








Quality Training and Hospitality College's (QTHC's) standards of quality are in compliance with the ASQA Standards for Registered Training Organisations 2015 made under the *National Vocational Education and Training Regulator Act 2011*.

The Code of Practice is available to all learners and is enforced by all at Quality Training and Hospitality College.

## Quality Training and Hospitality College's Philosophy

### Our Core Values

-  To be proud of our integrity – **honesty in everything**.
-  To demonstrate our **discipline** of professionals.
-  To ensure **quality** by being “a little bit better today than yesterday”.
-  To have a genuine desire to help others achieve success (**preparing them for opportunity**).
-  To have the courage to be innovative.
-  To place great trust in our staff.
-  To remain in business by being commercially profitable.

### Our Main Company Goal

To be the best in our field because our success is your success.

### Our Key Company Targets

-  Maintain continuous improvement in:
-  Staff Performance
-  Course Materials
-  Administration
-  Financial Control
-  Sales/Marketing

### Our Culture

We welcome and acknowledge ideas, improvements and positive behaviour.

### Our Standards

We are the yardstick by which others are measured.

### Our Pride

Feeling of satisfaction in past/present achievements.

### Our Dedication

The degree to which we are prepared to devote our time to all of the above with a **positive attitude**.

<b>Document:</b> NovaCore CMS\SRTO 2015\ManualCode of Practice	<b>Approved By:</b> RTOADM	<b>Next Review Date:</b> 17-03-2021
<b>Version:</b> 1.4	<b>Approved Date:</b> 17-03-2020	<b>Page 1 of 3</b>

## QTHC Assurance of Services to Stakeholders

Guideline Requirement	Code of Practice Statement
How the Registered Training Organisation (RTO) ensures learners' rights as a consumer are protected and they receive the services detailed in their agreement with the RTO.	<p>Your rights as a consumer are important to us.</p> <p>We market and advertise our training services in an ethical and accurate manner.</p> <p>Before you enrol, we will advise you of all fees and charges and material costs you will be charged for throughout your training.</p> <p>We have a refund policy that is fair and equitable and you will receive a copy of this before you enrol.</p> <p>We have systems in place to ensure that if we cannot fulfil our training obligations to you, that you will receive the refund of our services or be referred to another RTO at no extra cost.</p> <p>We maintain your academic, financial and other information in strict confidence.</p>
Guideline Requirement	Code of Practice Statement
How the RTO adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each learner.	<p>We comply with all Commonwealth &amp; State legislation related to how we operate as a Registered Training Organisation (RTO).</p> <p>We take steps to provide a safe, secure and healthy learning environment.</p> <p>You have access to your personal information at all times.</p> <p>You have access to a compliant/assessment appeal process.</p> <p>All of our marketing is current, ethical and accurate.</p> <p>Learners are informed of their rights, responsibilities and obligations prior to enrolment.</p>
Guideline Requirement	Code of Practice Statement
How industry is engaged in the RTOs operations so that learners can be confident that the qualifications issued by the RTO are recognised by industry.	<p>We engage an Industry Expert Panel when developing our training and assessment strategies.</p> <p>All assessors have current and relevant industry experience and qualifications.</p> <p>We engage with employees, members and other industry representatives regularly to ascertain their wants and needs.</p> <p>We encourage suitable workplace experience.</p> <p>Our assessment procedures all include a workplace component.</p> <p>We recognise prior learning, industry skills and experience.</p> <p>Our organisation ensures we maintain industry currency and relevance by:</p> <ul style="list-style-type: none"> <li>▪ Employing trainers and assessors that are qualified in our Hospitality Industry Sector</li> <li>▪ Regularly engage with industry including employers, skills boards, on-job experience and professional bodies</li> <li>▪ Attend regular professional development opportunities to ensure we maintain currency with regulations, legislative and industry requirements.</li> </ul> <p>Our trainers/assessors meet with employers, industry groups, skills councils on a regular basis.</p>

Guideline Requirement	Code of Practice Statement
How it assures the quality of training and assessment provided across all of its operations.	<p>Our organisation is committed to continuously improving the services it offers and seek learner feedback through evaluation surveys conducted during and on course completion.</p> <p>The services provided by our organisation will continuously to be improved with ongoing collection; analysis and action on the data reported by our trainers, assessors and the learner.</p> <p>We will ensure that our organisation complies with the required standards for RTOs by conducting regular internal audits.</p> <p>We will maintain effective internal and external communications of changes to policies through our web page.</p> <p>We employ fully qualified trainers and assessors with current industry knowledge and experience to deliver and assess our programs.</p>
Guideline Requirement	Code of Practice Statement
How it will meet the individual needs of all learners by assessing their current skills and knowledge prior to the commencement of training.	<p>All trainers have relevant industry experience and vocational competence in their area of expertise.</p> <p>We will recognise existing skills and knowledge gained through work and life experience, and formal study.</p> <p>We tailor training to meet learner needs and legislative requirements.</p> <p>We recognise that you may already have skills and experience in the Hospitality industry which is relevant to learner course assessment.</p> <p>We can assist learners to gain recognition of prior skills and experience through a process called Recognition of Prior Learning (RPL). If you have completed relevant units of competency from the Hospitality training package, we will credit these towards the completion of your qualification.</p> <p>We encompass training methodologies and principals of adult learning and flexible learning, tailored to provide relevance to our current industry sector.</p>

This Code of Practice documents how QTHC services meet the RTO requirements listed in the ASQA Guidelines for Standards for Registered Training Organisations 2015 made under the *National Vocational Education and Training Regulator Act 2011* <http://www.comlaw.gov.au>

Our Code of Practice Statements are based on collaboration with other RTO's at an ACPET (now ITECA) Code of Practice Workshop. However, they are complementary to Procedures within Quality Training and Hospitality College.