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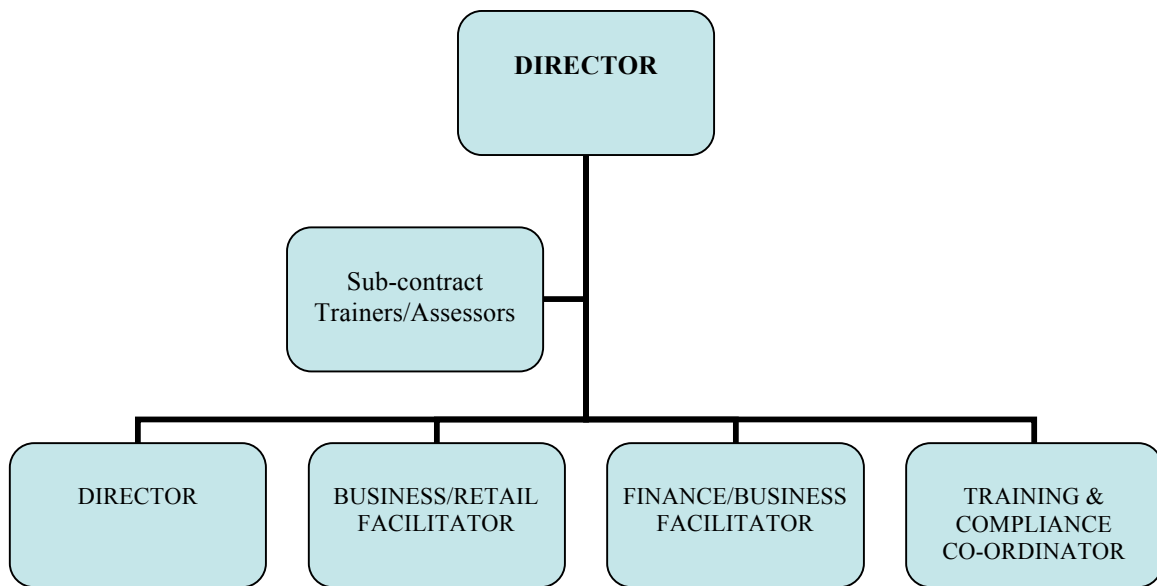
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MANAGED CORPORATE OUTCOMES MISSION STATEMENT

'To provide corporate solutions that are focused on improving performance.'

To meet our customers needs in all aspects of their business environment. To exceed customers' expectations of service in a working environment that is both challenging and rewarding in the dynamic arena of both corporate and small business.'

MANAGED CORPORATE OUTCOMES
ORGANISATIONAL CHART



CODE OF PRACTICE

Policy / Procedure No: 1 (a)

Performed by / Relevant to:

All Managed Corporate Outcomes staff, Trainers, Assessors

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

This policy verifies that Managed Corporate Outcomes agrees to operate ethically and within the principles and standards of the Australian Quality Training Framework. This includes a commitment to recognize the qualifications issued by other Registered Training Organisations

1. Legislative Requirements

Managed Corporate Outcomes will meet all legislative requirements of State and Federal Governments. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

2. Access and Equity

All students/participants will be recruited in an ethical and responsible manner consistent with Course requirements. All student/participant selection decisions will comply with Equal Opportunity Legislation.

Managed Corporate Outcomes is committed to:

- providing equal opportunity and promoting inclusive practices and processes consistent with Equal Opportunity Legislation
- providing a learning environment which is free from discrimination and harassment
- providing equal opportunity and promoting inclusive practices and processes for all students/participants
- integrating the principles of access and equity in its policies and procedures

Managed Corporate Outcomes has adopted the following principles:

- the student/participant recruitment and admission process is bias-free and non-discriminatory
- curriculum is include of a range of student/participant needs
- the assessment process is fair, valid, reliable and consistent
- support is provided to those with special needs
- grievances are addressed in a fair and equitable manner

3. Quality Management / Quality Assurance

In support of this objective Managed Corporate Outcomes has developed and implemented a quality management system based on AS/NZS ISO 9001:2000 and relevant Government standards. Through the implementation of this management system – all Managed Corporate Outcomes staff are committed to maintaining and improving the performance of the Organisation to ensure the provision of high quality services.

Managed Corporate Outcomes has sound management practices to ensure effective client service. In particular, Managed Corporate Outcomes have client service standards to ensure timely issue of assessment results and qualifications. These will be appropriate to the competence achieved by students/participants and will be issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy, and, where appropriate, student/participant welfare and guidance services. Where necessary, arrangements will be made for those student/participants requiring literacy and/or numeracy training to be referred to appropriate support programmes. Managed Corporate Outcomes will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and training students/participants.

4. Client Service

Our student/participant information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

5. External Review

Managed Corporate Outcomes agrees to participate in external monitoring and audit processes required by relevant parties. Managed Corporate Outcomes recognises the value of external evaluation – both quantitative and qualitative and will seek to ensure that external reviews will explore both aspects.

6. Management and Administration

Managed Corporate Outcomes has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organizations sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. Managed Corporate Outcomes has adequate insurance coverage and policies.

7. Marketing and Advertising

Managed Corporate Outcomes will market our education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organization or training product.

8. Training and Assessment

Managed Corporate Outcomes has staff with relevant and appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training courses offered. Assessments will meet the necessary standards (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be available to ensure the learning environment is conducive to the success of trainees.

9. Issuance of Qualifications

Managed Corporate Outcomes will issue qualifications and Statements of Attainment to students/participants who meet the required outcomes of a qualification or unit of competency, in accordance with the AQTF handbook.

In cases where a company has enrolled an employee in a course and the employee subsequently leaves the company, Managed Corporate Outcomes will return all original course materials and certificates to the company and send copies to the student/participant.

10. Sanctions

Managed Corporate Outcomes will honour all guarantees outlined in this Code of Practice. Managed Corporate Outcomes understands that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our AQTF registration as a Registered Training Organisation withdrawn.

