



The Advantage
of Clarity

Code of Practice

Registered Training Organisation



Registered Training Organisation
Code of Practice

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Our mission

Our mission is to be a respected provider of nationally accredited training courses to the Australian Qualification Framework (AQF) in the Asia Pacific region.

Quality policy

Frame is committed to serving and enhancing our clients' best interests, with an emphasis on quality that will lead us to:

- have a thorough understanding of client and regulatory requirements
- meet or exceed these requirements during the delivery of our training services
- continual improvement of our teamwork, processes and disciplines
- develop our people's skills, competence and leadership.

The framework to achieve this is by adherence to AS/NZS ISO 9001:2000, Quality Management Systems Requirements standard.

Leading Frame towards improved performance

Frame is committed to improving performance by using quality management principles. These are

- client focus
- leadership
- involvement of our people
- process approach to delivery of our services
- system approach to management
- continual improvement
- factual approach to decision making
- mutually beneficial supplier relationships
- to ensure that our strategies are fully implemented Frame has developed quality objectives from key measures which we use as true indicators of success or failure.

Our key measures are:

- to be respected alike by clients, suppliers, peers and community
- sustainable growth
- innovation.

Client services policy

Frame provides a high quality service and ensures that clients are fully informed of the services and standards they can expect from the organisation.

Frame has designated the Training Manager to be responsible for client welfare and support services. The Training Manager provides on-going information, advice and support to assist clients to derive maximum benefit from their study and achieve their goals.



Frame provides clients with orientation sessions, internal support services and referral assistance to external guidance and welfare services.

Frame conducts regular reviews on its client services through staff meetings and other continuous improvement procedures.

Service delivery policy

To ensure that we fulfil the requirements of training packages and accredited courses for our scope of registration, we:

- access well qualified staff; provide excellent facilities, resources and equipment; and provide appropriate training and assessment materials
- identify, plan and document the learning and assessment strategies for each accredited course qualification we offer to clients
- ensure that training staff use procedures for systematically identifying individual learning needs
- identify a range of delivery and assessment methods to suit a variety of needs including flexible delivery and self paced learning strategies
- ensure that course and assessment materials are appropriate to client needs and delivery methods employed
- ensure that language, literacy and numeracy requirements are consistent with client needs
- ensure that any customisation of our courses meet the requirements specified in the relevant training packages or accredited courses
- negotiate workplace delivery and assessment strategies with employers and clients.
- work with employers to integrate any on the job training and assessment and scheduling workplace visits to monitor/review workplace training and assessment
- develop, implement and monitor individual training plans for apprenticeship/traineeship training contracts *{these plans encompass all relevant off-the-job training and structured workplace training}*
- provide effective strategies for client support and monitoring
- provide information to clients outlining core and elective modules and how these are delivered and assessed
- ensure that all OHS requirements are identified and adhered to in the conduct of training and assessment
- continually revise assessment processes to improve the quality and consistency of assessment
- ensure that appeal and re-assessment processes are in place for clients who are unhappy with their assessment outcome.
- maintain systems for recording and reporting the assessment outcomes of clients and the learning outcomes they have attained.

Assessment and validation policy

Frame undertakes assessment validation at least annually. This involves a process of reviewing, comparing and evaluating assessment methods, tools and evidence to achieve standardisation in assessment so that the outcomes of training are consistent both within Frame and with other organisations that issue the same qualification.

Frame requires that all training and assessment staff attend assessment validation meetings to ensure they are using appropriate assessment activities and making accurate assessment decisions.



Meeting participants analyse samples of clients' work and discuss the assessment methods and tools used to determine the clients' competence. They determine whether there has been consistent interpretation of the standards in both the design of assessment tools and the judgements made. They help to identify effective practice and if necessary modify current practice.

Frame documents details of assessment validation meetings including action taken to improve the quality and consistency of assessment.

Evaluation and review policy

Frame is committed to implementing systematic, comprehensive and consultative evaluation and review processes to ensure high quality service to meet client needs.

Frame monitors, reviews and adjusts its courses to ensure that the interests and welfare of clients are safeguarded and that courses meet clients' needs.

We ensure that, where possible, industry input is sought in the monitoring and evaluation of these courses.

On-going monitoring of client performance is undertaken to ensure the effectiveness of training delivery and assessment methods.

