

INTRODUCTION.....	2
DEFINITION.....	2
NATIONAL TRAINING SYSTEM .....	2
NATIONAL STANDARDS UNDER THE NATIONAL QUALITY COUNCIL .....	2
LEADERSHIP AND MANAGEMENT .....	2
ADMINISTRATION .....	3
QUALITY SYSTEMS.....	3
RISK MANAGEMENT .....	3
CONTINUOUS IMPROVEMENT .....	4
COMPLIANCE AND LEGISLATIVE REQUIREMENTS.....	4
FINANCIAL MANAGEMENT.....	4
ACCESS AND EQUITY .....	5
RTO AND COLLEGE STAFF ROLES .....	5
ASSESSMENT.....	5
TRAINING ENVIRONMENT .....	6
ISSUING AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT .....	6
MUTUAL RECOGNITION .....	6
USE OF NATIONAL AND STATE/TERRITORY LOGOS .....	6
CUSTOMER FOCUS, MARKETING AND ADVERTISING.....	6
GRIEVANCES AND APPEALS.....	7
SANCTIONS .....	7

### INTRODUCTION

Qantas Airways Limited is committed to Vocational and Technical Education and provides a range of opportunities for staff to actively engage in training and assessment, some of which leads to recognition under the Australian Qualifications Framework.

As part of this commitment Qantas operates its own Registered Training Organisation (RTO). Qantas College is responsible for the day to day management of the RTO, ensuring it delivers high quality services measured against the Australian Quality Training Framework (AQTF) Standards or other standards required by the regulatory body, Department of Education Science and Training. Qantas College will work with Business Units delivering vocational qualifications a range of nationally endorsed Training Packages, ensuring that all standards of the National Training Framework are met

### DEFINITION

This Code of Practice relates to Qantas Airways Ltd Registered Training Organisation (RTO) managed by Qantas College which is a part of the Qantas Shared Services Division.

### NATIONAL TRAINING SYSTEM

Qantas acknowledges that:

The Commonwealth Government Department of Education Science and Training is responsible for the implementation of Vocational and Technical Education in Australia. The 2005-08 Commonwealth-State Agreement for Skilling Australia's Workforce includes the Framework for the new National Training System. The Framework, agreed between governments, and developed following consultation with business and industry as well as other stakeholders, sets out arrangements for the operation of a national approach to training.

The National Training System includes National Governance and Accountability Frameworks and a National Skills Framework to further ensure business and industry are actively engaged at all levels of the training system.

### NATIONAL STANDARDS UNDER THE NATIONAL QUALITY COUNCIL

A National Quality Council has been established as a committee of the Ministerial Council for Vocational and Technical Education to oversee quality assurance and ensures national consistency in the application of the Australian Quality Training Framework (AQTF) Standards for the audit and registration of training providers. Qantas College is committed to the National Quality Framework.

### LEADERSHIP AND MANAGEMENT

Qantas College adopts management and leadership approaches that maintain high professional standards and safeguards the interests of all stakeholders and the welfare of participants.

It aims to build a learning environment that is conducive to successful outcomes, with a capacity to deliver all qualifications on its scope of registration.

The Manager Quality and Accreditation has the relevant qualifications and experience to undertake the responsibility for the management of training delivery, assessment, verification, staff selection and professional development of the RTO.

### ADMINISTRATION

Qantas RTO meets minimum administrative standards by:

- Maintaining adequate and appropriate insurance including public liability and WorkCover.
- Advising the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement.
- Allowing the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Paying the Registering Authority all registration fees required to maintain currency of registration within 30 days of these fees being due (or in accordance with Qantas Airways Ltd fees payment policies).
- Sound administrative practices which assure the integrity, accuracy and currency of records kept in accordance with Qantas Airways privacy, employee information and records policies, including enrolments, attendance, completion, assessment outcomes, results, qualifications issued, grievances and archiving of records.
- Sound administrative practices to assure the integrity, accuracy and currency of training materials
- Learner access to their own records and results
- Confidentiality of client records

### QUALITY SYSTEMS

Qantas demonstrates its commitment to quality in its management approach including consistency and continuous improvement in the development and provision of its services, products and operations.

