

SNR 17.1_ CEPIA Code of Practice

EDUCATIONAL STANDARDS

CEPIA will adopt policies and management practices which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of participants.

CEPIA will operate within the principles and standards of the VET Quality Framework (VQF). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

LEGISLATIVE REQUIREMENTS

CEPIA will meet all legislative requirements of the State and Federal governments. In particular, requirements of the *National Vocational Education and Training Regulator Act 2012* and its associated legislative instruments will be met at all times.

ACCESS AND EQUITY

Recruitment of participants will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Recruitment decisions will rest on the assessment by **CEPIA** of the extent to which the stated competency standards and learning outcomes of the program are likely to be achieved by the applicant given her/his qualifications, proficiency, experience and aspirations. **CEPIA** will ensure that student selection decisions comply with equal opportunity legislation.

QUALITY MANAGEMENT FOCUS

CEPIA is committed to providing a quality service and a focus on continuous improvement. We value feedback from participants, staff and employers for incorporation into future programs.

CLIENT SERVICE

CEPIA has sound management practices which ensure effective client service. In particular we have client service standards to ensure the timely issue of participant results and qualifications. Qualifications are appropriate to competence achieved and are issued in accordance with national guidelines.

Our client service quality focus includes a RPL/RCC Policy, a Refund Policy, Complaints and Appeal Policies, an Access and Equity Policy and participant welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and numeracy support programs. We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our participant information will ensure that all fees and charges are known to participants before enrolment, that program content and assessment procedures are explained and that vocational outcomes are outlined.

EXTERNAL REVIEW

CEPIA agrees to participate in external monitoring and audit processes required by the National Regulator (ASQA).

MANAGEMENT AND ADMINISTRATION

CEPIA has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards participant's fees until used for training/assessment. We have a Refund Policy which is fair and equitable. Participant records are managed securely and confidentially and are available for participant perusal on request. **CEPIA** has adequate insurance policies.

MARKETING AND ADVERTISING

CEPIA will market its educational product with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

TRAINING AND ASSESSMENT STANDARDS

CEPIA has personnel with appropriate qualifications and experience to deliver the training and conduct the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including RPL/RCC and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of participants.

GUARANTEE

CEPIA will honour all guarantees outlined in this Code of Practice.

Student Information

CEPIA will provide accurate, relevant and up-to-date information to participants prior to commencement via the CEPIA website (www.cepia.com.au). This will include, but not be limited to:

- copy of the Code of Practice;
- admission procedures and criteria;
- privacy provisions
- total costs/fees to students;
- certification to be issued to the student on completion or partial completion of the course;
- competencies to be achieved by students:
- assessment procedures;
- arrangements for recognition of prior learning (RPL) and credit transfer;
- disciplinary, complaints, and appeal procedures;
- facilities and equipment;
- and student support services.

General Information For Potential Participants

Admission procedures

Applicants for admission are required to complete the appropriate Registration Form in order to enrol in a program. This can be done electronically online at www.cepia.com.au or via hard copy.

Registration Forms are available in hard copy form from **CEPIA** staff. Registration Forms are also available electronically via an email request to **info@cepia.com.au**. All sections of the Registration Form must be completed.

Fees And Charges

Fees and charges for a particular program are available on request to **CEPIA** staff. Except where other arrangements have been made, participants are required to pay fees prior to the commencement of the program. In certain cases, it may be possible for a participant to pay fees in instalments. Advice about this is available on request.

Fees and charges can be paid by electronic funds transfer (EFT), credit card or on-line.

Nationally accredited training is free of GST. Other training programs and services attract GST. Information about fees and charges will include advice about GST.

