



Australian Institute of Public Safety

CODE OF PRACTICE

Our Vision

Through the efforts of our team, to maintain our position as leader in the field of public safety services.

(61 + 3) 8327 2600

www.aips.edu.au

THE ORGANISATION

The Australian Institute of Public Safety is strongly committed to providing high quality services to all its clients. To achieve this, the following applies:

- The organization maintains strong links with regulatory authorities, industry and professional groups to ensure relevance and contemporary practices in all areas of our operation;
- We have a philosophy of total accountability, open communication and welcome advice relative to any of our activities;
- We maintain accreditation for all our programs and services including quality assurance that aligns with international standards; and
- The Institute maintains a research focus that seeks to identify and implement innovative practices within all our services.

COURSE DEVELOPMENT

All programs offered by the Institute are developed through a consultative process with industry and professional bodies. To achieve this, the following applies:

- Course Advisory Panels are formed that comprise key personnel from the relevant industry or professional sector;
- Members of a panel are supported by Institute researchers to ensure course content aligns with appropriate standards in the field of study;
- All learning materials are packaged to ensure course structures are consistent, delivery can be flexible and assessment strategies appropriate; and
- All courses are subject to on-going review regarding content, delivery, supportive materials and assessment strategy.

ADMINISTRATION

Our administration staff are trained to provide high quality customer service at all levels of the operation. To achieve this, the following applies:

- Administrators must be appropriately qualified in their relevant field of work and attend internal programs to ensure philosophies and service expectations of the Institute are adopted;
- All administrative processes are documented and procedures developed to ensure consistency in service delivery;
- Processing of administrative requirements occurs promptly and in accordance with Institute rules, regulations and policy; and
- Administration is subject to annual quality audits including a review of current business methodology.

TEACHING STAFF

Our teaching staff have professional industry standing and are trained to provide the most relevant and effective content available. To achieve this, the following applies:

- The Institute only engages leading, dynamic and appropriately qualified professionals for all its programs;
- All instructors attend internal programs to ensure philosophies and service expectations of the Institute are adopted;
- Internal and external instructor assessment forms part of the Institute's quality and review policy; and
- Instructors are trained in advanced course delivery strategies which incorporate principles for adult learning and the achievement of competence against course criteria.

SUPPORT FOR STUDENTS

This organization fully supports its students including course completion and career development: To achieve this, the following applies:

- The Institute is governed by documented regulations, policies and procedures which are freely available and outline all rights and responsibilities regarding students;
- All Institute staff are able to advise and assist students select a realistic career path in addition to the processes of personal development;
- At the time of enrolment, students are advised of all course requirements such as attendance, delivery, equipment and assessment criteria;
- Counselling, support and student referral services are available through the Program Director;
- Students experiencing difficulty are able to access the Institute's remedial program; and
- Grievance issues are formally addressed.

HONEST AND ACCURATE ADVERTISING

Integrity is of utmost importance to the Institute and we undertake to honestly and accurately advertise all our services. To achieve this, the following applies:

- All advertising materials clearly outline the range of services provided including any accreditation and recognition status of a course;
- Fees and program conditions are displayed including policies for course transfer and refunds;
- Vague, misleading and ambiguous statements relative to the course or the Institute are avoided; and
- All outdated advertising documentation is promptly withdrawn from circulation.

FACILITIES

AIPS is committed to providing facilities that are modern, safe, comfortable and secure. To achieve this, the following applies:

- All facilities must comply with the Institute's policy for occupation of premises;
- Policy standards are applied for student capacity, lighting, access, privacy, comfort and room temperature;
- Communication, computer, research, rest and refreshment facilities must be available; and
- Facilities must comply fully with requirements of workplace health and safety legislation.

FEE SAFEGUARDS AND REFUNDS

Ethical processing and protection of fees including clear guidelines for refunds are an integral part of the operation. To achieve this, the following applies:

- Student fees are deposited in an appropriate account until commencement of the course;
- Refund applications are expeditiously processed within 10 days of written application;
- Full refunds are provided where the course is cancelled or postponed, an application was unsuccessful or due to circumstances beyond the student's control such as medical emergency (such circumstances must be supported by appropriate documented evidence) the student was unable to attend;
- Partial refunds, less an administrative fee apply where the student withdraws from the course. No refund is available where a student withdraws from a Distance Learning Course after receiving materials;
- Any course transfer by a student incurs an administrative fee.

QUALITY AND COMPLIANCE

The Institute maintains current quality accreditation relevant to all aspects of its operation. To achieve this, the following applies:

- We maintain ISO accreditation for all our operational and administrative systems with an annual external audit;
- The Institute fully aligns with regulatory requirements for an education and training provider by ensuring our clients have access to all relevant information prior to enrolling including equal opportunity, privacy, refunds and grievance policies;
- We align with the objectives and intent of Australian Standards including *AS3806-2006 Compliance programs*; and
- Where relevant, the Institute's compliance program ensures our clients are adequately considered regarding their rights and obligations within all areas of our operation.

BREACHING OUR CODE OF PRACTICE

Any breach of this Code of Practice should be reported in writing to the Chief Executive Officer as a matter of urgency.

Letters should be addressed to:

Chief Executive Officer,
Australian Institute of Public Safety,
PO Box 12302, A'Beckett Street Post Office,
Melbourne 8006

FURTHER INFORMATION

Further information about the Institute and our Code of Practice is available by contacting us directly on (61 + 3) 8327 2600 or www.aips.edu.au