

Code of Conduct

Gurkhas Institute of Technology Pty Ltd trading as Gurkhas Institute of Hospitality & Management (the "Institute") is a Registered Training Organisation registered in Victoria by the Victorian Registration and Qualification Authority. This Code of Practice requires the Institute to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

a. Administration and management

The Institute will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Institute.
- Maintain adequate and appropriate insurance including public liability and WorkCover.
- Advise the VRQA in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the VRQA 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.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

b. Course delivery

The Institute will

- Conduct an orientation program prior to course commencement to inform students about the course curriculum, program of study, availability of learning resources and Institute's relevant policies and procedures
- Ensure that a current copy of the accredited course curriculum or Training Package is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited Training Package.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

c. Staff

Trainers and Assessors of the Institute will have:

- Demonstrated competencies at least to the level of those being delivered
- For trainers, demonstrated achievement of the Certificate IV in Training and Assessment or the Certificate IV in Assessment and Workplace Training
- For assessors demonstrated achievement of at least the assessor competencies (TAAASS401, TAAASS402 and TAAASS404) from the Certificate IV in Training and Assessment or the three assessor competencies from the Certificate IV in Training and Assessment

Code of Conduct

- Industry experience that is relevant to the particular courses or modules that they are involved in delivering.

d. Training environment

The Institute will meet the following minimum training environment standards.

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

e. Awards and Statements of Attainment

The institute will issue Awards and Statements of Attainment to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates in accordance with the AQF implementation handbook and AQTF and will contain the following information:

- name and registered number of the Institute as shown on the Certificate of Registration;
- name of the person receiving the qualification;
- 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 (VRQA)
- date issued; and
- authorised signatory of Institute

The Institute will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

The Institute will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

f. Marketing and recruitment

The Institute will conduct its marketing activities and recruitment of prospective students in a professional manner; maintain the integrity and reputation of the Australian international education industry and meet its obligation under National Code 2007.

The Institute will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.
- Not actively recruit students where this clearly conflicts with its obligations under National Code 2007.
- No false or misleading comparisons are to be drawn with any other provider or course.

Code of Conduct

g. Information for students

The Institute will recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia.

Prior to accepting a student, or an intending student, for enrolment in a course, the Institute must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:

- its Scope of Registration;
- application processes and selection criteria;
- estimated fees and costs involved in undertaking training;
- fee refund policy
- qualifications to be issued on completion or partial completion of courses;
- competencies to be achieved during training;
- assessment procedures including recognition of prior learning;
- literacy and numeracy requirements;
- grievance procedure;
- facilities and equipment;
- a description of the ESOS framework made available by DEEWR and
- student support services.

h. Access and equity principles

The Institute is committed to the principles of access and equity in providing training and educational services, as per its Access and Equity Policy which stipulates that:

- The Institute aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- The Institute conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- The Institute actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- The Institute provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- The Institute is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff and students of the Institute are required to comply with access and equity requirements at all times.

i. Privacy of Student Information

- Student information is collected by the Institute in the application form and during the enrolment in order to meet its obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.
- The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the

Code of Conduct

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

- Information collected can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected can be disclosed without student consent where authorised or required by law.
- Students will have access to their own records held by the Institute upon request in writing