

Code of Practice

INTRODUCTION

CHARLTON BROWN® is a community services social enterprise which operates in the ASEAN region delivering contextualised accredited and non-accredited training, study tours, leadership programs and professional development. The business also delivers industry employment outcomes and provides practicum placement opportunities to Australian students though out the Asia Pacific regions.

CHARLTON BROWN® offers training for students who are interested in working as carers. CHARLTON BROWN® has an international reputation in training quality carers for Australia, and overseas. As CHARLTON BROWN® delivers training from the National Community Services Training Package, the qualifications are Nationally Accredited and allow graduates to work in all areas within industry. Students may enrol in a complete Certificate, Diploma or Advanced Diploma Courses, or in specific units. In line with the Standards for NVR Registered Training Organisations students are awarded Certificates or Diplomas on successful completion of the particular course or a Statement of Attainment where specific units are obtained.

To continue meeting the specific requirements for students wanting to work as carers, CHARLTON BROWN® offers a Safety Program which includes First Aid, Driver Safety, Water Safety, Fire Safety, Cyber Safety, Personal Safety, Asthma and Anaphylaxis. Separate awards are issued on successful completion of each of these units.

CHARLTON BROWN® expects all staff and students to treat people with respect and dignity and act as professionals in their chosen field of expertise.

AIMS AND OBJECTIVES

CHARLTON BROWN® aims to train people who are employable for carer duties for both the Australian and international market. The training is aimed at providing students with a sound knowledge of early childhood education and care work, nannying, aged care work, disability work, youth work, youth justice, welfare and community services procedures and skills necessary to gain employment in these fields.

The objectives are:

- To provide participants with knowledge of the work environment
- To equip participants with the knowledge, skills and attitudes to obtain and maintain employment as a nanny or carer
- To encourage participants to pursue the acquisition of further knowledge and skills throughout their lives

About our organisation.

Charlton Brown is a leading Australian Registered Training Organisation delivering qualifications in childcare, community services, disability support & aged care, helping create individuals that help improve community & health outcomes.

CHARLTON BROWN® QUALITY POLICY:

CHARLTON BROWN® understands that people are our most precious resource in this world. Our aim is to help safeguard this resource by educating and placing carers who share our philosophy and are committed to quality care.

CHARLTON BROWN® is committed to the safety and well-being of all who use our services. Staff are required to treat all people with respect and understanding whilst keeping them safe from harm at all times. To ensure this occurs CHARLTON BROWN® has developed a Code of Conduct that all staff are to adhere to.

CHARLTON BROWN® is dedicated to providing comprehensive and practical training courses that equip students with the knowledge, skills and experience to become world-class carers.

CHARLTON BROWN® placement service is focussed on finding suitably qualified and experienced carers to match the needs of our clients, either on a casual; short-term; permanent basis or live-in and live-out positions.

As tangible evidence of our commitment to quality, we have implemented a quality management system in accordance with NQF. Our quality system provides students and clients with further assurance that we understand their needs and are dedicated to providing the best possible services.

TRAINING:

Throughout training, students are involved in a combination of theory (off the job) and practice (on the job) sessions. Qualified trainers present the content using a variety of training methods taking into account different learning styles, and the specific needs of adult learners. CHARLTON BROWN® staff are qualified and available to discuss the provision of special requirements of specific students throughout the duration of their training.

NATIONAL COMPETENCIES:

In Australia, National Competency Standards were developed so that students and industry would focus on the skills needed for particular work rather than on the years studied or academic knowledge possessed. The Standards describe the range of skills that must be demonstrated by a person wanting to work in a particular occupation at a particular level. National Competency Standards are recognised throughout Australia

ASSESSMENT:

CHARLTON BROWN® recognises the complexity in assessment of competencies in the Community Services Industry, and takes into account the interrelationship of duty of care, ethical behaviour, and personal values in the context of provision of high quality service to children, our older people, people with disabilities and others in need of assistance. CHARLTON BROWN® adheres to the guiding

principles and procedures for conducting assessment as outlined in Training Package Assessment Guidelines.

Assessment involves the provision of evidence of competence. This may be indirect evidence (off the job) or direct evidence (on the job). Assessment is not graded. It is either C = Competent or NC = Not Competent. Students are given the opportunity to be re-assessed (up to three attempts). If the student is unsuccessful there is opportunity to re-enrol in the unit, accepting a re-enrolment fee.

