Code of Practice

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Murdoch Institute of Technology ("School").

Purpose

The School is committed to maintaining high professional and ethical standards in the provision of education and training and providing a supportive environment in which students are encouraged to achieve a high level of academic success.

The Code of Practice applies to all programs delivered by the School. The Code of Practice is embedded throughout the School's education policies and procedures and it is a requirement of employment that all staff abide by it. The Code of Practice should be read in conjunction with the School's Academic policies.

Provision of education

The School has policies and management practices which maintain high professional standards in the delivery of education, and which safeguard the interests and welfare of staff and students. The School maintains a learning environment that is conducive to student success and has the capacity to deliver and assess the qualifications for which it is registered, providing adequate facilities, and using methods and materials appropriate to students' learning and assessment needs. The School ensures that assessments are conducted in a manner which meets the specifications of accredited courses.

The School ensures that it monitors and assesses the performance and progress of its students. It ensures that teaching staff are suitably qualified and sensitive to the cultural and learning needs of students. The School also provides professional development for its staff.

The School has documented processes and appropriate mechanisms in place to ensure course outcomes are consistent with courses leading to equivalent qualifications. It has mechanisms in place to continuously improve services including processes to obtain feedback from students.

Access and Equity

The School strives to provide reasonable accommodation within the learning environment for its current and future students with conditions of access to and participation in education that enables them to have an equal opportunity to succeed.

Australian federal and state legislation makes it unlawful for educational providers to discriminate against people in certain ways because of, among other things, their age, gender, race, marital status, sexuality, or physical or intellectual disability.

Staff are informed of their responsibilities and any activities they are required to perform in this regard in the Access and Equity and Reasonable Adjustment policies.

Marketing

The School markets and advertises its courses and services in an ethical and accurate manner and seeks to avoid vague and ambiguous statements. The School ensures that there are no false or misleading comparisons drawn with other education providers and uses any approved logos appropriately. It accurately represents any recognised courses and services to prospective participants and clients.

The School ensures that it gains appropriate permission before using information about an individual or organisation in any marketing materials. It ensures stakeholders are provided with full details of conditions in any contract arrangements with the organisation.

Entry requirements

The School follows recruitment and admission processes that are bias-free and non-discriminatory and promotes equal opportunity, diversity and inclusive practices. The School provides students with accurate and sufficient information to make informed choices at all stages of the enrolment process. This information is communicated through the website and through advice provided by School representatives.

Where entry requirements for courses or programs are required, students who meet these requirements will be accepted directly into the respective course/program. If an individual does not meet the entry requirements, all attempts are made to assist them to identify alternative courses or pathways to entry.

As some programs have a limited number of vacancies, these are filled chronologically as enrolments are received by students who meet any necessary requirements.

Students enrolling in the School's courses are encouraged to seek exemptions through a range of processes outlined in the Recognition of Prior Learning (RPL) Policy. The processes used to determine RPL are fair to all parties.

Orientation for study period based students

Orientation sessions for new students are available at the commencement of each study period to ensure that students have sufficient information in the early stages of their study.

Learning materials and resources

The School is committed to ensuring that students have appropriate and adequate resources to undertake their program of study. The School ensures that all learning materials and resources are developed to the highest professional standard and reviewed and updated as part of a continuous improvement cycle.

The School's programs are delivered using a range of methods including distance, online, blended and face to face and are generally supported by online learning activities and resources. These combined resources provide students with the necessary study material and information sources they require to successfully meet the course outcomes. Students may be required to research content beyond the study materials provided to complete assessment tasks.

Students also have access to a range of support services to assist them in their studies. These support services ensure students have access to relevant School support staff or educators to assist them in their study.

All education and training programs are monitored to ensure that the specified learning outcomes or standards are achieved. School learning materials, resources and assessment tools do not require students to have language, literacy or numeracy skills at a higher level than those appropriate for the intended use of the qualification.

Language, Literacy and Numeracy

Students who require learning support for basic literacy, numeracy, English or other identified areas of learning difficulty may be referred to specialists for assistance. Applicants whose entry qualification was not completed in English must demonstrate English proficiency equivalence. Details of specific English language requirements can be found in the entry requirements for each course. Students with specific learning needs are advised to inform the School of the nature of their need at the time of enrolment so that suitable referrals or adjustments may be made.

Assessment

The School's assessment strategies are aligned with the standards in the Australian Qualifications Framework (AQF).

