

Construction Industry Training Centre Inc.

CODE OF PRACTICE

General Statement of Policy

The CITC Code of Practice provides the basis for good practice in meeting the Australian Quality Training Framework – AQTF – Essential Conditions and Standards for Continuing Registration, setting high standards in education and training services by staff, trainers, contractors and subcontractors.

The CITC operates under Commonwealth, State/Territory legislation and regulatory requirements, as recognition of its legal obligations as an educational institution to provide a high level of Vocational Education Training in a fair, efficient and effective manner including but is not limited to the following;

Training and Skills Development Act 2003,
Children's Protection Policy 1993,
Privacy Act Regulations 2001,
Occupational Health, Safety & Welfare Regulations 1995
Equal Opportunity Act 1984
Sex Discrimination Act 1984
Anti Discrimination Act 1977
Racial Vilification Act 1996
Workplace Harassment, victimisation and bullying
Workplace Relations Act 1996
Disability Discrimination Act 1992

AQTF Essential Conditions and Standards for Continuing Registration

These standards apply to the CITC and form the basis of its Code of Practice:

STANDARD 1 The Registered Training Organisation provides quality training and assessment across all of its operations

- The CITC has systems in place to plan for and provide quality training and assessment across all of its operations - Supported by CITC 10.2 - Quality Manual; CITC 10.5 Management Duties in Relation to Quality Directorate
- Data is collected, analysed and acted upon as required to ensure continuous improvement of training and assessment – Supported by CITC 5.5 Learner Questionnaires; CITC 10.7 Continuous Improvement Procedure
- Training and Assessment strategies meet the requirements of the training package or accredited course and are developed in consultation with industry stakeholders – Supported by CITC 3.10 Issuing Qualifications Policy; CITC 3.11 Learning & Assessment Policy; CITC 3.12 Assessment Policy
- Training and Assessment are conducted by trainers and assessors who meet the minimum standard as required by the National Quality Council and relevant state regulator – Supported by CITC 2.14 – Trainer, Recruitment, Induction and Development; CITC 3.9 – Professional Development Policy
- Assessment including Recognition of Prior Learning meets the requirements of the relevant Training Package or accredited course; is conducted in accordance with the principles of assessment of the rules of evidence; meets workplace and where relevant regulatory requirements – Supported by CITC 5.1 Recognition of Prior Learning(RPL) Policy & Procedure; CITC 10.5 Management Duties in Relation to Quality Directorate; CITC 10.2 Quality Manual

STANDARD 2 The Registered Training Organisation adheres to the principles of access and equity and maximises outcomes for its clients

- The CITC applies access and equity principles and provides timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes. – Supported by CITC 3.2 Access & Equity Policy; CITC 10.5 Management duties in relation to Quality Branch;
- The CITC strives to continuously improve its management of and service to clients.– Supported by Learner Questionnaires; CITC 10.7 Continuous Improvement Procedure and monthly Administration and Management Meetings
- All relevant information as outlined in Standard 2: Element 2.3 is provided prior to enrolment; - Supported by CITC 9.2 – 9.14 Attachments to Offer of Enrolment Letters

- Records are maintained as required under the AQTF and other regulatory bodies. Information regarding training is readily available.
- The CITC has a policy and procedure for the management of complaints and appeals – Supported by CITC 3.4 Grievance Policy; CITC 5.8 Student Grievance Procedure

STANDARD 3 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the Registered Training Organisation operates

- The CITC is accredited to ISO 9001:2008 for Quality Management Systems and is audited annually
- The CITC conducts annual internal audits
- The CITC has sound financial management policies; Supported by CITC 10.5 Management Duties in Relation to Quality Directorate
- CITC staff and trainers are competent to perform the tasks associated with training and client services; Supported by individual contracts; CITC 10.2 Quality Manual; CITC 1.8 Induction Package; CITC 10.5 Management Duties in Relation to Quality Branch
- The CITC conducts Management Meetings and Administration Meetings each month. Trainers Meetings are held as required
- The CEO and Operations Manager maintain regular contact with all relevant regulatory bodies and ensure that all training delivery is as required by the relevant training package
- The CITC maintains an ethical approach to all marketing and complies with National, State and Territory requirements; Supported by CITC 1.7 Marketing and Logo Policy; CITC 10.5 Management Duties in Relation to Quality Directorate

QUALITY INDICATORS

The CITC adheres to the 3 Quality Indicators as stated under AQTF in that:

Employers are satisfied with the training outcomes for their employees and where applicable can engage in the development of training outcomes in addition to those outcomes required under the relevant training package.

Students complete the training to receive the required credential. They are encouraged to engage with the trainer / assessor to ensure the best outcome possible.

Competency completion rates are analysed annually