	Document No: PO-0910	Issue: 3:0
	Code of Practice Biznorth	Issued: 1 July 2010 Next Review: 30 Jun 2011

Code of Practice

Biznorth has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice pervades all policies and procedures and it is a requirement of employment that all staff abide by it.

ACCESS, EQUITY, CLIENT SELECTION AND ADMISSION

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program. *Biznorth* incorporates the principles of equity into all programs. *Biznorth Pty Ltd* staff has been instructed in their responsibilities with regards to Access and Equity principles. Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

RECOGNITION OF CREDENTIALS

Biznorth Pty Ltd recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

CREDIT TRANSFER

Biznorth Pty Ltd may provide credit transfer for any formal learning that a client has undertaken.

ENROLMENT, INDUCTION AND ORIENTATION

Biznorth Pty Ltd conducts an enrolment, induction and orientation program for all clients. This program reviews the *Code of Practice* and also includes:


The completion of an Enrolment Form and any specific needs of the individual client with regard to:

- Language, Literacy and Numeracy support;
- venue safety and facility arrangements;
- relevant legislative requirements and accessibility;
- review of the training and assessment program and flexible learning and assessment;
- client support, welfare and guidance services arrangements;
- appeals and complaints procedures;
- disciplinary procedures; and
- Recognition arrangements and Credit Transfer.

MARKETING

Should *Biznorth Pty Ltd* market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising. *Biznorth Pty Ltd* will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrolment.

ETHICAL MARKETING PRACTICES

	Document No: PO-0910	Issue: 3:0
	Code of Practice Biznorth	Issued: 1 July 2010 Next Review: 30 Jun 2011

- *Biznorth Pty Ltd* will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.
- *Biznorth Pty Ltd* will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.
- *Biznorth Pty Ltd* will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.
- *Biznorth Pty Ltd* will always accurately represent training products and services to prospective clients.
- *Biznorth Pty Ltd* ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

ACCURATE AND CLEAR MARKETING:

Where advertisements and/or advertising materials refer to *Biznorth Pty Ltd* RTO status, the products and services covered by the organisation's scope of registration are clearly identified. *Biznorth Pty Ltd* only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by *Biznorth Pty Ltd* identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by *Biznorth Pty Ltd* comply with the names/titles recognised by the State Registration Authority.

Full information on specific courses is available from *Biznorth Pty Ltd* prior to enrolment.

LANGUAGE, LITERACY AND NUMERACY

Biznorth Pty Ltd recognises that all vocational training includes language, literacy and numeracy tasks and all *Biznorth Pty Ltd* trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.


Where some clients require additional practice and training *Biznorth Pty Ltd* arranges appropriate language, literacy and numeracy support.

DELIVERY

Biznorth Pty Ltd ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications, *Biznorth Pty Ltd* affirms that it has in place and applies the following resources:

- delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by *Biznorth Pty Ltd* are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

	Document No: PO-0910	Issue: 3:0
	Code of Practice Biznorth	Issued: 1 July 2010 Next Review: 30 Jun 2011

ASSESSMENT

Biznorth Pty Ltd has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought.

Biznorth Pty Ltd is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by *Biznorth Pty Ltd* remains consistent with the National Assessment Principles and the requirements of Training Packages.

Assessment Principles:

Biznorth Pty Ltd ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

Reliable

All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.

Flexible

Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. *Biznorth Pty Ltd* will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.

Fair

Assessment methods and procedures will not, under any circumstance, disadvantage any client.

Valid

Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

We offer clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the *Australian Qualifications Framework*. The main assessment pathways to a qualification can be listed as follows:

- off-the-job training and assessment workplace assessment
- recognition of prior learning/recognition of current competence
- credit transfer

Assessor Qualifications:


We ensure that staffs involved in assessment activities always meet the assessor requirements as set by either:

- the assessment guidelines of training packages; and/or
- the assessment requirements of accredited courses.

If staff member of *Biznorth Pty Ltd* does not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process.

