



Code of Practice

As a Registered Training Organisation, the Sydney Institute of Traditional Chinese Medicine (SITCM) has agreed to operate within the Principles and Standards of the Australian Quality Training Framework (2007).

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation is continually being updated and, therefore, it is up to each staff member to be aware of this legislation and all staff is required at induction to sign an awareness statement to this effect.

Current legislation that affects our operations is listed below:

- Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Human Rights and Equal Opportunity Act 1986
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Therapeutic Goods Act 1989
- Commonwealth Therapeutic Goods Amendment (Medical Devices) Act 2002
- Workplace Injury Management and Workers' Compensation Act (1998)
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1997)
- Occupational Health and Safety Act 2004 (as amended 2010)
- Occupational Health and Safety Regulations 2001
- Copyright Act 1968
- Privacy Act 1988 and National Privacy Principles (2001)
- Child Protection (Prohibited Employment) Act 1998
- Child Protection (Prohibited Employment) Regulation 2004
- Child Protection Legislation Amendment Act 2003
- Australian National Training Authority Act 1992 (as amended 2003)
- Public Health Act 1991
- Public Health (Skin Penetration) Regulations 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000
- Education Services for Overseas Students Regulations 2001

Access and Equity

All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum or the relevant National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

A copy of our Access and Equity Policy has been included in both the Student Handbook and Staff Handbook.

Quality Management Focus

We have a strong commitment to providing a total quality service with focus on continuous improvement. We regularly perform internal audits against the Australian Quality Training Framework Standards to ensure that we are always compliant with the Standards, and that our policies and procedures are being correctly implemented.

We value all forms of feedback and it is an important component of our internal audits. We encourage all students, staff and others to provide feedback at any time about any issue. This feedback assists us to constantly improve our quality management system and better serve our clients.

Customer Service

We have very sound management practices to ensure effective customer service. Our customer service standards ensure the timely issuing of all training and assessment results and qualifications.

Our quality management focus includes recognition of prior learning policy, a fair and equitable refund policy, a grievance and appeal policy, an access and equity policy and student welfare and guidance policy. When necessary, we can make arrangements for those students who may require language, literacy and/or numeracy assistance.

We will take every possible opportunity to ensure that this information is disseminated, understood and valued by our staff, students and potential clients. Our student information will ensure that all fees and charges are known to the student prior to enrolment and that course content and all vocational outcomes are outlined and our assessment procedures are clearly explained.

External Audit

We agree to participate in all types monitoring and auditing processes. These could include but are not limited to random compliance audits conducted by VETAB, audits following complaints against us, strategic industry audits, audits for extension of the scope of registration and an audit for the purposes of re-registration of this organisation as a registered training organisation.

Management and Administration

We have policies and management strategies, which will ensure sound financial and administrative practices.

Our management guarantees the organisation's sound financial position and will safeguard all student fees until used for training/assessment.

We have a refund policy, which is fair and equitable. All student records are managed securely and confidentially and are available for student's own perusal upon request. All other third parties wishing to view individual student files and associated information must first make the request in writing and have written permission of the student in question.

We have current and up-to-date insurance policies covering building and contents, public liability, professional indemnity and workers compensation.

Marketing and Advertising

We market our vocational education, training and assessment services with integrity, accuracy and professionalism and at all times avoid the use of vague and ambiguous statements.

In the provision of information, no false or misleading comparisons are drawn with any other training organisation or available training product or service. When using the image, quotation or logo of a third party we will first obtain written permission to do so.

Client Selection

We will use a range of selection criteria in our selection of students for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans. It is the responsibility of each individual potential student to discuss this information with our staff at the pre-enrolment interview and to provide relevant evidence to substantiate their claims. This information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

Various course that we offer may require a different type of selection criteria, however the common selection criteria utilised by us is as listed below:

- The ability and commitment of the potential student to complete the course.
- Why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans
- Any other defined relevant National Training Package pre-requires

Enrolment

All students are required to complete an enrolment form prior to the commencement of all training offered by us. All enrolment forms are entered onto the electronic student database within 48 hours of completion and the original enrolment form will be filed in individual student files and a copy will be supplied back to the student upon request.

Recognition of Prior Learning (RPL)

We recognise that all students can have many skills that they have gained through their life experiences and throughout their working life.

If these skills apply to the course in which the student is to enrol, the student may have these skills assessed through the RPL process.

At the time of the pre-enrolment interview, the student is given the opportunity to request the RPL process. If the student elects to be considered for RPL they will be required to complete an RPL application form.

We are committed to providing an RPL assessment service to all students in order to make the entire training process as efficient as possible.

National Recognition

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by SITCM.

All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognised by SITCM.

Training and Assessment Standards

We employ training staff with the required qualifications and experience to deliver training and assessment services relevant to the qualifications offered by us.

Assessment will meet all of the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer) and those requirements specified within the relevant national training package assessment guidelines. Adequate facilities, equipment and training materials are supplied to ensure the training and assessment environment is conducive to the success of all students.

Sanctions

We will uphold all guarantees outlined within this Code of Practice. We understand that if we do not meet the obligations outlined within this Code of Practice or any other supporting regulatory requirements, we may have our registration as a Registered Training Organisation either suspended or even withdrawn.