contents
- will submit to ACFE changes in annual delivery plans, if applicable
- allows ACFE or its agents access to training records, delivery locations and employees for the purpose of auditing delivery or verifying compliance with the conditions of registration
- supplies ACFE with delivery details for each course in the delivery plan, including learner / participant / client information in accordance with AVETMISS reporting requirements
- resolves any complaints conveyed by learners / participants / clients fairly and equitably
- retains learner / participant / client results and a record of certificates of participation issued, for a period of 30 years
- in the event of MACE ceasing operations, all records of learner / participant / client results will be sent to the ACFE or Neighbourhood Houses Victoria for archiving.

Authorisation

Chief Executive Officer
MACE Incorporated

Responsibility

The CEO is responsible for ensuring that proper procedures are adhered to in development and consultation for this policy.

Definitions

As identified in the chart below.

Item	Definition
Code of Practice	Set out industry standards of conduct. They are guidelines for fair dealing between an organisation and its clients, and lets people know what the organisation agrees to do when dealing with them. Codes of practice can be voluntary or mandatory.
ACFE	Adult, Community and Further Education

Related Documents

- Access & Equity
- Code of Conduct Employee / Volunteers Policy
- Complaints & Appeals policy
- MACE Strategic/Business Plan *(Statement of Purpose and Values)*
- Marketing & Advertising
- Occupational Health and Safety Policy
- Privacy Policy
- Quality Assurance
- Records Management Policy
- Risk Management Policy
- Volunteers Policy