International students studying in Australia must successfully complete all units and will need to apply for special consideration if required as under Standard 10 (National Code 2007) progress must be maintained.

Domestic students have 12 months after completing classes to submit all work. Failure to do so will mean that the student will need to reapply for the course and fees may apply. The student will not be classified as studying after this date.

Results are recorded indicating the date of assessment, competency achieved (C/NC), date of RPL (where applicable), and initials of assessor.

Under Standard 15.5 of Standards for NVR Registered Training Organisations, students must be kept by CHARLTON BROWN® for 6 months after successfully completing the course. Students are then able to collect their work.

Students have a maximum period of four weeks in which they can appeal against their results, including RPL assessment.

Certificates and Statements of Attainment are issued within 15 days of successful completion of the course. This includes all marking and practical assessments. These documents are forwarded by post.

All work is retained until course is completed. CHARLTON BROWN retains all student work for 6 months after the completion of the course for audit purposes.

According to the Training Act, certificates cannot be issued until full course fees have been paid.

TRAINING PACKAGE REVIEW:

Training Packages are living documents. Changes are periodically made to reflect the latest industry practices. When a Training Package changes students can opt to change to the new version or complete on the old version. Students have 12 months to complete their qualification or transfer to the new Package.

RECOGNITION OF PRIOR LEARNING (RPL) CREDIT TRANSFER:

Applicants who consider that they are already competent in any unit, or part of unit, shall be granted RPL upon assessment of evidence of their skills and their knowledge. Students are given the opportunity to apply for RPL prior to commencing and upon commencement of course. Students applying for RPL will be required to meet an RPL fee. Credit Transfer will be granted to applicants

who provide certificated evidence of qualifications including AQF qualifications and Statements of attainment from RTOs.

International students studying in Australia - Under Standard 12 (National Code 2007) any credit granted will reduce the net length of the course and the visa allocation. If a student applies after commencing then CHARLTON BROWN® will notify any changes to PRISMS under section 19 of the ESOS Act 1991 which will impact on the student's visa allocation.

COMPLAINTS AND ACADEMIC APPEALS:

CHARLTON BROWN® endeavours to deal with issues or complaints as soon as they arise, in order to avoid further disruption, or need for formal complaint. If students have a complaint with any aspect of their training, they are encouraged to speak immediately with the trainer to resolve the issue. If the student is unsatisfied that the issue has been resolved, he/she may write to the Director setting out the issues of concern in detail. The student may also request an interview with the Director. On occasions an Industry Representative may be invited to act as a third party, in order to negotiate a satisfactory resolution. If the issue remains unresolved, students are advised that they may wish to take their grievance through legal avenues, the Anti-Discrimination Board, Consumer Affairs, or other relevant bodies. CHARLTON BROWN® has arranged for student support in these areas via Australian Council of Private Education and Training (ACPET).

A student can appeal against an Academic decision using the process listed above.

FEES:

Fees are dependent on the program in which the student chooses to enrol. Information on payment is available from the College.

Under the Training Act, certificates cannot be issued until full payment of fees has been made.

A fee for Recognition of Prior Learning, (assessment by a qualified RPL assessor), has been established which takes into account the cost of the service (*for more information on fee amounts contact CHARLTON BROWN® Accounts on (07) 3216 0288*).

CHARLTON BROWN® safeguards fees paid by participants. A separate holding fund account is in place to hold pre-paid course fees including deposits paid for future courses.

Any deferrals, withdrawals, cancellations or refunds are dealt with in accordance with *Q3-20 Deferral, Cancellation and Exclusion Policy* and *Q5-8 Student Refund Policy*.

TRAINEESHIP FEE STRUCTURE (ONLY):

- a. Government funded programs follow the guidelines as per contract (cost- nominal hours per unit)
- b. Fees can be paid via cash, cheque, credit card, EFTPOS

- c. Refund is available for units paid for and not commenced upon withdrawal from the course or a partial refund is available for those who have commenced a unit but not completed (refer to Q5-8 *Student Refund Policy*).