11. Information and Support Services

Managed Corporate Outcomes will provide students/participants with timely and accurate details of:

- Course information
- Costs
- Refund policy
- Competency standards
- Learning outcomes
- Assessment criteria
- Assessment results; and
- Grievance procedures and avenues of appeal

Managed Corporate Outcomes will provide students/participants will full support during the course, including (where appropriate) telephone advice and fax service for the submission or return of assignments.

COMPLAINTS, GRIEVANCES and APPEALS

Policy / Procedure No. 1 (b)

Performed by / Relevant to:

All Managed Corporate Outcomes staff, Trainers, Assessors

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – Element

Frequency:

As Required

Policy

Students/participants must have a clear understanding of the processes for sharing any complaints or grievances, and in particular, if such grievances are related to assessment outcomes – students/participants should have a fair and equitable process for appealing against assessment outcomes that a student/participant may not be in agreement.

Managed Corporate Outcomes will deal with complaints, grievances and appeals in a constructive and timely manner. It is Managed Corporate Outcomes policy to ensure that:

- Each complaint, grievance, appeal and outcome is recording in writing
- Each appeal is heard by an independent party / panel
- The student/participant making the complaint has an opportunity to formally present his/her case
- The student/participant making the complaint is given a written statement of the appeal outcomes, including reasons for the outcome decision; and
- The Managed Corporate Outcomes Director ensures that action is taken by Managed Corporate Outcomes to rectify and/or prevent any reoccurrence of any complaint that has been upheld by the independent party/panel

This policy ensures that:

- All grievances or disputes will be handled professionally and confidentially in order to achieve a quick and accurate resolution to the dispute or grievance
- Each party has a clear understanding of the steps involved in the grievance policy
- Staff and students/participants are aware of the policy and procedures for handling grievances and are informed of those in writing at the time of induction

Definitions

Dissatisfaction with the quality of service, outcomes and/or procedures is deemed to be a grievance, complaint or appeal. This service is provided by the employees of the RTO in relation to the following:

- Enrolment
- Quality of training delivery

- Competency/training assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other procedures/activities that are associated with the delivery of training and assessment delivered by the RTO
- Also, issues such as discrimination, sexual harassment, student/participant amenities, etc

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is lodged in writing the Director.

Procedure

1. Student/participant is encouraged to discuss the complaint with the relevant trainer/assessor or staff person
2. If the complaint is unable to be resolved, the complaint should be recorded in writing and lodged with the Director
3. Director is responsible for investigating a complaint and recommending the appropriate course of action

If the complaint is about a specific individual, the Director's response will include:

- Informing the person about whom the complaint has been made and seeking their input and feedback
- Mediation to be considered if deemed necessary
- Inform the complainant of the outcome of the investigation within ten (10) working days

Assessment Appeals Procedure

Students/participants will be able to resubmit their assessment tasks a total of two (2) times. Failure to be competent after a third attempt will result in the student/participant failing the unit. Managed Corporate Outcomes staff will provide online and telephone support for clarification of assessment requirements. Managed Corporate Outcomes encourages students/participants to utilize these services.

Students/participants have a maximum of three (3) weeks to lodge an appeal against their results

If a student/participant is dissatisfied with their assessment, or has been graded as 'Not Yet Competent', the student/participant should:

- Contact their assessor to discuss their concerns
- Resubmit the task with any additional information
- Review the second result. If still dissatisfied a second assessor will conduct an assessment
- If the student/participant is still dissatisfied with their result, the Director – along with the two (2) assessors involved – review the assessment task
- If agreement is not reached then the matter will be referred to an independent external party or panel – acceptable to all parties – with expertise in the area concerned
- The complainant will be notified in writing of the outcome of their appeal by the Director

RISK MANAGEMENT / CONTINUOUS IMPROVEMENT POLICY

Policy / Procedure No. 1 (c)

Performed by / Relevant to:

All Managed Corporate Outcomes staff, Trainers, Assessors

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

Managed Corporate Outcomes is committed to ensuring that the company complies with the AQTF and to continually review its processes to improve the standards of our RTO operations.

To achieve these objectives, Managed Corporate Outcomes will implement the following procedures:

Internal Audit

Annually Managed Corporate Outcomes will conduct an internal audit of its compliance with the standards of the AQTF. A report of this audit will be recorded and documented by the Director and appropriate action taken to remedy and areas of non-compliance. A copy of this report and information on any action taken will be provided to the Managing Director and made available to any external auditors.

Student Surveys

Student/participant surveys will be conducted on the completion of each module. These survey results will be analysed and documented by the Director. Where the analysis indicates that there are issues which need to be addressed, appropriate action will be taken to remedy and concerns identified. The details of the action taken will be documented by the Director.

Industry Surveys

Annually, Managed Corporate Outcomes will conduct a survey of employers who have utilized our services, seeking feedback on the quality of delivery and assessment and customer service. Results of these surveys will be documented by the Director and appropriate action taken to address any identified concerns.

Review of Policy and Procedures

At the end of each semester, Managed Corporate Outcomes will review all policies and procedures, including student records, to ensure that they are still current, that they are relevant and that they are accurate. These reviews will be conducted by the Director who in turn will update policies and procedures as necessary.

Staff Meetings

Staff meetings will be conducted by the Director. Staff meetings will be attended by all trainers, assessors and other Managed Corporate Outcomes staff, eg: Training Coordinator, Director – who are involved in the delivery of RTO programmes – at the completion of each semester.

These meetings will incorporate discussion of all aspects of the RTO operations, including:

- Policies and procedures
- Student/participant and industry surveys
- Customer complaints and appeals
- Delivery issue
- Validation and moderation of assessment
- Recording of results

These meetings may be held via a telephone conference call if deemed appropriate. It will be the responsibility of the Director to ensure that these minutes are accurately maintained.

Customer Complaints

A register of customer complaints and appeals outcomes will be reviewed to ensure that issues arising from upheld appeals/complaints have been addressed.