Qantas RTO is able to demonstrate that:

- It has clearly documented policies and procedures to plan for and provide quality training and assessment, manage and monitor its training operations, and review participant / client satisfaction.
- RTO compliance is regularly reported to senior management
- Qantas College is committed to supporting Learning and Development initiatives across the business
- Service Level Agreements are established with each organisation that provides training and/or assessment on behalf of Qantas
- Procedures for customer complaints, grievances and appeals are in place
- Evaluation of stakeholder and client feedback for continuous improvement of systems, programs and services are incorporated
- Where appropriate, fees are managed and administered in accordance with a documented organisational policy.

### RISK MANAGEMENT

Qantas College identifies risks associated with its business as an RTO and takes appropriate action to minimise the potential for risks to be realised, and minimises the potential of adverse consequences if risks are realised.

Qantas College is committed to ensuring consistency and mitigating any risk in the delivery of quality training at all relevant training locations and training sites.

Qantas College is able to demonstrate that internal initial and compliance audits are conducted to ensure ongoing compliance to deliver, assess and issue AQF qualifications.

Qantas agrees to participate in external reporting, monitoring, and audit processes as required by the regulatory authorities, including:

- Audit for the purposes of registration / re-registration
- Random compliance audit
- Audit following complaint
- Provision of reports and provision of information as required under the quality standards.

### CONTINUOUS IMPROVEMENT

Qantas College endeavours to continuously improve its systems of operation through:

- Stakeholder and client feedback
- Satisfaction data on services and products provided
- Annual audit activities and self-assessment
- Review of policies and procedures.

### COMPLIANCE AND LEGISLATIVE REQUIREMENTS

Qantas is committed to meeting current Commonwealth and State / Territory legislation. Qantas maintains appropriate insurance, including public liability and Work Cover. Relevant people are informed of and required to implement all applicable legislative requirements.

Qantas College will advise the relevant State Training Authority in writing within 10 working days of any change to the information contained in its RTO registration and qualification scope.

Qantas will allow the relevant State Training Authority agent/s access to its training records, delivery locations and staff for the purpose of auditing performance and verifying compliance with the conditions of its registration.

Qantas will supply delivery and participant information in accordance with AVETMISS requirements.

In the event of Qantas Airways Ltd RTO ceasing operations, all records of participant results will be forwarded to the relevant State Training Authority.

### FINANCIAL MANAGEMENT

Qantas can demonstrate

- It is in sound financial position as documented in the certified Qantas Airways Annual Report
- It has adequate protection through appropriate insurance cover and policies
- Fees paid in advance are appropriately managed in accordance with its Fees and Refunds Policy and Procedures
- Government funding is managed in accordance with the relevant Commonwealth and State Government policy

Written assurance may be requested from Qantas Airways that appropriate management and standards of probity are maintained for all financial matters

### ACCESS AND EQUITY

Qantas RTO operates in accordance with Qantas Airways Ltd comprehensive Access and Equity policies. Facilities provide reasonable access to clients of all levels of mobility and physical and intellectual capacity.

The RTO encourages participation of clients from traditionally disadvantaged groups, and will provide culturally inclusive language, literacy and numeracy advice and assistance to clients to support them in meeting their training goals.

The RTO ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.

Staff and course participants are required to comply with access and equity requirements at all times.

The RTO is accountable for its performance in adhering to the principles of Access and Equity and welcomes feedback as part of its quality improvement system.

### RTO AND COLLEGE STAFF ROLES

Qantas College is committed to ensuring the competency of its staff, including internal and external facilitators, tutors and assessors.