Frame carries out regular reviews of courses and resources through the use of:

- module evaluation forms
- training evaluation forms
- trainer evaluation forms
- assessment review forms
- minutes of assessment validation meetings.

Identified improvements are incorporated into future courses.

Marketing policy

Frame is committed to an ethical approach to all marketing and advertising of its services and courses. We do not knowingly distort, conceal or provide false information, nor attempt to mislead clients, through our marketing and advertising activities.

Frame marketing and advertising provides clear and accurate information to clients. The Business Development Manager has sole responsibility for authorising advertising and marketing material.

Frame only advertises AQF qualifications that are included in our scope of registration.

Frame only uses the Nationally Recognised Training (NRT) logo in advertisements or marketing of training and assessment services which lead to AQF qualifications and statements of attainment within our scope of registration.



Frame only refers to clients or other persons and organisations in our marketing and advertising material with written permission.

Risk management policy

In developing and implementing systems for risk identification, assessment and treatment, Frame seeks to build a resilient and robust organisation while protecting itself from non-compliance issues. Frame encourages open and honest communication mechanisms between individuals within the organisation with a view to developing a 'no blame' culture.

Frame has designated the Operations Manager with the responsibility and authority in relation to risk management.

Frame has procedures to detect, assess and manage risks concerned with compliance with the standards for Registered Training Organisations. These procedures:

- employ multiple detection methods to identify risk factors
- undertake a variety of strategies to assess risk factors
- manage identified risks.

Staffing policy

Frame encourages excellence of service provision by all staff members.

Frame adheres to recruitment and selection procedures that are open, non-discriminative, competitive and based on merit. For each member of staff involved in our training and assessment services, the following qualifications are required:

- assessments - conducted only by persons who have qualifications from the *Training Package for Assessment and Workplace Training in Plan, Conduct and Review Assessment* as well as relevant vocational competencies. Persons without these assessment competencies may work together with another assessor with these competencies to conduct assessments.
- training - delivered only by persons who have all the competencies in Certificate IV from the *Training Package for Assessment and Workplace Training* as well as relevant vocational competencies. Persons without these Certificate IV competencies may work under the direct supervision of another trainer with these competencies to deliver training.

Frame maintains a register of trainers and assessors CVs, vocational competencies and Certificate IV in Assessment and Workplace Training qualifications. If training and assessment is undertaken through a partnership arrangement or through team/collaborative arrangements, Frame also lists the details of the trainers and assessors employed by the partner organisation.

Frame welcomes new staff into the organisation with planned and comprehensive induction relevant to their job role. For trainers and assessors this includes information on:

- training packages and/or accredited courses
- competency-based training and assessment



- vocational education and training requirements and policies
- requirements for New Apprenticeships/Traineeships.

Frame supports and actively encourages the on-going development of each staff member. For trainers and assessors this includes:

- providing professional development events
- maintaining skills and knowledge required for the services they deliver
- integrating key competencies in the delivery of vocational training
- maintaining the national requirements for training delivery standards.

Frame monitors the performance of each staff member. For trainers and assessors this includes:

- monitoring client feedback
- monitoring client outcomes
- conducting coursework supervision
- undertaking performance appraisals.

Equal employment opportunities policy

Frame supports equal opportunity in the selection of employees and ensures that people are not discriminated against on the basis of gender, pregnancy, race, beliefs, marital status, physical or intellectual disability, sexual preference or age. This means that all employees and those seeking employment are entitled to equal consideration and respect in their dealings with Frame.

Frame aims to ensure that those seeking employment are treated equitably. This means:

- selecting people on the basis of their skills, aptitude and relevant qualifications including life experience
- recognising and valuing different skills and ideas
- ensuring a workplace that is free from discrimination and harassment
- giving everyone an equal chance to develop skills and make the most of their talents
- supporting employees to combine work, study and family responsibilities.

Additionally we are committed to supporting full access to our employment opportunities by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender. At the same time Frame also seeks to ensure the highest standards of service delivery through the employment of the best-qualified staff most suited to the available positions.