Assessments are guided by principles of validity, reliability, flexibility, fairness, authenticity and sufficiency. Details of assessment requirements for each qualification and assessment method(s) for each subject are outlined in the course outlines, course materials and/ or assessment information/ kits.

Assessment methods are selected to meet the published learning outcomes of subjects or the relevant competencies and the needs of student groups. The School ensures that marking of assessment items is undertaken by appropriately qualified academic staff. The School strives to support the professional development of its academic staff through a range of collaborative activities and formal training sessions such as seminars, workshops, briefings and individual coaching.

The School has systems in place to support students with disabilities and those requiring special consideration to ensure that no student is disadvantaged by an assessment method. For instance, reasonable adjustment is provided to ensure that students a disability are not presented with artificial barriers in fulfilling the requirements of their study. Reasonable adjustment may include the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment, and individual conditions of assessment such as enlarged print materials, scribes or additional time in the examination period. For more information on assessment refer to the Assessment Policy.

Rights and responsibilities

All students and staff have the right to:

- be provided with opportunities for intellectual growth
- be treated with respect and take responsibility for treating others with respect
- privacy and confidentiality consistent with safety and legal responsibilities
- feel safe and be free from verbal, physical, racial, sexual and emotional abuse
- seek and receive help, support or advice when needed.

All students and staff have the responsibility to:

- adhere to all relevant policies
- show courtesy and consideration
- respect others and tolerate different viewpoints and perspectives
- monitor their own behaviour and accept responsibility for the consequences of their behavioural choices.

Complaints and Appeals

The School is committed to resolving complaints in a fair and timely manner. The Complaints and Appeals Policy provides an equitable process for handling student complaints. The Policy outlines the avenue for submitting a formal written complaint which is investigated by an appointed manager. If the student believes their formal grievance has not been adequately resolved they can appeal through internal and external mechanisms also outlined in the Complaints and Appeals Policy. The appeals process allows for independent review of certain decisions made by the School.

Student Misconduct

The School has policy and procedures in place to investigate and resolve alleged and confirmed incidents of academic and non-academic misconduct by its students. Further information can be found in the Academic Integrity, Honesty and Conduct Policy.

Fees and Refunds

The School's students pay an agreed fee on enrolment into a program. These fees are treated in accordance with the Refund Policy outlined on the School's website.

The School reserves the right to change program fees and to cancel, postpone or reschedule programs.

Student Welfare, Guidance and Support

All students are offered advice and support services which assist students in achieving their identified outcomes. The School supports students with advice and guidance on matters related to their program of study, subject content and academic progress.

Students who require counselling on matters of personal health/welfare are referred to external professional sources for assistance. The School has no formal relationship with individual professionals and refers students to qualified medical doctors and financial advisors and counsellors who are members of relevant professional bodies.

Health and Safety

With regard to Health and Safety, the School is obliged to ensure that:

- the health and safety of staff, students, visitors and guests is addressed
- people can work or study with minimum risk of injury or illness
- any equipment used by staff or students is safe when properly used
- notices are posted in common areas outlining procedures specific to that location relating to building evacuation, first aid and fire warden information
- staff comply with relevant policies published on the School intranet.

With regard to Health and Safety, students are obliged to:

- consider and promote their health & safety and that of others
- follow instructions and not deliberately interfere with or misuse anything that has been provided for occupational health and safety

Privacy and Student Records

The School complies with the Privacy Act 1988 (and its amendments) and is committed to preserving the privacy of all student information and records. The School ensures that the personal details of students are maintained securely and that access is restricted to authorized persons.

Students can generally access their assessment results either online using their personal ID number and Password or on request for the prescribed period of time.

Refer to the Student Record Management Policy for details on maintenance of records.

Financial standards

The School has a Refund Policy that is made available to students prior to enrolment. The School ensures that all contractual and financial relationships are properly documented, and that copies of the documentation are made available to the relevant parties.

As required, the School will annually provide the regulator with a statement attested by an appropriately qualified accountant regarding the financial viability of the organisation and its capacity to deliver the courses for which it is registered.

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Policy Category	Academic
Responsible Officer	Vice President, Academic
Implementation Officer	College Director or equivalent
Review Date	may 2019

Approved by
KHE Academic Board

Change and Version Control

Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	Quality & Standards Group	Format and wording changes to align across all Kaplan academic entities.	22.05.2015	15.06.2015
1.2	Academic Quality and Governance Team.	Aligned policy with other Kaplan Australia academic entities. Changes include streamlining of nomenclature and the introduction an Implementation Officer.	26.05.2016	16.06.2016