FINANCIAL ASSISTANCE (AUSTRALIAN DOMESTIC STUDENTS):

Youth Allowance: Financial assistance to eligible students under 25 years of age. For more information please visit: http://www.humanservices.gov.au/customer/services/centrelink/youth-allowance?utm_id=7

AUSTUDY: Financial assistance to eligible students over 25 years of age. For more information please visit: http://www.humanservices.gov.au/customer/services/centrelink/austudy?utm_id=7

VET STUDENT LOANS: For more information visit: <https://desbt.qld.gov.au/training/training-careers/incentives/vet-student-loans>

ABSTUDY: Financial assistance to eligible Aboriginal and Torres Strait Islander people. For more information please visit:

http://www.humanservices.gov.au/customer/services/centrelink/abstudy?utm_id=7

Payment plans: For more info contact Charlton Brown on (07) 3216 0288 or visit:

reception@charltonbrown.com.au

EDUCATIONAL STANDARDS:

CHARLTON BROWN® has adopted policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of participants.

CHARLTON BROWN® maintains a learning environment that is conducive to the success of participants. The college has the capacity to deliver nominated courses and to provide facilities and also uses appropriate methods and materials.

MARKETING:

CHARLTON BROWN® markets vocational education and training courses with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In provision of information, no false or misleading comparisons are drawn with any other provider or course.

STUDENT INFORMATION:

CHARLTON BROWN® provides accurate, relevant and up-to-date information prior to commencement. This includes

- Copy of Code of Practice
- Admissions procedures and criteria
- Copy of refund policy
- Total costs/fees to participants
- Certification to be issued to the participants on completion or partial completion of the course.
- Competencies to be achieved by participants
- Assessment procedure
- Students are able to access their academic record upon request
- Facilities and equipment and
- Student support services

RECRUITMENT:

Recruitment of students is conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. CHARLTON BROWN® ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies.

WORKPLACE HEALTH AND WELFARE POLICY:

It is the policy of CHARLTON BROWN® to conduct its activities in a way that, as far as possible protects the health and safety of all people at the workplace and actively promotes safe working practices.

In order to support this policy CHARLTON BROWN® will:

- Comply with all relevant legislation and statutory requirements, codes of practices and industry standards
- Promote health and safety awareness and the development of safe working procedures

- Provide information, training and instruction and adequate protective equipment, where necessary
- Maintain an effective accident, injury and hazard reporting system
- Maintain all equipment in safe working order.

EMPLOYEES, CLIENTS AND VISITORS ARE EXPECTED TO:

- Comply with all relevant legislation and statutory requirements, codes of practices and industry standards
- Where necessary, wear appropriate protective equipment
- Report all accidents, injuries and hazards

EQUAL OPPORTUNITY:

CHARLTON BROWN® will ensure that all workers have an equal chance to seek and obtain employment with the organisation. The organisation recognises that the equal employment opportunity target groups identified in the legislation are:

- Indigenous Australians
- People with disabilities
- People from non-English speaking backgrounds

CHARLTON BROWN® will select all workers on the basis of merit. Judgements about people will be made on the basis of their ability to carry out the specified duties of the position they are applying for.

INTERNATIONAL STUDENTS STUDYING IN AUSTRALIA:

CHARLTON BROWN® has a policy in place which deals with international students and which complies with the Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991 and The National Code 2007.

INTERNATIONAL STUDENTS STUDYING OVERSEAS:

Students undertake CHARLTON BROWN® courses in other countries work in line with Standards for NVR Registration Training Organisations 2011 and quality standards established and maintained by CHARLTON BROWN®.

ENTRY REQUIREMENTS:

Australian Domestic Students

- Minimum age seventeen in accordance with the Child Care (Child Care Centre) Regulations Act 2002 (Note: The College Director has discretion to accept entry of any student under the age of seventeen).
- Completion of year 10 with at least a sound achievement in an English subject.
- Successful completion of a police clearance or Working with children Blue Card
- Medical Certificate attesting to the student's good health.
- Successful reference check

INTERNATIONAL STUDENTS STUDYING IN AUSTRALIA

- Minimum age of eighteen
- Appropriate level of education, including English language comprehension (IELTS 5 / 5.5 or equivalent)
- Appropriate visas
- Health cover

INTERNATIONAL STUDENTS STUDYING OVERSEAS

- Minimum age of eighteen
- Appropriate level of education and English language to be able to complete the course successfully.