To ensure EEO requirements are met, Frame:

- provides recruitment, selection and promotion practices that are open, competitive and based on merit. This means the best applicant is selected for the job.
- provides all current employees with equal opportunity to apply for available jobs or higher duties
- provides working arrangements that meet the needs of employees and create a productive workplace
- provides all employees with access to relevant information related to their job duties
- provides all employees with communication processes and channels, which allow their views to be heard
- employs fair and equitable practices in regard to staff employment including discipline and dismissal



- provides grievance procedures, which are accessible to all employees and deal with workplace complaints promptly, confidentially and fairly
- ensures that management decisions are made without bias
- ensures that there is no unlawful discrimination or harassment in the workplace
- respects the social and cultural background of all employees
- makes workplace adjustments for people with a disability
- provides training and development for members of EEO groups that enable them to be productive in their work and pursue a career path.

Disability policy

Frame is committed to supporting individuals with a physical or intellectual disability so they may enjoy full access to employment opportunities and training courses. We encourage participation as fully and independently as possible.

Frame:

- reflects positive attitudes and is inclusive of people with a disability
- strives to develop positive, informed and non-discriminatory attitudes to the needs of clients with a disability amongst staff and clients
- makes reasonable adjustment in our workplace, training venue, service delivery, operations and resources in order to cater for individuals with a disability
- arranges support services and equipment in consultation with individuals with a disability
- ensures that individuals with a disability are consulted on all matters that affect them in relation to their disability
- respects individuals' rights to privacy
- works co-operatively with external agencies to achieve optimal outcome for individuals with disabilities
- encourages clients with a disability to discuss their needs upon enrolment
- allows carers or interpreters to accompany clients with a disability free of charge
- provides resources to assist clients with a disability obtain maximum value from our training courses.

Workplace harassment policy

Frame believes that all employees and clients are entitled to enjoy a work and learning environment free of workplace harassment. Workplace harassment includes:

- unsolicited approaches, comments or physical contact of a sexual nature
- victimisation
- bullying
- racial vilification.

The Operations Manager is advised of all incidents of workplace harassment.

Workplace harassment complaints are dealt with in a strictly confidential manner and are investigated promptly and thoroughly by the Operations Manager.

Victims of workplace harassment are offered counselling either internally and/or by an external counselling agency.



Perpetrators of workplace harassment are dealt with in an appropriate manner that may involve counselling, educational advice and a written warning in the first instance. Any further incidence automatically results in dismissal.

Workplace harassment issues that warrant legal action are referred to the police only with the victim's consent.

Financial management policy

Frame is committed to acting with honesty and integrity in all our financial transactions. The Operations Manager has overall responsibility for financial management.

Frame employs sound financial management practices to ensure the viability of our operations and to promote growth of the organisation. We do this through systematic methods of planning, controlling and evaluating the organisation's financial performance.

Frame provides and maintains comprehensive, accurate and up-to-date financial records to assist the planning and decision-making process. The production of an annual budget forms is an integral part of this process. We employ effective methods to control and manage our financial transactions and undertake regular and systematic evaluation of our financial state.

Our accounts are certified, at least annually, by a qualified accountant with membership of Certified Practising Accountants Australia (CPAA).

Privacy policy

Frame collects certain personal information from staff, clients and organisations to facilitate effective and efficient service provision. To ensure the privacy of individuals and organisations we:

- only collect information with the knowledge and written consent of individuals or organisations
- only use personal information for the purposes for which it was collected
- do not re-sell, distribute, or share personal information to a third party without prior written consent of the individual or organisation
- ensure that personal information will not be disclosed to other state institutions or authorities except if required by law or other regulation
- ensure that demographic and other statistical information is not linked to any personal information that can disclose the identity of an individual or organisation.

From time to time Frame may use the contact details of individuals or organisations to provide information on our training courses or other activities. Where information is used for marketing or advertising purposes, Frame obtains prior written consent from the individual or organisation for permission to use the information and abides by any conditions of that permission.

Individuals and organisations can gain access to the personal information held by Frame and provide any necessary corrections.



Frame has implemented technology and security systems, policies and measures to protect the personal information regarding staff, clients and organisations from unauthorised access, improper uses, alteration, unlawful or accidental destruction, and accidental loss.

Frame does not use cookies on its website and does not have plans to implement such technology in the future. Some of our business partners may use cookies on our site. However, we have no access to, or control over, these cookies.

The website of Frame may contain links to other sites. Frame advises clients that we are not responsible for the accuracy or the privacy practices of other such sites. Frame encourages clients to be aware when they leave our site, and suggests they read the privacy statements of each and every website, which collects identifiable personal information.