Prerequisites for Enrolments

Eligible students must possess the following in order to enrol in this course:

- an appropriate Bachelor degree equivalent to working in the therapeutic area of electrophysiology, or a demonstrated equivalence to an appropriate degree AND
- must already be employed in the field of cardiac electrophysiology and have direct access to an EP lab and be personally performing and/or participating in EP procedures

Clarification & Definition of Supervisor Role

This course is adult post-graduate education and as such you will perform much of your learning outside of dedicated class time. As such it is essential you find and nominate a suitable Supervisor to assist you with your ongoing learning. CEPIA's definition of a "Supervisor" is as follows:

- The Supervisor is the person who witnesses and/or oversees a student's work in the EP lab on a day to day basis, and will signify (with their printed name, signature and date) on the student's practical workbook that the work contained within that workbook was collected, collated and annotated unaided by the student themselves
- The Supervisor must be employed by the student's same institution on a permanent (full or part time) or contractual basis and must not be a direct relative of that student
- The Supervisor must not receive any financial gain, compensation or reward in performing their duties as Supervisor from the student
- The Supervisor must be willing and able to provide clinical tuition and/or guidance and/or mentoring in the field of cardiac electrophysiology should the student require it at a level and frequency to be agreed upon between the Student and Supervisor themselves
- The Supervisor will be copied in on all vital correspondence to ensure that critical information is duly conveyed to the student

Course Duration

The course is designed so that all three modules and their respective assessments can be completed within a 12 month period, however assessment deferrals and/or extensions may be requested up to a maximum of **5 years** after course enrolment. After this time if a student still has assessments outstanding and wishes to continue on with the course additional fees will be incurred.

Fees And Charges for Extensions Beyond 5 Years

For students who wish to extend/defer their assessment submission beyond 5 years after their initial enrolment the following fees will be charged:

- \$100 per online assessment per 12 month extension required until satisfactory completion
- \$100 per workbook assessment per 12 month extension required until satisfactory completion

If they do not wish to continue after this time they will be issued with the relevant "Statement of Attainment" or "Statement of Attendance" for the relevant Units satisfactorily attended and/or completed.

Other Penalty Fees and Charges

The following is a summary of other penalty fees and charges that may be incurred by students during their enrolment period:

Fees And Charges for Extensions Beyond 5 Years

- **Online Assessment Late Penalty**
Due to administrative requirements associated with the marking of online assessments, a fee of AUD \$50 will be incurred for every calendar day an assessment is overdue (up to a maximum of AUD \$500).
- **Online Assessment Re-sit Fee**
The fee to resit any online assessment is AUD \$100 per assessment.
- **Workbook Assessment Late Penalty**
Due to administrative requirements associated with the marking of workbooks, a fee of AUD \$50 will be incurred for every calendar day a workbook is overdue (up to a maximum of AUD \$500).
- **Workbook Assessment Resubmission Penalty**
If 1-5 tasks need to be resubmitted, there will be no fee incurred for remarking
If 6-10 tasks need to be resubmitted, a fee of AUD \$50 will be incurred for remarking
If 11 or more tasks need to be resubmitted, a fee of AUD \$100 will be incurred for

Assessment Extension or Deferral

Students are able to request an extension or deferral of any module online assessment or workbook without penalty up to a maximum of 5 years beyond their initial enrolment. For this to be accepted the request must be made via email before the workbook deadline has expired stating the reason the extension/deferral is required. If a request is received after the deadline has expired, it may be declined or the applicable penalty may be incurred.

Refund Policy

Our participant information will ensure that all fees and charges are known to participants before enrolment.

Should **CEPIA** cancel any program, participants are entitled to a full refund or transfer of funds to a future program.

All requests for cancellations or refunds for the CEPIA Vocational Graduate Diploma of Cardiac Electrophysiology course **Three (3) Module Package deal** must be made in writing to CEPIA and are subject to the following conditions:

- Requests received >45 days prior to course commencement – 75% refund.
- Requests received 45-30 days prior to course commencement – 50% refund
- Requests received <30 prior to course commencement – No refund
- No refunds or discounts will be given for failure to attend.

All requests for cancellations or refunds for **individual modules** of the CEPIA Vocational Graduate Diploma of Cardiac Electrophysiology course must be made in writing to CEPIA and are subject to the following conditions:

- Requests received >45 days prior to module commencement – 75%
- Requests received between 45-30 days prior to module commencement – 50% refund
- Requests received <30 days prior to module commencement – No refund
- No refunds or discounts will be given for failure to attend.

CEPIA uses a holding account procedure to ensure that the terms of the refund policy can be met.

