

# South Australian Institute of Business and Technology

## CODE OF PRACTICE

The South Australian Institute of Business and Technology (SAIBT/CELUSA) is committed to its customers as first priority throughout its operations. SAIBT/CELUSA complies with all relevant government legislation and statutory regulations, including the Australian Quality Training Framework (AQTF), and regularly monitors its quality systems to ensure that all activities are performed in an efficient and effective way. To maintain its commitment to quality standards, SAIBT/CELUSA regularly reviews its practices, using feedback from customers, partners and employees to assist it to continually improve its business processes.

### MARKETING

SAIBT/CELUSA, and its agents, will market SAIBT/CELUSA's educational products with integrity, accuracy and professionalism. All marketing materials published by, or on behalf of, SAIBT/CELUSA will be truthful, accurate and easy to understand. Marketing, promotional literature and general media advertising will not:

- mislead students about the level of qualifications they can achieve or the quality of the facilities and equipment provided; or
- make misleading or false comparisons with courses provided by other providers; or
- make misleading statements about the qualifications of teaching staff; or
- make misleading statements about further study opportunities or employment in Australia after they finish their course.

### RECRUITMENT

Recruitment of students by SAIBT/CELUSA and/or its agents, will be ethical and responsible at all times. Recruitment decisions taken by SAIBT/CELUSA and/or its agents, will be based on assessment of the student's qualifications and ambitions. All prospective students receive documentation outlining all of the contractual obligations between the student and SAIBT/CELUSA and will include all costs and fees. It will be written in concise, plain English.

### COURSE INFORMATION

SAIBT/CELUSA and/or its agents will provide enough accurate information so that prospective students can make informed decisions about their study choices. The information provided will include the course objectives, assessment processes and the outcomes students can achieve. Information will include the following:

- A description of the course, content and academic outcomes;
- Flexible learning and assessment procedures, including provision for language, numeracy and literacy assessment;
- Recognition of Prior Learning arrangements;
- A description of the credential or award to be given on completion of the course;
- A description of student support services including welfare and guidance services;
- Information on disciplinary procedures, appeals, complaints and grievance procedures;
- Staff responsibilities for access and equity; and
- Any course pre-requisites.

### REFUND POLICY

Prior to enrolment, SAIBT/CELUSA will inform students of costs and charges associated with their chosen course and provide them with a copy of its Refund Policy, which is also published on the SAIBT/CELUSA website. Any request for a refund will be processed in accordance with that policy. In the event that SAIBT/CELUSA is not able to fulfil its obligations as an education provider, it will ensure that students are either enrolled in an identical course with another provider or receive a full refund. SAIBT/CELUSA's commitment to providing this safeguard is its "Statement of Tuition Assurance" which is also posted on the SAIBT/CELUSA website.

### PRIVACY

SAIBT/CELUSA will ensure that all student academic, financial and other records kept are complete and accurate. Records are confidential and will not be shown to anyone unless a student (or a parent or legal guardian in the case of an under 18 student) gives permission to do so and where we are allowed to do so under the law. SAIBT/CELUSA employs trained counsellors to assist with academic or personal issues and they will also ensure that privacy is respected.

## **FLEXIBLE DELIVERY & ASSESSMENT**

SAIBT/CELUSA's programs are designed to meet individual learning needs. Progress is monitored throughout each student's course and SAIBT/CELUSA will intervene where a student is believed to be at risk of failing to satisfactorily complete their studies. The SAIBT/CELUSA Academic Board, whose membership includes independent, external representatives, regularly reviews its courses and assessment policies and processes. External university representatives on the Academic Board ensure that our qualifications are judged by the university sector as being appropriate training for tertiary studies.

## **MUTUAL RECOGNITION**

Students may have qualifications which are relevant to the course in which they are enrolling and SAIBT/CELUSA will assess qualifications through a process called Recognition of Prior Learning. If students have received qualifications in Australia from a recognised education provider they may be eligible for a credit towards the course in which they are enrolling.

## **APPEAL and GRIEVANCE MECHANISMS**

SAIBT/CELUSA has Academic and Non Academic Appeals and Grievance Policies and Procedures which are provided to students upon course commencement and are also published on its website. All formal grievances are processed in accordance with these policies. Where a student is dissatisfied with a formal decision made, they may appeal to an external agency in accordance with the policies.

## **ACCESS & EQUITY POLICIES**

SAIBT/CELUSA will not unlawfully discriminate against anyone. The organisation is committed to protecting the health, safety and welfare of students and to ensuring that learning experiences are positive and as free from discrimination or harassment as possible. In the event of an instance of discrimination or harassment, SAIBT/CELUSA will work with the student towards a remedy. SAIBT/CELUSA's policies and procedures ensure that students are treated fairly and are assisted to complete their course successfully.

## **WELFARE AND GUIDANCE SERVICES**

SAIBT/CELUSA staff are highly qualified and experienced and provide students with support, advice and counselling whenever needed. Students who are unable to attend classes due to illness or other extenuating circumstances, are provided with assistance to maintain their progress in class. SAIBT/CELUSA provides support courses and counselling services and ensures that students are aware of them. SAIBT/CELUSA is committed to continuously improving its services and regularly seeks student feedback.

## **GUARANTEE**

SAIBT/CELUSA is a Registered Training Organisation. At all times its operations comply with the legislation and standards including:

- The National Code (established under the Education Services for Overseas Students (ESOS) Act 2000).
- The Australian Quality Framework
- The Australian Quality Training Framework
- The National Standards for Foundation Studies