Access and equity policy

Frame ensures persons seeking enrolment in our accredited courses are treated equitably. Clients are selected on the basis of their skills, aptitude and relevant qualifications including life experience. In order that people derive maximum benefit from accredited courses, they are also selected on the basis of their ability to fulfil the training entry requirements. This may include assessment and support for the purpose of identifying language, literacy and numeracy difficulties.

Accredited training application

All applicants are provided with the following information prior to enrolment to enable them to make an informed choice:

- accredited training information including content and vocational outcomes
- accredited training timetable including orientation session
- fees and charges
- entry requirements
- application form
- *Code of Practice*.

Entry requirements to accredited training

Entry to accredited training involves the completion of an application form and evidence of ability to meet the specific training requirements as outlined in the training information.

Client enrolment

Application forms are processed in order of receipt by Frame.

Upon acceptance of their application, applicants receive a confirmation letter detailing fees due, pre-reading material and details of textbooks. Textbooks required must be purchased prior to the commencement of the training.



Client orientation

A client orientation session will be held prior to the commencement of the course and will cover the following:

- introductions to trainers, staff and other clients
- facilities, equipment and resources
- timetable
- flexible learning and assessment strategies
- organisational policies and procedures (e.g. OHS, complaints, RPL)
- government requirements regarding management of overseas clients
- client support and welfare services
- question and answer session.

Fees

To secure a place, clients must pay the full fee seven (7) business days prior to the commencement of the course. Alternatively the training fee can be paid in instalments prior to the commencement of each term. Payment dates will be advised by Frame. Payment by instalment will attract a once-off 3% administration charge.

Frame employs financial management strategies to protect fees paid in advance.

Refund policy

A fee refund, less an administration fee of 15%, will only be given if a client cancels seven (7) business days before commencement of the course.

In the unlikely event of course cancellation by Frame, a full fee refund including the deposit will be made to clients.

After commencement of the course, fees are non-refundable.

Deferment of accredited training and fee credit

Clients may receive a pro-rata credit, less an administration fee of 15%, if they cannot continue the course for unavoidable reasons. The credit can be used to pay for a future course of their choice.

Any credit of fees held is for the use of that client only and is non-transferable to other persons. Any credit of fees being held for the use of a client is non-refundable.

Complaints procedure

Frame is committed to the early resolution of complaints and grievances. Persons wishing to complain may do so through the following procedure:

- obtain a complaint form from the office
- complete and return the form to the office as soon as possible
- the complaint will be promptly considered by the Training Manager



- the Training Manager will consult with other persons involved in the complaint
- the Training Manager will mediate to resolve the situation
- if the complaint remains unresolved the Managing Director will be engaged
- In all cases the outcome of the complaint will be advised to the complainant in writing, which will include the reasons for the decision.

Legislative compliance policy

Frame complies with Commonwealth and state legislation and regulatory requirements on:

- OHS (www.workcover.nsw.gov.au)
- duty of care legislation (www.legislation.nsw.gov.au)
- workplace harassment, victimisation and bullying (www.legislation.nsw.gov.au)
- anti-discrimination, including equal opportunity, racial vilification or disability discrimination (www.legislation.nsw.gov.au)
- taxation legislation (www.ato.gov.au)
- vocational education and training (www.vetab.nsw.gov.au)
- provision of international education and training services (www.cricos.detya.gov.au)
- apprenticeships and traineeships (www.legislation.nsw.gov.au)
- trade licensing requirements (www.legislation.nsw.gov.au).

The legislation can be found at the websites listed.

All Frame employees are provided with information about legislation that significantly affects their duties through the following:

- induction materials
- this *Code of Practice*
- meetings
- professional development events
- Frame intranet.

All Frame clients are provided with information about legislation that significantly affects their participation in vocational education and training through the following:

- client orientation sessions
- this *Code of Practice*
- Frame website.

Frame ensures that we provide and maintain insurance cover necessary to carry out all aspects of our operation including:

- workers compensation
- public liability
- professional indemnity
- any other specific insurance required by legislation and/or licensing bodies.



Frame has designated the Business Systems Coordinator with the responsibility and authority in relation to compliance with all standards for Registered Training Organisations.

Occupational health and safety

Frame considers the occupational health, safety and welfare of its staff and clients to be of the utmost importance. Frame takes all reasonably practicable steps to provide and maintain a safe and healthy workplace and learning environment.

