



Gold Coast Learning Centre Code of Ethics

Gold Coast Learning Centre is bound by the National Code 2007.

Gold Coast Learning Centre adheres to the National Code of Practice which is endorsed by the Department of Education, Training and Youth Affairs. The National Code of Practice is followed as it applied to all registered providers of education and training services to overseas students on student visas.

As a provider of ELICOS courses, GCLC will be registered on CRICOS and is accredited by NEAS and VETAB. Thus, Gold Coast Learning Centre must currently meet all relevant state and federal legislation requirements and provisions of the National Code in order to register and maintain CRICOS registration.

The National Code ensures that International Students:

- Receive quality delivery of education and training services
- Receive the tuition and services for which they paid
- Receive ethical information about the College, its courses, information and requirements;
- Understand the Recognised Prior Learning (RPL) procedures and competency procedures of the College and receive fair treatment in this area;
- Be knowledgeable about the policies and procedures of the College have access to their own records, refund and transfer policies, and be aware of privacy issues;
- Are protected by relevant state and federal legislation.

Gold Coast Learning Centre Code of Practice

In addition to the National Code of practice, all staff at Gold Coast Learning Centre are expected to follow the correct procedures as underpinned by Gold Coast Learning Centre's Code of Practice. The Code of Practice at Gold Coast Learning Centre is explained at orientation for all staff and is continuously updated through professional development and staff meetings, so as to reflect current practices in the workplace. Gold Coast Learning Centre's Code of Practice also requires that staff have a working knowledge of the following:

A)

1. The staff of Gold Coast Learning Centre will at all times act with integrity in dealing with all members of staff and all students, clients and agents.
2. Gold Coast Learning Centre will adapt policies and update current practice to reflect the statutory and regulatory requirements of:
 - a) Vocational Education and Training Accreditation Board (VETAB), Australian Quality Framework (AQTF), National Standards for Registered Training organisations;
 - b) The Education services for Overseas Students Act 2000 (ESOS Act) and the National Code of practice for Registration Authorities and Providers of Education and Training to Overseas students.
 - c) Commonwealth/State legislation and regulatory requirements.
 - d) The National ELT Accreditation Scheme (NEAS).
3. Gold Coast Learning Centre will ensure:
 - a) All marketing and promotional material is honest, accurate and fair in its information to students, including language for international students;

- b) Resources and facilities are updated to reflect current standards and quality;
 - c) All staff are properly trained and are aware of current practices and research in their specialist fields through the provision of professional development;
 - d) Compliance with current EEO, OH & S, Duty of Care, Harassment, Discrimination and Grievance procedures;
 - e) All records are kept secure and are archived in a compliant manner;
 - f) All students are kept fully aware of their rights as consumers within Australia and ensure the access of records and information to all students on request.
4. Gold Coast Learning Centre will ensure that all agents representing the College are properly informed and compliant with current regulations and the Code of Ethics, and Code of Practice.
 5. Quality assurance procedures will be arranged so as to fit harmoniously within the workings of Gold Coast Learning Centre, so to ensure smooth and compliant operations of the RTO/ELICOS departments.

B) Behaviour

Gold Coast Learning Centre will ensure through Policies and Procedures that all staff behave in a professional manner and conduct themselves in a controlled and appropriate fashion. Staff should speak respectfully and politely to other staff members and students at all times. Gold Coast Learning Centre also has an obligation towards the larger community as a whole. As a local business, it interacts with other businesses and people on a daily basis and therefore relies on a conduct of respect and professionalism. The college shall always strive to avoid any conflicts of interests with all afore mentioned parties.