

# Code of Practice For OnRoad OffRoad *Assessment and Training*

*OnRoad OffRoad Assessment & Training* is committed to the maintenance of high standards in the provision of vocational education and training and other client services.

## 1. Educational Standards

*OnRoad OffRoad Assessment & Training* will adopt policies and management practices that maintain high professional standards in the marketing and delivery of vocational education and training services. Which safeguards the interests and welfare of trainees.

*OnRoad OffRoad Assessment & Training* will maintain a learning environment that is conducive to the success of trainees, ensure they have the capacity to deliver the courses and will provide adequate facilities and use appropriate methods and materials.

## 2. Marketing

*OnRoad OffRoad Assessment & Training* will market their vocational education and training products with integrity, accuracy and professionalism avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

## 3. Trainee information

*OnRoad OffRoad Assessment & Training* will provide accurate, relevant and up-to-date information to trainees prior to commencement. This will include, but not be limited to:

- Copy of the Code of Practice
- Admission procedures and criteria;
- Copy of refund policy;
- Details of certification to be issued to

- Arrangements for the recognition of prior learning;
- Grievance/appeal procedure;
- Details of facilities and equipment.

## 4. Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner, consistent with the principles of social justice. *OnRoad OffRoad Assessment & Training* will ensure all trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated outcomes of the course, based on the applicant's qualifications and proficiency.

## 5. Refunds

In the event that *OnRoad OffRoad Assessment & Training* fails to provide the agreed services a refund of any fees paid will be provided or alternative course arrangements made.

The *OnRoad OffRoad Assessment & Training* guarantee wherever possible to uphold their promises in relation to the delivery of the subscribed courses a student has enrolled for.

## 6. Trainee grievances and Appeals

*OnRoad OffRoad Assessment & Training* has a fair and equitable process for dealing with trainee grievance and appeals. In the event that grievances cannot be resolved immediately, trainees may seek further assistance from the course co-ordinator or a specially- formed mediation panel.

## 7. Guarantee

*OnRoad OffRoad Assessment & Training* affirms that it will honour all guarantees outlined in this Code of Practice.