

ATI-Mirage Code Of Practice

ATI-Mirage is committed to the maintenance of high standards in the provision of education and training and other client services. The foundation upon which this Code is based is founded in the following statement of ethical principles.

“ATI-Mirage guarantees its policies and management practices support the maintenance of high professional standards in the marketing and delivery of education and training services and safeguard the interests and welfare of its clients, employees and all other stakeholders”.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints or grievance to a company manager or trainer, or complete our complaints and grievance form.

Education Standards

ATI-Mirage has policies and management practices which maintain high professional standards in the marketing and delivery of education and training services, and which safeguard the interests and welfare of Students.

We will maintain a learning environment that is conducive to the success of our Students. We have the capacity to deliver nominated modules; provide adequate facilities and use appropriate methods and materials to deliver high quality education and training programs.

Marketing Standards

ATI-Mirage will market education and training services and products with integrity, accuracy and professionalism avoiding vague and ambiguous statements. In the provision of information no false or misleading comparisons are drawn with any other provider or course.

Customer Information Standards

ATI-Mirage will provide accurate, relevant and up-to-date information to clients. This information will include, but not be limited to:-

- a copy of this Code of Practice
- enrolment procedures and criteria
- statements of participation and/or certification to be issued to clients on completion or partial completion of courses
- assessment procedures
- arrangements for the recognition of prior learning
- grievance and appeal procedures
- client support services
- refunds

Information on fees & charges (including refund policy & exemptions where applicable) is clearly documented within our marketing course material that is available through our student handbook and web-site.

Policies, Procedures and State/Commonwealth Legislation

As part of our commitment to ensuring our students enjoy successful learning experiences with ATI-Mirage we have implemented the following policies and procedures:

- Assessment Policy
- Provision for language, literacy & numeracy assessment
- Appeals/Grievance Policy & Procedure
- Refund Policy
- Recognition of Prior Learning Procedure
- Disciplinary procedure
- Access and Equity in Training Policy
- Privacy Policy
- Mutual Recognition Policy
- Occupational Health And Safety Policy

In addition, ATIM commits to adhere to the requirements of all relevant State and Commonwealth legislation such as the:

- ✓ Occupational Safety & Health Act 1984
- ✓ Occupational Safety & Health Regulations 1996
- ✓ Privacy Act 1988
- ✓ Human Rights and Equal Opportunity Commission Act 1986
- ✓ Racial Discrimination Act (1975)
- ✓ Industrial Relations Act (1998)
- ✓ Sex Discrimination Act (1984)
- ✓ Racial Hatred Act (1995)
- ✓ Disability Discrimination Act (1993)
- ✓ Equal Opportunity Act (WA) 1984

Assessment Policy

Assessments conducted by ATI-Mirage:

- will not be bias related to age or gender
- will be flexible and incorporate alternative approaches to suit people who may be otherwise disadvantaged by cultural background, language ability, or personal disabilities
- will be conducted against a clearly defined set of assessment criteria
- Staff who make judgments about an individual's competence shall be appropriately trained and be able to demonstrate their competence in assessment.
- The right to appeal will be available to any person who is assessed.

ATI-Mirage recognises that we are required to retain copies of student's results of assessment for a period of 30 years.

We will record details of what competencies a student has achieved.

We will discard individual copies of assessment when the relevant appeal period has lapsed.

ATI-Mirage undertakes to conduct regular process audits.

In relation to all assessments, the company:

- will consult with students regarding the planning details for an assessment
- supply students with a copy of the planning details for their assessment prior to the assessment being conducted
- will provide students with the opportunity to evaluate their assessment experience
- will issue a Statement of Result of Assessment for each assessment completed
- will issue a Statement of Attainment for each module successfully completed
- will issue a Statement of Participation or Attendance for each session completed

Provision for language, literacy & numeracy assessment

We provide provisions for language, literacy and numeracy assessment on request. We will also monitor the needs of our client's language, literacy and numeracy skills through our induction process, application & enrolment forms, and interviews.

Appeals/Grievance Policy & Procedure

ATI-Mirage guarantees it has fair and equitable processes for dealing with client grievances.

ATI-Mirage strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

If participants have a grievance with any aspects of their training, they are encouraged to speak immediately with the General Manager to resolve the issue, and within 14 days the results will be being notified to the student.

If the participant is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Managing Director setting out in detail the issues of concern.

The receipt of a complaint may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If the matter is still not resolved participants are advised they may take their grievance through legal avenues, the Anti-discrimination Board, Consumer Affairs or other bodies as appropriate.

Participants have a maximum period of 28 days in which they can appeal against their results.

Refund Policy

Should ATI-Mirage cancel a course, participants are entitled to a full refund or transfer of funds to a future course.

Once participants have commenced a course/module no refund is available to those who leave before finalising that study unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, should participants wish to finalise incomplete studies in a future course, the original fee payment can be used as credit within six months of initial payment.

Generally, ATIM will issue refunds when:

- A course has been cancelled by ATIM
- Student gives us written notice 5 working days prior to commencement of course
- Review of RPL indicates that student does not have to undertake the course / part course
- Student is unable to attend due to extended hospitalisation / illness, and/or pregnancy / childbirth

Generally, ATIM will not issue refunds when:

- Changes occur in students work hours
- Inconvenience of travel to class
- Moving interstate
- Job change or retrenchment
- Students who leave before finishing course / module

Recognition of Prior Learning Procedure

Recognition of prior learning (RPL) is a process whereby competencies gained through previous work or life experience can be recognised.

Participants who have completed or partly completed a course at another institution, who have been working in the vocational area for a number of years, or who have in some other way gained the appropriate skills, may wish to apply for recognition of this previous training or experience. Participants may apply for exemptions for an entire course, or module/s. The applicant must have sufficient evidence to demonstrate that the performance criteria for each learning outcome have been met.