Summary

A summary of Managed Corporate Outcomes risk management / continuous improvement process, co-ordinated by the Director, is outlined below:

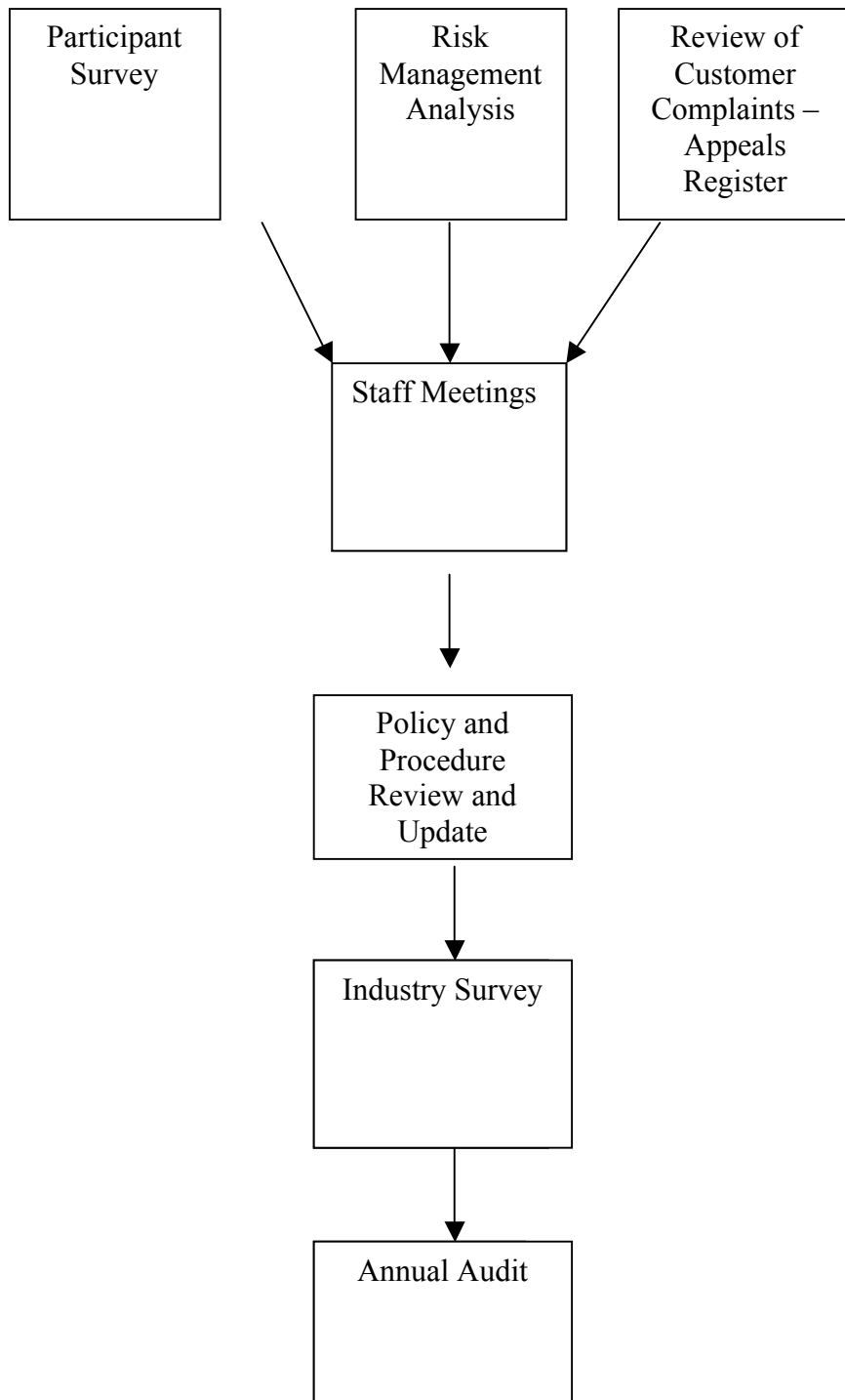
At the completion of each semester:

- Student/participant survey
- Review of register of customer complaints and appeals
- Risk Management analysis
- Staff meeting
- Policy and procedure review and update

To be completed annually:

- Industry survey
- Internal audit

Managed Corporate Outcomes Improvement Process



MUTUAL RECOGNITION

Policy / Procedure No. 1 (d)

Performed by / Relevant to:
Director, Trainer/Assessors

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:
As Required

Policy

Managed Corporate Outcomes will at all times accept and recognise the outcomes of any other Registered Training Organisation (RTO) or body in partnership with an RTO thereby ensuring the mutual acceptance through-out Australia of the qualifications and Statements of Attainment awarded by RTOs.

In accordance with the Australian Quality Training Framework (AQTF) – Managed Corporate Outcomes understands that mutual recognition applies nationally, and means the acceptance of the decisions of the registering body that has registered a training organisation, or the course accrediting body that has accredited a course, by another registering/course accrediting body, without there being any further requirement, including:

- (i) the recognition by each Registering Body of the decisions of registering bodies in other States and Territories in relation to the registration of training organisations and the imposition of sanctions, including cancellation of registration
- (ii) the recognition by each course accrediting body of the decisions of course accrediting bodies in other States and Territories in relation to the accreditation of courses

Managed Corporate Outcomes staff and contractors realise the recognition by all State and Territory registering/course accrediting bodies of the national endorsement of Training Packages as notified on the National Training Information Service (NTIS).

Managed Corporate Outcomes also accepts and recognises that AQF qualifications and Statements of Attainment issued by other RTO's enable individuals to receive national recognition of their achievements.

