

Code of Ethics

Queensland Institute for Aviation Engineering Pty Ltd (QIAE) has developed a Code of Ethics and Procedures, which establishes our commitment to the maintenance of the highest professional standards in the provision of vocational education and training, assessment and other client services.

A detailed quality system has been established to ensure consistency in administration, delivery and assessment.

The objectives for the organisation are:

- Providing innovative, relevant and efficient training services to its students using modern technology; and
- Ensuring that the high standard of safety and accountability within the aviation industry is maintained.
- Training and equipping students in the skills and knowledge relating to their chosen program.
- To support the student to successful competency and/or completion.
- To identify special needs and learning barriers and appropriately address those needs.
- To provide access and equity in the enrolment, delivery and assessment process.

As a Supervised Registered Training Organisation (SRTO), QIAE has agreed to operate within the Principles and Standards of the Australian Recognition Framework and the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other RTO's.

Management and Administrative Practices

- QIAE has policies and management strategies, which ensure sound financial and administrative practices.
- Management guarantees the organisation's sound financial position and safeguards student's fees until used for training and assessment.
- Records and client records are managed securely and confidentially, and shall at all times be held in confidence and are available for student perusal on request.
- All documentation, records and relevant administrative details are maintained in hard copy within lockable storage areas and electronically. This electronic storage base is backed up weekly. Backup copies are stored at a separate site in the event of loss or damage.
- QIAE has a Refund of Fees Policy, which is fair and equitable.
- QIAE has adequate insurance policies.

Dissemination of Information

Applicable legislative and regulatory requirements are disseminated to students via the Student Information Handbook and the training program for all courses delivered by QIAE.

Dissemination to staff is ensured by maintaining currency of the quality manual (contains all relevant information) and having all staff read it (when recruited), or sections of it when changes are made.

Personal Information (under the Privacy ACT 1988)

QIAE must:

- Collect, use and disclose Personal Information only for relevant purposes and to the extent necessary to perform an obligation under Training Contracts;
- Take all reasonable steps to ensure that Personal Information in its possession or control in connection with these Contracts are protected against loss and unauthorised use, access, modification or disclosure;
- Take all reasonable steps to ensure that third parties are fully aware of the purpose for which any Personal Information is being collected;
- Comply with any reasonable direction of DET about privacy and security measures; and
- Ensure that its Personnel and any other person who may have access to the Personal Information are aware of and undertake to act in a manner consistent with this clause.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant.

The relevant Privacy Principles are summarized as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.
Anonymity	Wherever possible we will provide the opportunity for the individual to interact with them without having to identify themselves.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Training and Assessment Standards

- QIAE has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered.
- Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer).
- Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Legislative Requirements

All state and federal government legislative requirements, applicable to QIAE as a Supervising Registered Training Organisation (SRTO) and on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) shall be met. This legislation includes:

- Privacy Act 1988;
- Industrial Relations Act 1999;
- Anti-Discrimination Act 1991(Qld);
- Workplace Health and Safety Act 1995;
- Commonwealth Sex Discrimination Act 1984;
- Education (Overseas Students) Act 1996;
- Commonwealth Racial Discrimination Act 1975;
- Education (Overseas Students) Regulation 1998;
- Education Services for Overseas Students Act 2000;
- Registration of Providers Financial Regulations Act 2001;
- Vocational Education, Training and Employment Act 2000;
- Vocational Education, Training and Employment Regulation 2000; and
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code).

Currency

The Managing Director is responsible for ensuring currency in the identification, recording and dissemination of any relevant legislative or regulatory information.

As part of QIAE's commitment to ensuring relevance of our training, the State and National Skills Councils will continue to be consulted on a regular basis and if law changes in this industry, knowledge and implementation of changes will be ensured.

In developing our policies and procedures, we have encompassed our commitment to comply with the various legislation.

For further information, please contact QIAE's international admissions office

phone: +61 7 5437 2722

website: www.qiae.com.au

email: enquires@qiae.com.au

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Access and Equity and Recruitment

- All students are recruited in an ethical, responsible and equitable manner adhering to Equal Opportunity Legislation and consistent with the requirements of the National Training Package.
- QIAE's Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.
- All activities related to the recruitment of students are conducted in an ethical and responsible manner, consistent with QIAE's code of practice on marketing, the requirements of industry, the relevant curriculum and Federal and State Government(s) legislation. All QIAE selection decisions will comply with community equity expectations and EEO legislation.
- The Managing Director will ensure that only appropriately qualified staff will assess the extent to which each applicant is likely to achieve the competency standards and course outcomes, based on the course entry requirements, the applicant's current qualifications and proficiencies and special learning needs. Marketing and Advertising
- QIAE will market and promote the benefits and opportunities of aircraft maintenance engineer training in general and its own services in particular with professionalism, integrity, probity, honesty and accuracy, avoiding vague and ambiguous statements.
- In the provision of information, no false or misleading comparisons will be drawn with any other training organisation or training product.

