



## CODE OF PRACTICE

### Background

Inner Range Pty Ltd was established in 1988, its objective the design and manufacture of quality Security Systems. Since its inception, Inner Range has grown significantly and now manufactures state-of-the-art integrated Security, Access Control and Building Automation systems.

Inner Range has identified a need to retrain the Electronic Security Industry to meet the increasing complexity and flexibility of new technology. To this end, Inner Range has established a Training Centre to deliver competency based training throughout Australia.

### Educational Standards

The Training Centre maintains policies and management practices which will ensure high professional standards in the marketing and delivery of training services, and which safeguard the interests and welfare of its clients.

The Training Centre takes pride in its record of achievement and is committed to maintaining the highest professional standards of its trainers, and the quality of the training facilities and equipment.

### Marketing

The Training Centre is committed to a marketing strategy that presents training courses with integrity and accuracy, avoiding vague or misleading information.

---

**inner range** Pty Ltd

ABN 26 007 103 933  
1 Millennium Court, Knoxfield, VIC 3180. Australia.  
Phone: +61 3 9753 3488 Fax: +61 3 9753 3499  
email: [training@innerrange.com.au](mailto:training@innerrange.com.au)  
[http:// training.innerrange.com.au](http://training.innerrange.com.au)

---

## **Recruitment of Trainees**

Recruitment of trainees will be conducted at all times in an ethical and responsible manner and consistent with any pre-requisites stated in the curriculum. Appropriately qualified staff will assess each applicant to ensure their suitability and capacity to benefit from the course concerned.

The trainee application and selection criteria will be explicit and defensible, and comply with equal opportunity legislation.

## **Administration**

The Training Centre will:

- maintain systems for recording student enrolments, attendance, completion assessment outcomes (including Recognition of Prior Learning), qualifications issued, and the archiving of records.

## **Qualifications**

The Training Centre will:

- issue credentials and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of registration, Credentials and Statements of Attainment will include the following:

name of the provider as shown on the Certificate of Registration

name of the person receiving the qualification

name of the course/Training Package qualification as shown on the Scope of Registration;

date issued

authorised signatory of the Registered Training Organisation;

where courses are nationally recognised, imprint certificates with the nationally recognised training logo;

identify units of competency on any certification issued in relation to courses based on national competency standards; and

- accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

## **Training Environment**

The Training Centre undertakes to:

- comply with all laws relevant to the operation of a training premises including occupational health and safety and fire safety regulations;

- 
- ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting;
  - ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

### **Trainee Information**

The information provided to clients will be accurate, relevant and up-to-date. This will, as a minimum include:

- Scope of Registration;
- application processes and selection criteria;
- facilities and equipment;
- competencies to be achieved during training;
- assessment procedures;
- qualifications to be issued on completion or partial completion of a course; and
- trainee support services.

---

## **Policies and Procedures for:**

- Recognition of Prior Learning;
- Trainee Grievances;
- Fees and Charges; and
- Fee Refunds and Transferring Courses.

## **Commercial Standards**

The school will maintain a well-publicised fee refund policy (as described in this document) and the conditions for granting refunds will be made clear to applicants prior to enrolment. Measures to safeguard student fees will be strictly observed.

## **Fee Refunds and Transferring Courses**

The fee refund process will be prompt, easily understood and readily accessible to trainees. The policy will at all times, reflect the current Conditions of Registration.

The school will refund all payments made by a student if the course is cancelled or postponed by more than four weeks, unless alternative arrangements acceptable to the student can be made.

Prior to commencement of a course, a student will be required to give **at least ten working days notice** of withdrawal from the course to obtain a full refund or transfer to an alternative date. If **between two and ten working days notice** of withdrawal is given, prior to the commencement of the course, the student will obtain a full refund minus an administration fee not exceeding \$200 per training module. If transferring, the administration fee is payable prior to the commencement of the rescheduled course. A student who withdraws from the course **within 2 working days prior to the commencement** of the course or who fails to attend any part of the course will not be eligible for any refund or transfer.

The refund will be given within four weeks of the written notification from the student.

---

## **Trainee Grievances**

Grievances will be addressed promptly through a fair and equitable process.

Should a trainee have a grievance they should first bring this to the attention to their trainer. If the issue has not been dealt with to their satisfaction, the next step is to contact the Training Manager who will contact the student.

## **Trainee Support Services**

A Trainee experiencing any difficulty with a course will be offered immediate assistance. If a trainee feels they would like to discuss a problem, they should first bring their concern to the attention to their trainer. The trainer will attempt to assist but may refer the matter to the Training Manager.

## **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

The school will recognise a trainee's existing competence against the learning outcomes or competencies listed in a course.

If a trainee believes they have achieved some or all of the learning outcomes or competencies of a course in which they have enrolled, they can apply for RPL.

The trainee will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they have. To apply, an application form should be completed and forwarded, with any supporting evidence, to the training manager.

The applicant will be interviewed to determine the most appropriate method of verifying the competencies claimed. This may be by practical demonstration, a verbal or written test or any other method that is valid and reliable.

After verification has been completed the applicant will be notified of the assessment decision, and where applicable, credit will be given for the relevant outcomes/ modules.

Applicants may appeal a decision. Appeals can be lodged with the Training Manager.

---

## **Confidentiality Policy**

The school undertakes to follow practices and procedures to ensure confidentiality of a trainee's progress and records. No information will be supplied to a third party without the expressed permission of the person concerned.

## **Quality Assurance Policy**

The quality procedures for the training function clearly identify the lines of responsibility and processes for managing, monitoring and improving all training and support operations and for reviewing student/client satisfaction.

### **1. Reporting Relationship**

The Training Manager is responsible for, and reports directly to the General Manager for all training and training related issues. Trainers report directly to the Training Manager.

### **2. Quality Procedures**

Trainers employed by the school must have as a minimum:

- a qualification or competencies to the level being delivered;
- demonstrated achievement of certificate 4 Workplace Trainer Competency Standards;
- industrial experience that is current and relevant to the particular courses or modules being delivered; and
- any special qualification/s and experience specified in the curriculum concerned.

From time to time, the school may employ specialist lecturers, expert in their field, who will train under the supervision of an instructor.

Appropriately qualified staff will assess each course applicant to ensure their suitability and capacity to benefit from the course.

Students and staff will participate in ongoing evaluation of each course for the purpose of improvement and meeting client satisfaction. Such an evaluation will be undertaken after commencement and at the conclusion of each course. This may take the form of feedback sheets or online forms.

A summary of the results of each evaluation will be reviewed by the training manager who will appraise the General Manager of the findings.

---

The training manager will, together with the General Manager, determine any action to be implemented as a result of evaluation.

The training manager will ensure that:

- all staff are fully prepared for their duty and have access to the current curriculum, all the necessary course material, facilities, equipment and support resources; and
- training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package or customised course.

### **3. Administration**

The training manager is responsible for:

- maintenance and safe backup of records and the record keeping system, (enrolments, student attendance, assessment records and instruments, qualifications issued, RPL applications, grievances);
- achievement of the requirements of training contracts;
- selection of training staff and maintenance of relevant records;
- professional development;
- assessment and evaluation strategies;
- RPL assessments; and
- the maintenance of the Scope of Registration including obtaining copyright clearances and ensuring courses are current.