Managed Corporate Outcomes will:

- provide information to students as appropriate
- recognise accredited training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF)
- communicate with the issuing RTO for the provision of written communication re: a Certificate of Attainment – if doubt is evident
- by the awarding of competencies as having been obtained on a current training programme

ACCESS and EQUITY

Policy / Procedure No. 1 (e)

Performed by / Relevant to:

Director, Reception and Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

Managed Corporate Outcomes is committed to providing opportunities for all people in the community to successfully gain skills, knowledge and experience through accessing our training products.

Managed Corporate Outcomes will not be restricted on grounds of nationality, place of birth, age or gender with regard to opportunities to undertake training or seek employment with Managed Corporate Outcomes.

Managed Corporate Outcomes is developing a range of training programmes that:

- are inclusive and not exclusive
- meet student/participant needs
- meet community and industry requirements
- provide support to students/participants who may have diverse or different needs

Process:

- (i) the Director will contact students/participants each semester by either telephone or mail to enable students/participants to raise any access/equity concerns
- (ii) queries relating to the access/equity issues will be referred to the Director
- (iii) The Director will contact the student/participant to discuss their access/equity concerns and make arrangements which can include arranging a meeting with the student/participant and course trainer/assessor – notifying the training venue
- (iv) In each case where there is an action required – file notes will be made in relation to the concern and the outcome for the student/participant
- (v) The Director will ensure that the notes made from any concerns relating to access/equity is discussed at the continuous improvement meetings (see Continuous Improvement Policy)

ASSESSMENT

Policy / Procedure No. 1 (f)

Performed by / Relevant to:

Director, Trainers and Assessors

Refer Policy / Procedure No. 1 (b) and 1 (c)

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

The assessment practices by Managed Corporate Outcomes will be in accordance with the following principles:

- An emphasis on fairness, openness, accountable and defensible to the student/participant being assessed
- A focus on being outcome orientated and the achievement of learning outcomes
- A wide range of assessment tools that are flexible and holistic in their methodologies
- Providing information and support to the participant in order to improve the students/participants competence
- Enable the student/participant to take full advantage of prior learning and competencies already achieved
- The students/participants have the right to appeal their assessments – defensible and well publicised mechanisms for appeal exits

Managed Corporate Outcomes Director will maintain a register of agreements made with organisations that provide assessment services to the Company

Definition

An assessment is the process of collecting evidence and making judgements on the progress towards and achievement of performance requirements of learning outcomes.

Award and Qualifications

For a student/participant to be awarded a qualification – the must satisfactorily complete all units of competence that are a mandatory part of that course. Students/participants who fail to satisfy these minimum course requirements will be given a Statement of Attainment listing only those units of competency successfully completed.

Assignment and Workplace Projects

- Assignments, workplace project work and other evidence must be submitted by the specific deadline for a result to be recorded and extensions of time will only be given in exceptional circumstances
- Extensions need to be granted prior to the due completion date of relevant project work
- Students/participants unable to complete assessments due to illness or exceptional circumstances may apply for a deferred special assessment

- Students/participants who do not gain a Competency rating in an assessment are entitled to a re-submission. Failure in the second assessment will result in a 'Not Yet Competent' result and the student/participant will be required to undertake further training before further assessment will be conducted at additional costs

Moderation and Validation of Assessment

The Director will – at the end of each semester – co-ordinate a meeting of trainers/assessors to validate and moderate assessment outcomes. At the meeting consideration will be given to student/participant feedback, any relevant customer complaints/grievances and the latest industry survey (refer to Risk Management/Continuous Improvement Policy).

Assessment Appeals

Please refer to Complaints, Grievances and Appeals Policy 1 (b).

LEARNING SUPPORT

Policy / Procedure No. 1 (g)

Refer Policy / Procedure: 1 (c)

Performed by / Relevant to:

Managed Corporate Outcomes Reception/Administration staff, Director and Director

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

Managed Corporate Outcomes will provide appropriate support to all Students/Participants of Nationally Recognised Training Programmes – in order to assist them in achieving their individual training goals and to contribute to their personal development and career paths.

Procedure

- (i) The Director will contact student/participants each semester by either telephone or mail to enable students/participants to raise any learning support issues
- (ii) Telephone queries relating to support issues will be referred to the Director
- (iii) The students/participants will be contacted by the Director and make appropriate arrangements- which may include; notifying the training venue – arranging a meeting with the student/participant and the course trainer/assessor – arranging extra assistance from the trainer/assessor or external assistance if required
- (iv) The Director will undertake file notes of any actions that need to be undertaken if necessary
- (v) These file notes will be discussed at the bi-annual Continuous Improvement meetings (see Continuous Improvement Policy)

RECOGNITION OF PRIOR LEARNING/RECOGNITION OF CURRENT COMPETENCY

Policy / Procedure No. 1 (h)

Refer Policy / Procedure No. 1 (m)

Performed by / Relevant to:
Director, Trainers/Assessors

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:
As Required

Policy

Managed Corporate Outcomes is committed to providing a recognition process to all students/participants that is:

- Valid
- Current
- Sufficient
- Authentic

This process allows all students/participants who wish to have their current skills and knowledge, as well as previous learning and education which may have contributed to their competence level, assessed against a nationally recognised course/qualification.

In accordance with the Australian Quality Training Framework, this quality process also ensure that efficiency, effectiveness, flexibility, fairness and openness are maintained at the planning, implementation and reviewing stages of the recognition process.

The recognition process is conducted by Assessors who are experienced professionals in their industry and their detailed knowledge of competencies and qualifications.

The recognition process also allows a consultative approach to assessing both prior and current competence through planning, implementing and evaluating process.

Students/participants who are dissatisfied with the outcome of the recognition process, are able to lodge an appeal through the Customer Complaints, Grievances and Appeals process and student/participant feedback regarding recognition process is used as a valuable tool to continually improve the process

MARKETING OF ACCREDITED COURSES

Policy / Procedure No. 1 (i)

Performed by / Relevant to:
Director, Administration staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:
As Required

Policy

All Managed Corporate Outcomes marketing of training activities will be conducted with integrity, accuracy and professionalism – avoiding vague, misleading or ambiguous statements.

