

Code of Practice Policy

1. PURPOSE/OBJECTIVE

The Code of Practice aims to clarify for all staff the conduct expected in the performance of their duties and to provide a guide for solving ethical issues. Any doubts regarding the application of the code or the appropriate course of action to be adopted, should be discussed with an appropriate senior staff member.

2. APPLICATION

This policy applies to all staff and students of MQC.

3. POLICY STATEMENT

This policy sets out the framework which underpins the conduct of staff and students in their daily activities at MQC.

1. PROVISION OF EDUCATION AND TRAINING SERVICES

MQC will adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the educational interests and welfare of all students.

MQC will maintain a learning environment that is conducive to the success of international and local students. MQC will have the capacity to deliver the nominated course(s), provide adequate facilities and use methods and materials appropriate to the learning needs of the students.

MQC, as a provider of courses to international students in Australia will obtain registration of its courses on State and National registers and will monitor and assess the performance, course attendance and progress of students.

MQC will ensure that staff involved with international students are not only suitably qualified but also sensitive to the culture(s) of the students being taught and will provide for training of such staff as appropriate.

MQC abides by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students - The National Code.

2. MARKETING OF EDUCATION AND TRAINING SERVICES

MQC will market its educational product with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian international education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

MQC will market its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and will not detract from the reputation of other Australian institutions.

MQC will be responsible under this code for the actions of its appointed agents in relation to the marketing of services to, and the application processes for, international students and will make every reasonable effort to ensure that at all times these agents act in the best interests of the applicant and the provider.

3. PROVIDERS' FINANCIAL STANDARDS

MQC will safeguard funds paid by local and international students.

If MQC is unable to deliver agreed services it will make a refund to the student in accordance with relevant Commonwealth and/or State and Territory legislation.

MQC will properly document the contractual and financial relationship between the student and MQC and will make available to the student copies of this documentation.

4. STUDENT INFORMATION

MQC will supply accurate and current information to enable a person unfamiliar with Australia's education and training system and living conditions to make an informed decision about the appropriateness of the provider and its courses to the student's educational needs.

MQC will supply accurate and current information to students and prospective students on all relevant matters. This will include but not be limited to detailed and realistic estimates of costs for students and for accompanying dependants of tuition, accommodation and living expenses; admission procedures and criteria; conditions of acceptance; English language proficiency requirements; academic program including bridging courses, flexible programs and details of pre-sessional and in-sessional English language programs; recognition given to qualification(s) offered; withdrawal arrangements; termination of tuition; refund entitlements; including instances where the provider defaults; details of facilities and equipment, living conditions and staffing; accommodation availability on and off campus; internal and external grievance procedures; and non-academic student support services of special relevance to international students.

MQC will regularly review all information provided to students to ensure its accuracy and relevance.

5. STUDENT RECRUITMENT AND PLACEMENT

Recruitment of international and local students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an

assessment of the extent to which the qualifications, proficiencies and aspirations of the applicant are matched by the educational opportunity offered. Proficiency in English will be specifically assessed. MQC will ensure that the assessment of the educational background of intending students is undertaken by suitably qualified staff and agents and provide for the additional training of such staff and agents, as appropriate.

Offers of course placements will include requirements for English language and other bridging courses where these are deemed necessary.

MQC will inform prospective students of the relevant Acts and regulations governing international student entry to and stay in Australia. MQC will also inform prospective and enrolled students of any changes to student visa conditions, as advised by the Department of Immigration and Citizenship (DIAC) or its equivalent. This information shall include visa conditions, work rights, course requirements (including enrolment in a full time course of study, attendance and academic progression matters), the requirements to maintain current international student health cover, and DIAC's requirements for certain course changes.

MQC will notify the relevant Commonwealth authority if an international student is no longer participating in the course for which they were enrolled.

MQC will ensure that the practices employed in the recruitment and placement of international students complies with all relevant legislation.

6. STUDENT SUPPORT SERVICES

MQC will be sensitive to cross-cultural issues and provide support services to Australian and international students, especially those under the age of 18 years. These services will include adequate orientation, information and advice on accommodation, prior to course commencement, and concurrent assistance such as counselling, bridging courses and welfare facilities.

MQC will ensure that students have access to a fair and equitable process for dealing with grievances.

7. STAFF

MQC staff are expected to perform their duties with efficiency, fairness, impartiality, integrity, honesty, compassion and allow for free intellectual inquiry in all teaching and scholarship activities.

MQC staff are expected to exercise a duty of care to observe standards of equity and justice in dealing with members of the institute community and to protect the reputation of the institute in the wider community. Staff should:

- Treat students and other staff with respect;
- Not allow personal relationships to affect professional relationships;
- Respect individuals' rights to privacy and undertake to keep personal information in confidence.
- Refrain from all forms of harassment

8 SANCTIONS

MQC is aware that if it does not meet the obligations of this Code or relevant regulatory requirements it may have its approval to offer courses to international students and its registration as an approved provider withdrawn.

MQC staff should be familiar with the responsibilities that are part of their employment, and be aware that sanctions will be applied if these provisions are breached. These sanctions vary from counselling, to suspension, laying criminal charges or taking civil action.

4. DEFINITIONS

- N/A

5. RELATED DOCUMENTS

- The National Code of Practice 2007

AMENDMENT HISTORY

Department:	Governance	
Approval Authority:	SMT	
Approval Date:	1 December 2010	
Date for Next Review:	1 December 2013	
Revision Date	Version	Summary of changes
01/12/2010	1	New policy developed and implemented in line with MQ Policy.