To apply for Recognition of Prior Learning participants need to -

- Talk to our staff and ask for a RPL Kit
- Examine the Learning Outcomes for the relevant module/s to determine if competency has already been achieved
- Gather relevant documentation and evidence relating to previous work experience and courses
- Enrol in the relevant module/modules
- Fill in their RPL Kit
- Submit their RPL application to the General Manager for assessment. The application should include an RPL form and the evidence they have gathered.
- Participants may be required to attend an interview to support their application.

Disciplinary procedure

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- harassment by using offensive language

- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities
- continued absence at required times

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Access and Equity in Training Policy

Opportunities to undertake training with ATI - Mirage will not be restricted on grounds of nationality, place of birth, language, age, sex, marital status, pregnancy, disability, political or religious beliefs or educational background.

ATI-Mirage will ensure that training provision is culturally and didactically appropriate.

- ATI-Mirage abhors acts of racism. Therefore we actively promote an environment that is free from any form of illegal discrimination, and acts of racism are not condoned within the organisation. Administration and/or disciplinary steps will be taken to deal with any acts or activities brought to the attention of ATI-Mirage.
- Staff and students of ATI-Mirage are encouraged to use language which does not distinguish between the sexes where such a distinction is irrelevant to the matter at hand and where such a distinction has the intended or unintended consequences of reinforcing outmoded beliefs.
- ATI-Mirage is committed to providing access and equity for students with disabilities to enable them to participate fully and independently to the greatest extent possible, in the academic life of ATI-Mirage.
- ATI-Mirage is committed to creating a work and study environment that is free from sexual harassment for all staff and students. ATI-Mirage regards sexual harassment as a serious breach of the Equal Opportunity Policy. It accepts its responsibilities under Federal and State Equal Opportunity laws and will take all reasonable steps to ensure that no staff member or student subjects another person to, or is themselves subjected to, sexual harassment whilst in the course of any ATI-Mirage activity.
- ATI-Mirage is committed to providing a work and study environment free from bullying for all members of the organisation. We regard bullying as a serious breach of the Equal opportunity policy and will endeavour to ensure no staff member or student subjects another person to, or is subjected to bullying whilst in the course of any ATI-Mirage activity.
- At ATI-Mirage, we appoint a Company Director as student/client Equity Officer. This position is currently held by the General Manager. The position's main objective is to ensure all staff act in accordance with our Code of Practice and all students / clients are made aware of their rights and responsibilities.

Privacy Policy

ATIM will not disclose any information that is gathered about our staff or clients to any third party. The company will use the information collected only for the services provided. No staff or client information is shared with another organisation. If staff or client information is required by a third

party then ATIM will obtain written consent from the relevant staff or client prior to release of any information. ATIM will comply and adhere to the Privacy Act 1988.

Mutual Recognition Policy

ATI-Mirage recognises the principle of mutual recognition as critical to the operation of a nationally consistent vocational education and training system and a key principle underlying the Australian Quality Training Framework (AQTF).

Under mutual recognition, each State and Territory of Australia has agreed to recognize the decisions of all other States and Territories in registering training organizations (including the imposition of any conditions or sanctions with respect to registration) and in accrediting courses.

Nationally endorsed Training Packages and Australian Qualifications Framework (AQF) accredited courses are also subject to mutual recognition. All States and Territories have agreed to recognize Training Packages and accredited courses.

ATI-Mirage understands that it is a requirement for registration that it agrees to recognize the AQF qualifications and Statements of Attainment issued by other RTO's. This ensures the mutual acceptance throughout Australia of AQF qualifications and Statements of Attainment.

ATI-Mirage undertakes to recognise all qualifications issued by other Australian RTO's recognised to issue qualifications recognised under the Australian Qualifications Framework. The General Manager verifies this process when credit transfer/ recognition of prior learning is approved.

ATI-Mirage issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines.

ATI-Mirage:

- Issues qualifications it is registered to deliver which are listed on the NTIS database
- Complies with the nomenclature stipulated by the AQF
- Lists all national units/ modules on transcripts of results
- States the National Code on all certifications
- States ATI-Mirage's National Provider Number on all certifications

Qualifications are only issued after successful completion of all course requirements and on recommendation of the relevant Assessor.

Occupational Health And Safety Policy

It is a fundamental requirement of ATI-Mirage that its activities be carried out in a healthy and safe manner.

ATI-Mirage will provide, as far as practicable and based on current knowledge, healthy and safe working conditions for all staff and clients, define and implement safe working practices, and provide information on control measures for hazards in the workplace. An important objective is to eliminate all incidents that could result in personal injury, occupational health problems or adverse effect on the environment.

Consistent with these objectives, ATI-Mirage is also committed to an integrated approach to employee and client well being whether physical, social or psychological. To this end occupational health and safety can also be regarded as part of the overall concept of health promotion.

While responsibility for health and safety in ATI-Mirage Technology is a prime function of all levels of management, each employee or student has an overriding responsibility for ensuring that his or her own work environment is conducive to good health and safety by:

- taking personal action to eliminate, avoid or minimise hazards of which he or she is aware;
- complying with all occupational health and safety instructions;
- seeking information and advice where necessary before carrying out new or unfamiliar work;
- maintaining dress standards appropriate for the work being done;
- being familiar with emergency and evacuation procedures and the location, and use, of emergency equipment;
- bringing to the attention of the immediate supervisor any unsafe situation or procedure.

ATIM will adhere to the requirements of the Occupational Safety & Health Act 1984 and the Occupational Safety & Health Regulations 1996.