False or misleading information or comparisons will not be drawn with any other provider or course.

All reasonable steps will be taken to ensure that information included in marketing materials is up-to-date and accurate. The Director and Director will ensure the following practices are adhered to:

- A trainers or student/participants written permission will be obtained before Managed Corporate Outcomes uses information about that individual in any marketing materials and will abide by any conditions that the trainer or student/participant places on the use of that information
- Recognised training products will be accurately represented to prospective students/participants – ensuring that it is consistent with Managed Corporate Outcomes scope of registration.
- AQF qualifications will only be advertised if Corporate Managed Outcomes is registered with the scope to deliver those qualifications
- Advertisements by Managed Corporate Outcomes will identify nationally recognised products separately from courses recognised by other bodies or industry groups or without recognised status
- Usage of qualification titles such as Certificate III or Diploma is not permitted unless the course has been accredited by the Accreditation Council or an appropriate disclaimer is printed clearly on the document or in the advertising by Managed Corporate Outcomes
- Nationally Recognised Training and appropriate logos on relevant qualifications or awards when students/participants have satisfactorily completed all requirements and/or achieved the stated competencies

Procedure

All marketing material will be reviewed and signed off by three (3) staff – these being:

- Director
- Director
- Business Facilitator

Any changes to marketing material will need to have further review and sign-off by relevant staff

MANAGED CORPORATE OUTCOMES

MARKETING MATERIAL SIGN-OFF CHECKLIST

Course / Event: Diploma

**Course Code:
(if applicable)** 12345

**Module:
(if applicable)**

**Module Code:
(if applicable)**

Date: 11 November 2009

Venue: Brendale

Type: Website Flyer Brochure
 Other (provide detail) _____

Director:

- Date and time details are correct
- Venue details are correct
- Pricing details are correct
- Course content is accurate

Training Co-ordinator:

- Course Content is accurate
- Reference to available information on website
- Permission has been obtained from trainers and students/participants for use of information
- Course / qualification titles are accurate and use correct nomenclature

Business Facilitator:

- Course Content is accurate
- Reference to available information on website
- Permission has been obtained from trainers and students/participants for use of information
- Course / qualification titles are accurate and use correct nomenclature

Final Sign-off: _____
Director

Date

MANAGED CORPORATE OUTCOMES POLICIES and PROCEDURES

MARKETING INFORMATION REQUEST

Section 1. Information Request *(to be completed by MCO staff)*

Course Name: _____

Course Date: _____

Purpose of Information Request: _____

Detail of Information Request: _____

Section 2. Declaration *(to be completed by Trainer or Student/Participant)*

I, (print name) _____ - hereby agree to provide Corporate Managed Outcomes with the information requested.

I understand that this information will be used for the purpose as outlined in Section 1 only and that Corporate Managed Outcomes agrees to abide by any conditions that I place on the use of this information.

Signed: _____

Date: _____

PRIVACY

Policy / Procedure No. 1 (j)

Performed by / Relevant to:

All staff of Corporate Managed Outcomes

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Managed Corporate Outcomes understands and respects that staff, trainers/assessors and students/participants may be concerned about their privacy and the confidentiality and security of their information held by Managed Corporate Outcomes. Managed Corporate Outcomes is dedicated to protecting your privacy and to complying with the National Privacy Principles. Managed Corporate Outcomes Privacy Policy and Procedure sets out our practices and procedures on the collection, use, protection and recording of personal information that is collected online and offline. The Privacy Policy is regularly reviewed to ensure its currency and relevance.

Information collected

Personal information about our students/participants is collected on registration forms. The information collected will depend on the services that are used. Personal information collected includes:

- Name
- Contact details (eg: postal address – email address – telephone contacts – facsimile number)
- Citizenship
- Qualifications
- Date of birth
- Occupation
- Subject/course
- Membership details
- Professional development choices

Any printed forms completed will be kept in locked and secure filing cabinets

Use and Disclosure of Information

Personal information supplied by a student/participant is only used by Managed Corporate Outcomes in connection with conducting its business as a professional provider of education services.

Managed Corporate Outcomes will not generally disclose personal information concerning a student/participant to external parties, other than for the purpose directly related to the provision or improvement of its education services.

Managed Corporate Outcomes does not provide or sell any database information to external organisations for commercial purposes.

Access to Information

Managed Corporate Outcomes invites students/participants to regularly access and update their personal information at any time. Managed Corporate Outcomes strives to always maintain accurate, complete and up-to-date information.

If any student/participant has any queries or concerns as to the way that Managed Corporate Outcomes is handling their personal information, they should contact the Director at Managed Corporate Outcomes. If there are any concerns that remain unsolved – the student/participant is entitled to arrange for an independent person – such as the Privacy Commissioner – to investigate their concern.

STUDENT MISCONDUCT

Policy / Procedure No. 1 (k)

Performed by / Relevant to:

Director, Trainers/Assessors, Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

This policy in regard to incidents of misconduct for both academic and non-academic students/participants enrolled in courses conducted by Managed Corporate Outcomes.

The following principles apply in accordance with this Policy:

- Alleged misconduct will be dealt with on a case-by-case basis – considering the circumstances surrounding the case, and in accordance with this policy
- Students/participants who are the subject of an allegation regarding misconduct will be fairly treated and with regard to their privacy
- All students/participants facing allegations of misconduct will be treated fairly and equitably regardless of gender, race, ethnicity, age, disability or background consistent with equal opportunity policy and the principles of natural justice and procedural fairness
- Students/participants who are the subject of an allegation of misconduct is entitled to be regarded as not having committed the alleged misconduct unless and until they admit to the misconduct, or
- A fair and proper investigation into the allegation leads to a reasonable determination that they committed the act of misconduct
- Previous knowledge that a student/participant has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge, may, however, be evidence that the student/participant is aware that such action constitutes misconduct
- Managed Corporate Outcomes will view any work – or part thereof – submitted for assessment by two (2) or more students/participants to be the same or substantially the same as evidence of copying by those students/participants

Definitions

Plagiarism

Plagiarism refers to attempts by students/participants to use the work, words or ideas of others without proper acknowledgement or attempts to pass off work, words or ideas of others as their own.

