

Code of Practice



- 1 Victorian Occupational Training Educational Services (VOTES) will ensure that programs are delivered in a professional and ethical manner in accordance with the requirements of the curriculum
- 2 VOTES will not deliver programs included in its scope of registration unless it has appropriate staff and facilities to deliver these programs
- 3 The marketing activities will be conducted with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- 4 Participants in programs conducted by VOTES will be provided with a pre-enrolment kit with the following information prior to commencement of the program:
 - Scope of registration
 - Enrolment and induction/orientation procedure
 - Access and equity policy (including staff responsibilities)
 - Fees/invoicing policy
 - Refund policy
 - Provisions for language, literacy and numeracy
 - Grievance procedure
 - Flexible learning and assessment procedures
 - Welfare and guidance services
 - Recognition of prior learning and mutual recognition policies
 - Code of practice
 - Quality control
 - Commonwealth and state legislation
 - Disciplinary procedures
- 5 Selection and recruitment of participants will be conducted in an ethical and responsible manner in accordance with the requirements of the curriculum
- 6 VOTES will ensure that any grievances of participants are dealt with fairly and equitably. All participants will have a right of appeal