



Education and Training Code of Practice 2011/12

Principle No. 1: NursEd protects your rights as a consumer:

What

Our marketing and advertising to prospective consumers is ethical and accurate.

How

- You will be informed before you enrol of the course subjects, study requirements and materials, practical work and time requirements to achieve the qualification. You will also be familiar with all the costs and charges you will incur throughout your course.
- Our Registered Training Organisation (RTO) refund policies that are documented and provided to each consumer prior to enrolment.
- In the event that our RTO is not able to fulfil its obligations to you we have measures in place to ensure that you will receive the services from another RTO or a refund.
- We ensure that your academic, financial and other records maintained by us are completed and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.



Principle No. 2: NursEd principles of access and equity:

What

We are committed to principles of access and equity and will not unlawfully discriminate against consumers. The obligations we place on our staff and students are to protect their health, safety and welfare as far as possible that learning experiences are positive and free of discrimination or harassment.

How

- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about our services.

Principle No. 3: NursEd regularly engages with the health care industry:

What

We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required and relevant competencies, skills and knowledge to the standard of performance required in the workplace.

How

- Our training and assessment strategies are developed in consultation with the health care industry to ensure that they are relevant to industry needs. Where your training or assessment occurs in a workplace (e.g. aged care facility or hospital), evidence of your performance will contribute to our assessments.
- Our teaching and assessment staff continuously engage and seek input and feedback with industry to ensure their knowledge and skills reflect current industry practice.



Principle No. 4: NursEd assures the quality of training and assessment provided across all of its operations:

What

Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.

How

- Our organisation is a RTO under the Training and Skills Development Act 2008. We ensure that at all times our operations comply with the legislation and the Australian Quality Training Framework standards to be met by each RTO.

Principle No. 5: NursEd meets the individual needs of learners by assessing their current skills and knowledge prior to the commencement of training:

What

We recognise that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.

- If you have completed relevant units of competency with another RTO we will automatically credit these towards completion of your qualification.
- We offer learning and assessment services that as far as practicable meet your individual learning needs. We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.

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