A successful OHS program is dependent upon all persons on Frame premises sharing responsibility for ensuring a safe and healthy environment.

Our Operations Manager has the responsibility and authority in relation to occupational health and safety issues within the organisation.

Frame ensures all staff and clients are aware of their responsibility regarding OHS issues through provision of safety information and education.

The delivery and assessment of all training incorporates the relevant OHS legislation and requirements as they apply to work practices.

All injuries, accidents and near misses must be reported to the OHS Officer and recorded in the *Register of Injuries*. All incidents are investigated and action taken to prevent their re-occurrence. A first aid box is available for use by staff and clients.

Smoking is prohibited on Frame premises. Alcohol and/or illegal drugs are prohibited on Frame premises.

Any action by staff or clients that jeopardises the health, safety or welfare of others may result in dismissal.

Disciplinary procedures

Clients are expected to display a high level of personal responsibility for their learning process and for their interaction with other clients and staff.

Anyone displaying inappropriate or dangerous behaviour (e.g. disruptive class behaviour, refusal to follow OHS procedures, irregular attendance) will be required to attend a disciplinary meeting with the Training Manager to discuss the necessary changes they need to make. The meeting participants will negotiate an agreed plan of action and time scale for reviewing the necessary behaviour changes. If the agreed changes are not implemented, the client may be dismissed from the course.

Attendance

Our accredited training programs will challenge clients' resolve and endurance, requiring a steadfast commitment. Regular and punctual attendance at classes is required for successful completion of courses.



Clients who do not display regular attendance at their course may be required to attend a disciplinary meeting. If a client's attendance in any course module falls below 20% they may be ineligible for a pass in that subject.

In the event of extended absence due to ill health or personal reasons, clients will need to discuss their position with the Training Manager.

Recognition of prior learning (RPL)

Recognition of prior learning is the determination of advanced standing that a client has through their previous formal or informal training, work experience and/or life experience. Frame recognises the AQF qualifications and statements of attainment issued by other Registered Training Organisations in accordance with its mutual recognition obligations.

RPL is offered to all clients on enrolment and are provided with an RPL information sheet. Clients may apply for an RPL assessment related to competencies/modules included in the accredited course. An RPL application form is available from the office.

Clients are required to provide sufficient evidence of competence to sustain a successful RPL. The evidence required is established through the RPL process.

The RPL process is structured to minimise time and cost to applicants. It provides guidance in enabling applicants to gather sufficient evidence to support their claim for recognition of current competencies held, regardless of how, when or where the prior learning occurred.

A fee of \$100.00 will be charged for each unit of competency assessed for recognition of prior learning, plus 75% of the scheduled course fee upon successful assessment.

Training delivery procedures

The courses at Frame are delivered in a manner that provides individual clients with the best opportunity to succeed in achieving their goals.

A variety of theoretical, practical and interactive delivery strategies are employed. Strategies include: trainer presentation and demonstration, workshop practise, discussions, question and answer sessions, case studies, role play and structured exercises.

Accredited training modules are delivered through group classes and include one-to-one guidance and coaching for clients.

All trainers and assessors have a minimum of five (5) years training experience in their area of expertise and are formally qualified to deliver accredited training and assessment in line with accredited training guidelines.



Assessment policy

Frame ensures that the assessments it conducts, either through a training and assessment, or assessment only process, meet the National Assessment Principles. This means we:

- comply with the assessment requirements in the training packages and accredited courses on the scope of our registration
- issue statements of attainment or qualifications when a person is assessed as competent
- comply with the assessment principles of validity, reliability, fairness and flexibility
- ensure that clients are fully informed of all matters relating to assessment activities
- focus on the application of knowledge, skills and appropriate workplace attitudes to the standard of performance required within the specified units of competence. Assessment will include application of the four dimensions of competency (*task skills, task management skills, contingency management skills and job role environment skills*) and the key competencies.
- involve the evaluation of evidence according to the rules of evidence (valid, sufficient, current and authentic evidence) to enable effective judgements to be made about whether competency has been attained
- provide constructive and timely feedback to the client about the outcomes of the assessment process and guidance on future options
- ensure fair and equitable assessment for all clients, taking account of cultural and linguistic needs
- provide for reassessment where appropriate
- provide for a transparent and documented process of appeal where assessment decisions are disputed by the applicant.

