

# Code of Practice

## **Purpose**

This code of practice is designed to document the mission, values and educational standards of Monash Student Association.

**Mission Statement** – “A better student experience”

## **Core Values**

**Human Rights** – social justice, representation, advocacy, student support

**Respect** – humility, strength, empathy

**Ethical Actions** – integrity, transparency

**Learning** – mentoring, formal education, training and development

**Sustainability** – financial, environmental, cultural

**Community Engagement** – opportunity, volunteering, student unionism

This mission and these core values underpin our commitment to the Skills First Quality Charter.

## **Skills First Quality Charter**

- Principle 1: Commitment to serving the public interest
- Principle 2: Accountable and effective governance
- Principle 3: Informed choice of course and provider and awareness of essential training entitlement
- Principle 4: Deliberate planning of training program
- Principle 5: High quality delivery of training and assessment
- Principle 6: Responsive feedback systems

### **1. Educational Standards**

Monash Student Association has management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. These policies, practices, and professional standards are designed to safeguard the interests and welfare of all students.

We maintain a learning environment that is conducive to the success of all students. We deliver the nominated courses, provide adequate facilities and use appropriate training delivery and assessment methods and materials. Our trainers and assessors are appropriately qualified and experienced and work with us to ensure new educational methods, philosophies and technologies are implemented to

the benefit of all learners. We regularly consult with industry and maintain strong links with relevant employers to ensure the training we provide is sufficient and current to meet their needs. Our training is designed to meet the personal and professional needs of our students to give them the skills to be job-ready or to prepare them for further study.

## **2. Sales and Marketing**

Monash Student Association markets all vocational education and training products with integrity, accuracy, and professionalism. It is our policy to avoid vague and ambiguous statements, and when providing information, no false or misleading comparisons are drawn with any other training provider, or course. All sales and marketing activities are conducted in accordance with the RTO Advertising Policy and MSA Marketing Policy.

## **3. Information for Students**

Monash Student Association provides accurate, relevant and up to date information to all students prior to commencement of the course. This information can be found in the Information Packs and Student Information Handbook and includes, but is not limited to:

- Admissions procedures and selection criteria.
- Competencies required to be achieved by students.
- RPL requirements.
- Total costs and course fees, including government funding details.
- Refund policy.
- The assessment methods and procedures to be adopted.
- The support services available to students.
- The complaints and appeals procedures available to students.
- Venue, timing, and transport options.

## **4. Enrolment and Equal Opportunity Procedures**

The enrolment of students in Monash Student Association courses is conducted at all times in an ethical and responsible manner, consistent with the requirements of the course objectives and in accordance with MSA's Equal Opportunity Policy. It is Monash Student Association's policy that appropriately qualified staff will assess the extent to which students are likely to achieve the competency standards and stated outcomes of the course, based upon the student's qualifications, proficiencies, and prior experience. We provide training services that are in the best interests of students, taking into account their diverse social, cultural and special learning needs. Monash Student Association's policies ensure that all enrolment decisions comply with equal opportunity legislation. Students with a disability are encouraged to apply.

## **5. Grievance and Appeals**

Monash Student Association has fair and equitable processes for dealing with student's complaints and appeals in relation to any decisions made during the course. It is policy that any such complaint or appeal is handled at the highest level, and in the event they cannot be resolved internally, such students will be advised of their rights to have an independent review, which will be arranged by

Monash Student Association. This is covered by our Appeals/Complaints Procedures and in compliance with the Skills First Quality Charter. Complaints are recorded in our Complaints Register.

#### **6. Language, Literacy and Numeracy**

As per our Language, Literacy and Numeracy Policy, Monash Student Association will assess the LLN needs of all learners prior to enrolment and refer identified students to high quality educators who can train, tutor and support students with literacy and numeracy deficiencies, or refer them on to relevant external providers or community agencies. When literacy and numeracy deficiencies are identified, support will be provided as far as is practicable with the objective of such persons achieving the desired objectives.

#### **7. Access and Equity**

Monash Student Association aims to meet the needs of individuals and the community as a whole through the integration of access and equity guidelines, and will:

- Incorporate non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
- Ensure access and equity issues are considered when developing training programs.
- Provide access to staff development courses, if required, in order to assist educators who deliver courses to under-represented groups.

#### **8. Refund Policy**

Monash Student Association has a Refund and Transfer Policy, and safeguards all fees paid by students. Monash Student Association's refund policy is considered to be fair and equitable.

#### **9. Internal Audit Processes and Quality Review**

Monash Student Association conducts annual internal audits against the Australian Quality Training Framework and ASQA standards for the provision of recognised training. This review process includes course delivery and assessment. We have responsive feedback systems in place to seek feedback from students regarding their training experience and this is used as part of our continuous improvement processes. Monash Student Association participates in performance improvement initiatives as determined by ASQA and the Department of Education and Training. Appropriate segregation of duties is part of our quality control processes.

#### **10. Guarantees**

Monash Student Association will honour all guarantees outlined in this Code of Practice. It is clearly understood that if we do not meet the obligations of this code, or support all regulatory requirements, our registration as a training provider may be at risk of being withdrawn. In the event that Monash Student Association ceases to operate, it will endeavour to support all enrolled students to access a suitable alternative RTO to complete their qualification and students will be entitled to a refund for any agreed services that have failed to be delivered by Monash Student Association.

### **References**

This code of practice is to be read in conjunction with the Skills First Quality Charter

### **Review date**

31 March 2023