
Code of Practice and Commitment to Customer Service Policy

Purpose

We are committed to the following code of practice and customer service standards at George Brown College.

Students will have access to this and other information before commencement of their course.

Education & Training Standards

As a Registered Training Organisation (RTO), George Brown College will adopt policies and management practices which maintain high professional standards in the marketing and delivery of education and training services and which safeguard the interests and welfare of our students.

We are listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS provider 03208D) and will ensure our company meets all government requirements under the ESOS Act and the National Code 2007.

We believe in good customer service and will continuously improve, to meet the standards set out by government under the Australian Quality Training Framework and VET Quality Framework.

Keeping up to date with Nationally Recognised Training, and Legislation

GBC management and staff will ensure that all relevant legislation and regulations are ethically and consistently applied across GBC. Staff and students have access to this information and the third party contact details if they want to talk to someone. Staff are responsible for making our academic programs and classes flexible, fair and equitable to all.

GBC will meet all legislative requirements of State and Federal Governments. In particular: CRICOS Legislation, ASQA, National Code 2007, ESOS Legislation, Work Health and Safety, Workplace Relations, Anti-Discrimination and Equal Opportunity.

Interaction with the National VET Regulator

As part of RTO registration, GBC will maintain compliance through following means:

a) Written communications:

GBC uses email as its primary form of communication with the National VET regulator.

b) Interactions during Audit:

With regards to the point above, all interactions with ASQA, including Applications for Re-registration and corresponding audit communications are saved in format in the Management folder.

c) Data regarding accurate and timely data relevant to performance measures:

A registered training organisation (RTO) is required to regularly report certain information to its state or territory training authority. The range of information required includes the courses and subjects in which students are enrolled, their age and gender, and where training is occurring. The information gathered is used at a national, state and territory level to develop a picture of the vocational education and training sector in Australia; inform policy decisions; enable reporting of what has been achieved with public funds and assist future planning.

GBC reports on a timely basis according to the National VET Regulator requirements. This data, including AVETMISS (Australian Vocational Education and Training Management Information and Statistical Standard) reports and Quality Indicators is saved in an electronic file.

d) Significant Changes to Ownership:

GBC uses the official RTO Notification of Material Change or Events form to notify the National VET Regulator of significant changes.

Course Information

Prior to a course starting, GBC undertakes to ensure that students have all the information they require and know where and how to ask questions about the Institute, the courses and living and studying in Sydney.

The fees, course details, and terms and conditions of enrolment plus more will be provided upon application or enrolment, on the website and in the Student Handbook.

Staff will be available to answer further questions by phone, email and in person.

Our academic program prepares students for employment or further study at university level in their chosen field and covers both theory and practice. We expect to have an interesting mix of cultures and people in our classes and this is catered for in our teaching and assessment methods.

Selection in a Course

Selection is based on the application form showing a student's education background, possible work experience and English language proficiency (for overseas students). We encourage all interested students to apply and ask questions. Do not be shy to tell us about your interests, skills and career goals!

Academic Program Delivery and Assessment

Our courses are run in well-equipped classrooms. Wherever a student is learning they will feel safe and comfortable and will work with friendly staff.

Student progress will be monitored and assessed using a range of knowledge tests and skill based practical exercises. You will receive feedback and regular results on academic progress.

Our academic staff

All academic staff are qualified in their teaching field and have work history in this area. Their qualifications meet the quality standards for teaching staff.

We ensure that our teachers are sensitive to the culture and learning needs of the students. Some of our staff speak a second language and can assist you with your questions. We support the principles of access and equity for students and staff.

Recognition Processes including recognition of certificates from other Registered Training Providers

Students with relevant nationally recognised qualifications from Registered Training Organisations can request advanced standing or credit for parts of their course. Students may also have other prior learning and work experience in Australia or overseas. These students can apply for Recognition of Prior Learning at the application stage. Each RPL application is judged individually on evidence presented to the College. The fee for RPL will be shown separately and explained at application. Adjusted course fees will be calculated according to the subjects completed by RPL and total length of course. Overseas students will be aware that Recognition will affect their student visa duration.

Student Welfare and Guidance Services

We will be sensitive to cross cultural issues. Our staff will provide support, information and referrals to specialist agencies where required.

We will continuously monitor the learning needs of our students and provide learning support through a range of teaching and assessment methods and offer tutorial assistance.

Quality Customer Service comes from Customer Satisfaction

George Brown College (GBC) has a reputation as a well-managed, high quality learning college that is up to date with trends and changes in industry and education. We travel and meet with education providers, employers and industry representatives and talk with a wide range of people including our students and professional staff to meet customer standards.

Marketing Our Courses

- We will market our courses with integrity, honesty and accuracy. No false or misleading information will be provided on our website, brochures and other materials.

Complaints and Appeals

- All complaints will be dealt with in a constructive and timely manner. Our policies set out how this will be done and the time limits for a response in writing.
- If a student disagrees or disputes the outcome of an assessment, it is important that this is settled as quickly as possible. Our assessment appeals process is detailed step by step on the website.
- This will be explained in the GBC Student Handbook and in the program Orientation when you commence your course.

Fees and charges procedures

- Our tuition fees are set out in our marketing materials and through our marketing and recruitment representatives. It is very important that students read the Student Handbook and terms and conditions of enrolment
- When students accept an offer of a place in a course, they are reminded of their rights and responsibilities and accept the terms and conditions we set down in the Letter of Offer as an agreement between GBC and the student.
- All students are protected under Australian Consumer Law and overseas students are protected under the ESOS Act should there be a dispute with the Institute.

GBC is obliged to clearly explain what happens to students in these situations and how students can pursue their rights.

Contact Us:

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Variations

GBC reserves the right to vary, replace or terminate this policy from time to time.

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This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

Disclaimer:

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