Plagiarism - In the context of assessment:

- Presents any phrase or extracts verbatim, without using quotation marks or referencing the author

- Paraphrases all or part of an author's work and presents it without referencing the author, or providing inadequate reference to the author
- Copies of paraphrasing all or part of another student/participant's work and presents it as their own
- Presents all or part of an assessment item previously submitted for assessment in another course of module
- Presents all or part of the work of another participant (past or present) as their own

Collusion

Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to participants (past or present) who intentionally cooperate to gain an unfair advantage towards the achievement of an award, qualification, statement of attainment or credit towards these.

- Collusion also refers to the following practices which are not considered allowable assessment preparation approaches:
 - Unauthorised and unacknowledged joint effort in an assessment
 - Unauthorised and unacknowledged copying of material prepared by another person for use in an assessment
 - Unauthorised and unacknowledged assistance from another person

Work prepared in collusion with another student/participant will be regarded as academic misconduct.

Non-academic Misconduct

Non-academic misconduct is any action or conduct by students/participants relating to people or property which does not meet Managed Corporate Outcomes standards. Non-academic misconduct includes:

- A student/participant behaving inappropriately in an activity under the administration or supervision of Managed Corporate Outcomes
- Obstructing any Managed Corporate Outcome staff member in the performance of their duties
- Acting dishonestly or knowingly making false or misleading representations in relation to enrolment into a Managed Corporate Outcomes activity
- Altering or defacing any Managed Corporate Outcomes documents, records or property
- Altering or defacing any student/participant documents, records or property
- Altering or defacing any Managed Corporate Outcomes staff member documents, records or property
- Wilfully disobeying or disregarding any directive or condition made by Managed Corporate Outcomes
- Failing to comply with an outcome resulting from this Policy
- Interfering with the freedom of others to pursue Managed Corporate Outcomes activities
- Intimidating or harassing another student/participant or staff member based on race, ethnicity, gender, marital status, sexual preference, disability, age, religion, political beliefs or for any other reason
- Prejudicing the good name, academic standing or good order of Managed Corporate Outcomes

Student Misconduct Procedure

In a situation where a Managed Corporate Outcomes staff member, trainer/assessor or student/participant suspects an act of misconduct has occurred, they must report the matter to the Director and the Director.

The Director is responsible for investigating all cases of alleged misconduct and recommending appropriate action to the Director taking into consideration:

- The type of misconduct alleged
- The seriousness of the allegation(s)
- The available evidence
- Any time constraints or procedural expediency required

The Director's response will include – but not limited to:

- Informing the person about whom the complaint is made and seeking their views and perspective
- If necessary – utilising the services of a mediator
- Informing the complainant of the outcome of the complaint in writing within ten (10) working days

If the matter remains unresolved, the Director will refer the matter to a misconduct committee comprising of:

The Director

Trainer/Assessor

Director

The Director will provide written notification to the person/s concerned at least ten (10) days prior to the hearing date. The written notification will contain:

- The date, time and venue of the hearing
- Details of the alleged misconduct
- Committee members
- Notification that the student/participant should attend the meeting and that the student/participant is able to have a support person attend this meeting with them

The person/s who is/are the subject of the allegations may:

- Present written or oral submissions, give evidence, correct information, explain their conduct and any mitigating or extenuating circumstances
- Hear all the evidence presented, examine all written submissions and question any person giving evidence before the committee

These hearings will be recorded in writing and utilised if an appeal against the Committee's decision is lodged.

The student/participants results will be deferred until all proceedings have been finalised.

As soon as possible after the hearing – the student/participant will be sent a letter outlining:

- The decision of the Committee
- The reasons for the decision
- The penalty to be imposed (if applicable)
- The procedure of lodging an appeal (If applicable)

If the Committee finds that misconduct did not occur, the decision will be final and all records destroyed. The Director will arrange for assessment and/or the release of the student/participant results if applicable.

If an academic penalty is imposed, the Director will record this in the relevant course file.

Appeals Process

- The student/participant concerned must provide notification of their intention to appeal in writing and must outline the grounds for their appeal as follows:
 - that the penalty imposed was excessive
 - new evidence is available
 - misconduct committee decision was made without due consideration of the facts, evidence and circumstances
 - bias, prejudice or conflict of interest
 - some significant policy or procedural irregularity occurred in the investigation

- The matter will be referred to an independent panel acceptable to all parties
- The Chair of the Appeals Panel will determine whether the appeal should be dismissed or a hearing convened
- Written notification will be provided informing the student/participant that their appeal has been dismissed – including the reason for this decision - or that the appeal will be allowed and providing details of the appeal hearing
- The appeal hearing will normally take place no more than ten (10) working days after the receipt of the above written notification
- At appeal hearings – Managed Corporate Outcomes and the student/participant concerned are entitled to presentation, to question other parties and address the hearing
- The student/participant concerned and relevant Managed Corporate Outcomes staff will be notified of the outcome of their appeal in writing by the Director
- The proceedings and decision of an appeal will be kept confidential
- The Appeals Committee decision will be binding and final on all parties. There will be no further right of appeal
- Should the matter not be resolved to the student/participant satisfaction, they may take whatever action is open to them under Commonwealth and State Legislation
- Where the Appeals Committee upholds an appeal, the Appeals Committee may reduce the penalty
- Where the Appeals Committee does not uphold, or dismisses, an appeal the original decision of the Misconduct Committee will be confirmed and processed.
- The Appeals Committee may recommend a reduced penalty even if it does not uphold an appeal

Documentation

- Details of both academic and non-academic misconduct must be recorded. Records should include:
 - Initial report and alleged misconduct
 - Notification to the student/participant if the investigation does not proceed
 - Notice of allegation of misconduct and misconduct committee hearing
 - Notification of outcome and right to appeal
 - Notice of appeal
 - Appeal Committee decision

- Documentation tabled at Appeals Committee hearing
- Other documentation relevant to the investigation of the incident

Where it is determined that no misconduct occurred, all record of the alleged misconduct, apart from Appeals Committee proceedings, will be destroyed.