Where circumstances prevent a participant from notifying absence up until thirty (30) days prior to commencement of the program, then the total fee may be refunded, less administration costs. Alternately, the fee can be transferred to another program. Each individual case will be looked at on its own merits.

Cancellation should be made through the **CEPIA** office. Where participants have an acceptable reason for not completing the course they will be able to (a) transfer to a future course and complete their training or (b) receive a refund relevant to the amount of time left to the course, less administration costs.

Access and Equity Policy and Procedures

POLICY:

CEPIA will meet the needs of individuals and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles are implemented for all people through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives. We will implement customer oriented conservation programs and target the specific needs of market segments in enhancing the economic development of the organisation.

PROCEDURES:

1. Ensure the establishment of non-discriminatory participant selection procedures which encourage fair access for numbers of under-represented groups.
2. Ensure access and equity issues are considered during program and curriculum development.
3. Provide access to staff development to assist assessors/advisers/coaches/trainers who deliver programs to members of under-represented groups, or who support or assess the work of these people.

APPEALS POLICY AND PROCESS

POLICY:

CEPIA is committed to a fair and equitable process for dealing with participant appeals against assessment policies, processes, practices or outcomes. It strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

Participants will be advised, at the time of enrolment, of the appeals process and of their rights with regard to appeals. This information will also be conveyed as part of any initial training program or process.

APPEALS PROCESS:

1. Participant perceives an issue with assessment policies and/or processes and/or practices and/or outcomes and is encouraged to discuss this with the assessor or adviser or coach or trainer.
2. The assessor/adviser/coach/trainer discusses the issue with participant and if issue is resolved the process is complete. If the issue is not resolved then step 3 is put in place.
3. a) If the appeal is against an assessment outcome,* the participant is given the option of a re-assessment by another assessor. If the participant is satisfied with the outcome of this second assessment, the issue is resolved and the process is complete. If the issue is still not resolved, step 4 is put in place.
b) If the appeal is against assessment policies, processes or practices, step 4 is put in place.
4. The assessor/adviser/coach/trainer refers the appeal to a **CEPIA** internal verifier. This referral may be undertaken on a face-to-face basis or in writing, but all documentation necessary for resolving the appeal must be supplied to the internal verifier. The internal verifier will give a decision within fifteen (15) working days of being advised of the details of the appeal.
5. If the participant is still not satisfied, he/she will be advised that he/she may pursue the appeal through ASQA; the appropriate Industry Skills Council; or the Anti-discrimination Board; or other bodies as appropriate.
6. The outcomes of all appeals must be recorded in writing.
7. The appellant must be given a written statement of the outcomes, including reasons for the decision.

* **APPEALS AGAINST ASSESSMENT OUTCOMES MUST BE LODGED NO LATER THAN FIFTEEN (15) WORKING DAYS FROM THE DATE OF THE PARTICIPANT'S RECEIPT OF THE ASSESSMENT REPORT.**

Complaints Policy and Process

POLICY:

CEPIA is committed to a fair and equitable process for dealing with complaints. It strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

Participants will be advised, at the time of enrolment, of the complaints process and of their rights with regard to complaints.

This information will also be conveyed as part of any initial training program or process.

COMPLAINTS PROCESS:

1. If participants have a complaint with any aspect of their program, they are encouraged to speak immediately with the program leader or training coordinator in order to resolve the issue.
2. If the participant is not satisfied that the issue has been resolved, he/she should forward a **written complaint** to the director, setting out in detail the issue(s) of concern. The director will attempt to resolve the complaint within fifteen (15) working days from the receipt of the written complaint. If necessary, the executive director will invite an appropriate industry-

training representative to act as an objective party in order to negotiate a satisfactory resolution.

3. If the matter is still not resolved, the complainant will be advised that he/she may pursue the complaint through ASQA; legal avenues, the appropriate Industry Skills Council; the Anti-discrimination Board, Consumer Affairs; or other bodies as appropriate.
4. The outcomes of all complaints must be recorded in writing.
5. The complainant must be given a written statement of the outcomes, including reasons for the decision.