

Code of Practice

Policy

Sydney Metro College promotes a professional educational environment and expects all staff to conduct themselves in a professional manner. The Institute acts with the highest level of integrity in providing quality Vocational Education and Training services to its clients and adopts policies, procedures and practices, which comply with all relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and scope of registration.

Sydney Metro College:

- Advertises and markets its training services with integrity, accuracy and professionalism
- Recruits participants in a responsible and ethical manner
- Provides accurate, relevant and up-to-date information and states its fees and charges to its students prior to enrolment
- Provides qualified and experienced trainers and assessors who:
 - Undertake their duties with honesty, objectively, integrity and diligence
 - Act professionally and give the highest standards of service to students
 - Conduct fair, flexible, valid and reliable competency based assessments
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Delivers monitors and reviews training and assessment services to ensure that the interests and welfare of students are maintained
- Provides an appeals and grievance procedure and opportunities for reassessment
- Recognises the rights and dignity of the students observing at all times the tenets of Anti-Discrimination and Equal Opportunity Laws.
- Complies with the requirements of Commonwealth, State or Territory legislation and regulatory

requirements relevant to its operations and scope of registration (outlined in the Institute's Legislative and Regulatory Requirements policy)

- Treats students fairly with professional concern for their interests and refers students to external advice if necessary
- Acts in a way that promotes co-operation and good relations among the people the organisation works with
- Maintains accurate confidential and secure training and financial records
- Encourages feedback and evaluation from stakeholders
- Observes total discretion and confidentiality in all dealings
- Provides timely and accurate information to government agencies and funding bodies