Penalties

The policy of Managed Corporate Outcomes is that the penalty imposed should be appropriate to the type and severity of the misconduct.

A decision of the Director, Misconduct or Appeals Committee will consider – but not be limited to, the following:

- The previous record of the student/participant
- Where the student/participant admitted the misconduct and whether, in so doing, they came forward of their own volition
- Whether the student/participant assisted or hindered the investigation process
- Whether there were significant extenuating or mitigating circumstances
- Type of misconduct
- Number of student/participant/s affected or involved and the impact of the misconduct
- Benefit derived from the misconduct by the student/participant

Academic Misconduct

Where academic misconduct is proven, the following penalties may apply:

- A formal caution or reprimand to be recorded on the student/participant record with Managed Corporate Outcomes
- A deduction of a specific amount of marks for the assessment or part thereof
- The imposition of a maximum allowable grade for the particular assessment event or subject/module
- The annulment or disallowance of results in a particular assessment
- A requirement to undertake further or supplementary assessments with the associated costs borne by the student/participant
- The exclusion of the student/participant from future Managed Corporate Outcomes courses – either permanently or for a period of time

STUDENT/PARTICIPANT RECORDS

Policy / Procedure No. 1 (I)

Performed by / Relevant to:

Director, Trainers/Assessors, Reception/Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

Managed Corporate Outcomes will ensure that student/participant records are retained and archived for thirty (30) years in a form that is suitable for retrieval and transfer to third parties and in accordance with the requirement of the registering authority.

No information will be provided to third parties without the written consent of the student/participant.

Students/participants will be able to access their personal records by request.

Procedure

The system used to maintain student/participant and staff records will be reviewed at least annually as part of the overall review of policies and procedures (see Risk Management and Continuous Improvement Policy).

- Files will be established containing:
- All enrolment forms
- A copy of the course brochure and any other materials used to market the course
- Student/participant register
- A copy of all refund and course withdrawal forms
- A copy of competency registers
- All assessment documentation
- Copies of Certificates/Statements of Attainment sent and the date forwarded to student/participants

Electronic data is backed up as per the Systems Backup Procedure.

A separate password protected folder will be established for all controlled documents.

FEES and CHARGES

Policy / Procedure No. 1 (m)

Refer Policy / Procedure No. 1(h) and 1(p)

Performed by / Relevant to:

Director, Reception/ Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy – Protection of Student Fees

Managed Corporate Outcomes policy is to ensure that student/participant fees are protected.

Managed Corporate Outcomes accepts payment for services by:

- Cheque
- Cash
- Direct Credit

Procedure

Administration staff are responsible for ensuring that cheques from students/participants are not banked more than ten (10) weeks in advance of course dates.

If Administration staff are in any doubt as to whether the payment is from an individual or a company paying for their employee to attend the course, they will make contact with the payee and confirm whether that payment is from the employer on behalf of the participant, or the participant themselves.

If payment is from an employer on behalf of the participant, then payment can be processed as per the finance procedures. If payment is from the individual student/participant, payment must not be processed more than ten (10) weeks in advance of the course.

In this instance, the Administration staff will ensure that payment details are secured in the course file.

Administration staff will ensure that payees are notified that their cheque will not be banked more than ten (10) weeks prior to the course date and lock unbanked cheques in the fire/flood proof safe. The Administration staff will keep an up-to-date list of all payees who have provided cheques that have not yet been banked.

The amount and date of all fees received must be recorded in the relevant student/participant register. The register must include the course details, amount paid, payee details, balance owing and receipt number. Receipts for fees paid must be issued at time of payment.

Fees and Charges

- All student/participants are expected to pay for their course on enrolment
- Participants may enrol in person, by telephone, mail, facsimile or email
- All course fees will be clearly noted on the course brochure/flyer
- Fees for replacement of certificates/statement of attainment are \$50.00 (incl. GST) per document
- Recognition of Prior Learning \$1,000
- Certificate III Courses – Business and Finance Programmes \$3,500
- Certificate II, III, IV – Retail Programmes \$3,200
- Certificate IV – Business Programmes (from) \$3,400
- Certificate IV – Customer Contact \$3,600
- Certificate IV – Frontline Management \$3,200
- Certificate IV – Finance Programmes \$3,600
- Double Certificate IV – Business/Project Management \$4,000
- Double Certificate IV – Business/Occupational Health & Safety \$4,000
- Certificate IV – Training and Assessment \$1,500
- Certificate IV and upgrade to Diploma – Business and Finance Programmes \$4,000
- Diploma – Business and Finance Programmes \$4,000
- Advanced Diploma – Business Programmes \$6,000

REFUNDS, CANCELLATIONS and BOOKINGS

Policy / Procedure No. 1 (n)

Performed by / Relevant to:

Director, Trainers/Assessors, Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Introduction

Managed Corporate Outcomes refund policy is fair and equitable in accordance with the Training and Employment Act (2000) as amended.

Policy

- Payment must be received prior to commencement of the course. Unpaid tentative bookings do not guarantee a position in a course.
- Cancellation of registration can occur up to seven (7) working days prior to commencement of the course with the student/participant either transferring to another course or receiving a full refund less 20% (including GST) administration fee
- If no cancellation notice is received, or cancellation is made with less than seven (7) days notice, the extent of the refund will be determined by the Director or the Director on a case-by-case basis. AQTF requirements by be adhered with by Managed Corporate Outcomes
- A student/participant may be substituted for another student/participant at any time prior to the course commencement should the nominated person be unable to attend. Please note some pre-requisites may apply for accredited courses.
- Managed Corporate Outcomes reserves the right to cancel or postpone a course to an alternative date due to insufficient numbers or unforeseen circumstances. All registered student/participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course programme
- Courses that are conducted as a result of Corporate arrangements, course fees will be refunded only if cancelled by Corporate Managed Outcomes.