Biznorth Pty Ltd may also utilise auspiced assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspiced arrangements may involve *Biznorth Pty Ltd* staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Assessment Resources:

	Document No: PO-0910	Issue: 3:0
	Code of Practice Biznorth	Issued: 1 July 2010 Next Review: 30 Jun 2011

Biznorth Pty Ltd, when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine); and
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained.

Conducting Assessment:

When conducting assessment, *Biznorth Pty Ltd* ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the *Australian Quality Training Framework Standards for Registered Training Organisations*.

Biznorth Pty Ltd ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by *Biznorth Pty Ltd* always follow the methodology outlined below:


1. Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, *Biznorth Pty Ltd* trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to clients.
7. A fair and impartial appeals process is always available.
8. Evaluation of assessment processes and procedures is gathered on an ongoing (informal) basis.

Evidence gathering methods commonly utilised by *Biznorth Pty Ltd* include, but are in no way limited to:

- demonstration questioning
- workplace performance role-play
- simulation
- oral presentation
- graphic presentation projects/assignments
- audio/visual display
- written tests skills portfolio

COMPLAINTS POLICY

We normally apply the complaints procedures that are contained in the contracts entered into with our clients. However, where our dealings with clients are not covered by a contract

	Document No: PO-0910	Issue: 3:0
	Code of Practice Biznorth	Issued: 1 July 2010 Next Review: 30 Jun 2011

which includes provision for a complaints procedure, we will follow the steps outlined in our Complaints Policy and Process.

Our complaints policy aims to ensure that:

- All disputes or complaints are handled professionally and confidentially in order to achieve a speedy resolution
- All complaints are managed fairly and equitably and as efficiently as possible
- All parties have a clear understanding of the steps involved in the complaints policy
- Clients are provided with details of any relevant external authorities if applicable to the complaints.

All clients not covered by a contractual complaints procedure will be provided with a copy of this Complaints Policy and Process document upon request. This policy is available on our website www.biznorth.com.au

The Complaints Policy and Process provides an avenue for most complaints to be addressed. Clients may raise any matters of concern relating to assessment, the quality of the teaching, access and equity, sexual harassment or other issues which may concern them about the delivery of our services.

Biznorth will ensure that each complainant is given the opportunity to formally present their case. We will also ensure that each complainant is given a written statement of the complaint outcomes, including reasons for the decision, and their appeal rights.

We encourage the parties to approach a complaint with an open mind and to attempt to resolve problems through discussion and negotiation. Where a complaint cannot be resolved through discussion and negotiation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

APPEALS PROCESS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the *Australian Recognition Framework*.


A fair and impartial appeals process is available to clients of *Biznorth Pty Ltd*. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made verbally or in writing outlining the reason(s) for the appeal. *Biznorth Pty Ltd* time period for the acceptance of appeals is 28 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and *Biznorth Pty Ltd* satisfaction. Each appeal may be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State Registration Authority.

CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All clients of the *Biznorth Pty Ltd* RTO are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

Biznorth Pty Ltd does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

	Document No: PO-0910	Issue: 3:0
	Code of Practice Biznorth	Issued: 1 July 2010 Next Review: 30 Jun 2011

DISCIPLINARY PROCEDURES

All *Biznorth Pty Ltd* clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to “show cause” as to why they should not be excluded from further participation in the program.

PRIVACY&ACCESSTOCLIENTS'RECORDS

Each client's records are available to them on request. Clients' records are not available to other people unless *Biznorth Pty Ltd* is requested in writing by the client to allow such access. *Biznorth Pty Ltd* upholds current legislation on privacy and confidentiality namely the Privacy Act 1998. Please see extract (Privacy Act 1998) on Information Privacy Principles to which *Biznorth Pty Ltd* works.

RECOGNITION OF PRIOR LEARNING/RECOGNITION OF CURRENT COMPETENCE

Recognition of prior learning/current competence assessment is available to all clients. Clients wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Clients wishing to apply for Recognition should contact their trainer/assessor.