- Trainers and assessors will have demonstrated competencies at least to the level of those they are delivering and assessing and industry experience that is current and relevant to the course or modules they are delivering
- Selection, recruitment, induction and professional development opportunities will be provided in accordance with Qantas policies
- Trainers demonstrate achievement of at least Certificate IV in Assessment and Workplace Training competencies or their equivalent
- Assessors demonstrate achievement of at least the three assessor competencies from the Certificate IV in Assessment and Workplace Training or their equivalent
- Demonstrated competency in the appropriate vocational competencies that are being delivered and/or assessed
- Demonstrated achievement of at least the Certificate IV in Training and Assessment where required by the Training Package

### ASSESSMENT

Qantas is committed to providing assessment that:

- Incorporates the National Principles of Assessment
- Where applicable, supports the delivery of nationally recognised Training Packages
- Recognises and implements Recognition of Prior Learning and granting of Credit Transfer.

### LEARNING AND ASSESSMENT STRATEGIES

Qantas College is committed to consulting with the business and the wider industry to establish a learning and development strategy that:

- Provides flexible delivery options
- Supports the delivery of nationally recognised Training Packages
- Supports the essential requirements for workplace performance
- Is integrated with workplace learning and assessment

### TRAINING ENVIRONMENT

- Qantas complies with all laws relevant to the operation of training premises, including occupational health and safety and fire safety regulations,
- Training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Qantas complies with all laws related to equal opportunity, anti harassment, and privacy.
- Training facilities, equipment and other resource materials are adequate for the Scope of Registration and maintained in good order and repair.

### ISSUING AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Qantas College complies with the requirements in the issuance, recording and reporting of AQF Qualifications and Statements of Attainment

Certificates contain the following information:

- Name and registered number of the provider as shown on the Certificate of Registration
- Name of the course or units as shown on the Scope of Registration
- A certificate number
- The Nationally Recognised Training Logo
- The appropriate Australian Qualifications Framework statement
- Identification of the recognition authority
- Date issued, and
- Authorised signatory of the Registered Training Organisation

The RTO will identify units of competency achieved in relation to certificates

### MUTUAL RECOGNITION

Qantas College recognises qualifications and statements of attainment issued by other RTO providers under the guidelines of Mutual Recognition, Training Packages and the Australian Qualifications Framework (AQF).

### USE OF NATIONAL AND STATE/TERRITORY LOGOS

Qantas College will only use of national and State/Territory logos in accordance with their conditions and requirements of use.

### CUSTOMER FOCUS, MARKETING AND ADVERTISING

Qantas College agrees that all marketing will be conducted in an ethical and responsible manner, and accordance with national operating protocols for Registered Training Organisations. Appropriate and clear information is provided to clients about

- enrolment and induction,
- course information including content and vocational outcomes
- fees and charges, including refunds and exemptions
- client support
- flexible learning and assessment procedures
- staff responsibilities
- access and equity
- recognition of prior learning (RPL) and credit transfer arrangements
- welfare and guidance services

No false or misleading comparisons will be drawn with any other provider or course.

Clear distinction will be given regarding courses within the Scope of Registration and courses not on Scope of Registration.

Application for enrolment and selection processes are explicit and defensible and equity and access principles are observed.

Prospective clients will be advised of the RTO Scope of Registration, fees and costs, refund policy (commercial clients), qualifications to be issued on course completion or partial completion, competencies covered by the course, assessment procedures including Skills Recognition, literacy and numeracy requirements, grievance procedures, staff responsibilities, facilities and equipment and student support services.

### **PARTICIPANT CODE OF BEHAVIOUR**

Participants are informed of the RTO Code of Behaviour and Qantas Code of Ethics which requires other's rights to be respected, and the requirement for them to adhere to this Code of Behaviour at all times.

### **GRIEVANCES AND APPEALS**

Qantas College procedures ensure that customer complaints, grievances and appeals are dealt with in a constructive and timely manner. Where a complaint cannot be resolved, Qantas College acknowledges the need for an appropriate independent agent to mediate between the parties.

### **SANCTIONS**

Qantas Airways Ltd accepts that the failure to meet the obligations of this Code of Practice, and the conditions of registration as a Registered Training Organisation, may result in its registration as an RTO being withdrawn.