**MANAGED CORPORATE OUTCOMES
COURSE CANCELLATION / REFUND FORM**

Please complete this form and return to Managed Corporate Outcomes via:

- i) fax: (07) 3261 6519
- ii) mail: P O Box 2344 – Strathpine – Qld – 4500
- iii) email: admin@mcosite.com

Name: _____

Company: _____

Address: _____

Phone: _____ **Fax:** _____ **Email:** _____

Course Name: _____

Course Date: _____

Course Code (if applicable): _____

Date of cancellation / withdrawal: _____

Amount Paid: \$ _____

Please state your reason for cancellation/withdrawal:

Office Use Only

Refund amount: \$ _____ Date: _____

Course file update: _____ Date: _____

Approved: _____ (Director)

ENROLMENT

Policy / Procedure No. 1 (o)

Performed by / Relevant to:

Director, Trainers/Assessors, Reception / Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

-
- All enrolment forms are to be passed to the Administration Officer who will:
 - Enter the enrolment details into the database producing an invoice/receipt
 - Prior to the course commencing, a confirmation letter will then be forwarded with the invoice/receipt and a copy of the Training Course Participant Handbook

COURSE COMPLETION

Policy / Procedure No. 1 (k)

Refer Policy/Procedure No. 1 (m)

Performed by / Relevant to:

Director, Trainers/Assessors, Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Competency registers are maintained by trainers/assessors and forwarded to the Director on completion of each unit.

The date of achievement of units of competency is recorded on the student/participant register as each competency is completed and signed off by the trainer.

The Director must verify eligibility for a Certificate or Statement of Attainment.

Verification requires checking student/participant module/unit completions against the qualification requirements or packaging rules in the curriculum/training package. Applicable rules will be those that applied at or after the time of enrolment up until the time of completion.

After verification, the Director will provide Administration staff with a list of Certificates/Statements of Attainment to be produced.

Upon preparing Certificates/Statements of Attainment, Administration Officer will forward them to the Director who will mail them out to students/participants and update relevant records and files.

Requests by students/participants for copies of misplaced Certificates/Statements of Attainment will be reissued on request by the Director. A cost of \$50 (incl GST) will be charged.

VERSION CONTROL

Policy / Procedure No. 1 (q)

Performed by / Relevant to:

Director, Trainers/Assessors, Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Version Control registers and the material listed in the version control register must be readily accessible to any person required to perform any function under the RTO's Scope of Registration.

Before distributing learning or assessment materials, the Director must ensure delivery is from the current version of the learning or assessment materials by:

- Checking the version number in the footer of the document
- Accessing the register of controlled documents to check the latest version number. If the version number is later than the version being checked this indicates that changes have been made to the product and the updated version needs to be accessed

The Director will ensure that all previous versions are filed separately to avoid confusion.

The register of controlled documents details the changes made to any RTO materials. It is located in the Managed Corporate Outcomes shared drive with the relevant training material. RTO employees have read-only access to these documents.

The Director is responsible for maintaining the register of controlled documents and ensuring that RTO employees have access to the relevant training materials.

COMPUTER SYSTEMS

Policy / Procedure No. 1 (r)

Performed by / Relevant to:
Director, Administration Staff

Purpose:
To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:
As Required

Policy

Computer systems back-up procedures occur regularly ensuring efficient operations. Managed Corporate Outcomes results are backed up each week on a Friday and stored in a fire and flood proof safe – and after one (1) week – stored off-site.

COMPETENCE OF REGISTERED TRAINING ORGANISATION STAFF

Policy / Procedure No. 1 (s)

Refer Policy/Procedure No. **Refer Staff Policies**

Performed by / Relevant to:

Director, Trainers/Assessors, Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

All Managed Corporate Outcomes staff will be competent to perform their RTO functions.

Ongoing personal and professional development is encouraged by Managed Corporate Outcomes Director.

Procedure

Assessments

Assessments will be conducted by industry experts designated by the Director. These experts will have the assessment competencies and/or vocational competencies as outlined in Essential Standards for Registered Training Organisations Element 1.3

Client Services

The Director will recommend any training required for staff who provide client service based student/participant surveys, client complaints and observation (see Risk Management/Continuous Improvement Policy).

Training requirements are reviewed annually in conjunction with performance appraisals (see staff policies).

CLIENT SELECTION, ENROLMENT and INDUCTION

Policy / Procedure No. 1 (t)

Performed by / Relevant to:
Director, Administration Staff

Purpose:

To ensure that Managed Corporate Outcomes satisfies the AQTF Standards for Registered Training Organisations – 2007

Frequency:

As Required

Policy

Managed Corporate Outcomes will select student/participants into courses who demonstrate genuine interest in the area and determination to complete the course.

Managed Corporate Outcomes will abide by all relevant state and territory laws in selecting student/participants.

Managed Corporate Outcomes will provide support to ensure that all eligible student/participants are able to access Managed Corporate Outcomes courses.

Managed Corporate Outcomes will provide timely enrolment services and induction information to student/participants prior to course commencement to ensure they are adequately inducted.

Procedure

Client Selection

Courses are advertised via brochures, website materials, direct mail, and verbal advice.

Enrolment/Induction

Upon receiving and application for enrolment:

- The Administration staff will process the enrolment and scan a copy of the enrolment documentation and invoice to the Director
- The Director forwards a confirmation letter to the student/participant, together with a copy of the tax invoice for their records and a copy of the student/participant handbook
- Course materials forwarded
- Follow-up contact is made to student/participants after four (4) to eight (8) weeks to gain feedback and ensure any questions or queries regarding learning support and/or access and equity issues are raised.