Frame fulfils these requirements by employing systematic assessment processes that promote consistency in the planning, conducting and reviewing and validation of assessment events.

Accredited course assessment procedures

Assessment is carried out in accordance the AQF.

Assessment for all course competencies is compulsory. Assessment processes cover the broad range of skills and knowledge needed to demonstrate competency in the relevant field of study. Assessment integrates knowledge and skills with their practical application.

The trainer/assessor provides clients with written descriptions of accredited course content, learning outcomes and assessment criteria for each competency/module. This also includes information of methods of assessment, assessment tasks, and due dates for completion of assessment tasks.

All assessment tasks should be completed on or before the due date. Extensions need to be negotiated with the assessor and must be for a good reason.

The accredited training allows for only 'competent' or 'not yet competent' on completion of each competency/module. Grades may be given on assignments as an indication of the client's performance at the assessor's discretion.



Workplace assessment procedures

Workplace assessments are conducted in accordance with the AQF.

Workplace assessments are conducted according to training/assessment plans as agreed between the trainer/assessor and all stakeholders.

Assessors enable clients to undertake a self-assessment process prior to formal assessment events. Assessors negotiate and inform clients on all aspects of workplace assessments prior to formal assessment. This includes assessment methods, assessment tools and reasonable adjustments to the assessment process where appropriate.

Assessment events, resources, times, etc. are discussed with employers, supervisors, mentors, coaches, where appropriate. Confidentiality is maintained at all times.

Appeals against assessment decisions

Clients wishing to appeal against accredited training or competency/module assessment decisions may make a formal request for re-assessment of their work as follows:

- obtain a request for re-assessment form from the office
- complete and return form as soon as possible to the office with relevant assessment documents
- the original assessor will be requested to report on their assessment process
- all original assessment documents will be submitted for re-assessment to a second qualified assessor together with original assessor's report
- where practical demonstrations form part of the assessment, arrangements will be made for re-assessment by a second qualified assessor
- the client will be notified in writing with details of the re-assessment result
- any further re-appeals will be dealt with as per our complaints procedure.

Exit points

Completion of all modules of the accredited course is the only exit point for those who wish to receive a full qualification. A statement of attainment is available for completed competencies if a client leaves prior to the end of an accredited course.

There is no automatic re-entry into a future accredited course if clients fail to complete all competency/modules of the course in which they were originally enrolled.

Issuance of qualifications

Frame issues qualifications and statements of attainment in accordance with the requirements of the current *AQF Implementation Handbook* and the endorsed training packages and accredited courses within our scope of registration.

Frame uses the Nationally Recognised Training (NRT) logo on all qualifications and statements of attainment it issues in accordance with the *Nationally Recognised Training Logo Specifications*.



A single qualification will be issued to clients upon successful completion of the accredited course. Clients issued with a qualification will also receive documentation that identifies the units of competency that have been achieved. Frame issues and records AQF qualifications and statements of attainment, which identify:

- the national competency/module code
- the national training code
- Frame national provider number
- list of competencies and/or modules achieved.

A statement of attainment will be issued for partial completion of the training. Clients who have only completed some of the units of competency from a training package or modules of an accredited course are provided with a statement of attainment listing the units of competency or modules achieved.

Frame maintains records relating to the issuance of qualifications.

The Training Manager of Frame has sole responsibility for authorising the issuance of qualifications and Statements of Attainment to clients.

Frame maintains appropriate systems to control, record and report on the issuance of Qualifications and statements of attainment.

Records relating to the issuance of qualifications and statements of attainment are archived and kept safely for 30 years.

English language proficiency

Applicants with a non-English speaking background are required to have an adequate level of English language to undertake the accredited training.

English language proficiency levels for overseas clients and those of non-English speaking background are prescribed in the following rating systems:

- | | | |
|----|-------------------------------------------------------|-----|
| a. | Test of English as a foreign language (TOEFL) | 540 |
| b. | International English Language Testing System (IELTS) | 6 |
| c. | Australian Second Language Proficiency Rating (ASLPR) | 3 |

If there is any doubt that a client's English language does not meet this level of proficiency, then the client will need to be certified by an independent testing body in the client's country and provide the original copy of the certificate to Frame.

Applicants requiring assistance with language development will be advised of available bridging courses through local colleges e.g. Adult and Community Education (ACE) or TAFE.

End of Document
Code of Practice