Client Service

- QIAE has sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results. These will be appropriate to competence achieved and issued in accordance with national guidelines.
- QIAE's quality focus includes a Recognition of Prior Learning / Advance Standing Policy, a fair and equitable Refund of Fees Policy, a Complaint & Appeal Policy, an Access and Equity Policy and Student Support Services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. QIAE will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- QIAE has established, mature and audited procedures and policies for training delivery and administration. These documents are supported by management practices that are designed to set and maintain high professional standards in the marketing and delivery of vocational education and training services whilst safeguarding the interest and welfare of all students.
- In particular QIAE has client service standards to ensure timely issue of trainee assessment results and qualifications. These results and assessment will be appropriate to competence achieved by the student and issued in accordance with national guidelines (and the Civil Aviation Safety Authority standards where required). In order to give each student the best opportunity to succeed QIAE has formal processes in place for identifying and assisting students who may be experiencing learning difficulties including English language, literacy and numeracy.
- QIAE's student 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.
- In addition, policies and practices are in place to ensure that the 'non-academic' and welfare needs of the student are met. These include medical and dental arrangements, banking and postal services, advice on recreational activities and anti-discrimination criteria.

Quality Management

QIAE has a commitment to provide a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs. To ensure a high standard of training QIAE maintains a nationally consistent, high quality vocational education and training system. The basis for the QIAE quality management system is the Australian Quality Training Framework (AQTF)

External Review

QIAE has agreed to participate in external monitoring and audit processes required by the relevant government agencies. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

Student Information and Assistance

QIAE will provide students with accurate, relevant, current and easy to understand information on courses prior to commencement. This will include but not be limited to:

- A copy of the Code Of Ethics;
- A copy of the Refund of Fees Policy;
- A copy of the Complaint Policy and Procedure;
- A copy of the Appeal Policy and Procedure;
- A copy of the Access and Equity Policy and procedure;
- A copy of Recognition of Prior Learning Policy and procedure;
- Details relating to Total Fees, Costs And Charges;
- The award to be issued to the student on completion or partial completion of the course;
- Competencies to be achieved by students;
- Admission procedures and criteria;
- Assessment procedures;
- Student support services; and
- Facilities and equipment.

Where necessary, arrangements will be made for those students requiring language, literacy and/or numeracy support programs.

QIAE recognises special needs that some students may have because of their individual background and experience. They may progress at a different level, and may encounter different learning barriers than others. QIAE shall endeavour to provide and maintain a professional learning support environment, wherein the student can progress at a pace consistent with their own expectations.

QIAE will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and students.

Complaints and Appeals

- QIAE has a fair and equitable process for dealing with student's complaints and/or appeals. In the event that complaints cannot be resolved internally, QIAE will advise the student of the appropriate body where they can seek further assistance.
- All written complaints/appeals will be treated "in confidence" and a decision relayed to the student as soon as possible.

International Students

- When international students are part of the QIAE student body, QIAE will be bound by the regulatory requirements for the provision of educational services for overseas students including the National Code 2007 and the Educational Services for Overseas Students (ESOS) Act 2000.
- QIAE recognises that international students may require particular assistance in satisfying needs such as those based on cultural/religious diversity, individual backgrounds or experiences. As a result of a number of factors students may also progress at differing rates. QIAE will be sensitive to these issues whilst at the same time recognising that there are professional and training requirements to be met and standards to be maintained.
- QIAE's courses must be registered with CRICOS before international students can be offered enrolment. Once QIAE has been notified of a student's intent to study at QIAE the PRISMS system is to be used to register the student and print a hard copy of the confirmation of enrolment. The student will normally require this confirmation to obtain a student visa. QIAE is to also provide the student with a training letter that reflects and confirms the dates and costs for training, as detailed in the proposal/quote.

Sanctions

QIAE will honour all guarantees outlined in this Code of Ethics. QIAE understands that if it does not meet the obligations of this Code or supporting regulatory requirements, it may have its registration as a RTO withdrawn.

For further information, please contact QIAE's international admissions office

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website: www.qiae.com.au

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