

## **CIC Code of Practice**

### **1. Provision of Education**

- 1.1 CAMBRIDGE INTERNATIONAL COLLEGE (CIC) adopts policies and management practices to maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of students.
- 1.2 CIC provides a learning environment that is conducive to successful outcomes for students.
- 1.3 CIC has the capacity to deliver the courses for which it has been registered, provides adequate facilities and uses methods and materials appropriate to the learning needs of students.
- 1.4 CIC monitors and assesses the performance and progress of its students.
- 1.5 CIC ensures that its teaching staff have:
  - The competencies to at least to the level being delivered
  - Demonstrated achievement of Certificate IV in Assessment and Workplace Training, or be under the direct supervision of someone who is.
- 1.6 CIC complies with all relevant guidelines in regard to the delivery and assessment of courses.
- 1.7 CIC requires its teaching staff to be sensitive to the cultural and learning needs of the students.
- 1.8 CIC complies with all laws regarding the operation of its premises and ensures that facilities and equipment are adequate for the courses being delivered.
- 1.9 CIC complies with all requirements regarding the management of RPL and the assessment of prior learning.

### **2. Marketing of Education**

- 2.1 CIC markets its educational services with integrity and accuracy, and does not use vague and ambiguous wording in its marketing materials.
- 2.2 No false or misleading comparisons is drawn with any other provider or course.
- 2.3 CIC markets its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and does not detract from the reputation or interests of other providers.
- 2.4 CIC is 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 makes every reasonable effort to ensure that at all times these agents act in the best interests of applicants and CIC.

### **3. Access and Equity Principles**

- 3.1 CIC ensures that access to programs is available to all persons regardless of age, colour, gender, disability, race or social/ ethnic background.
- 3.2 CIC does not discriminate against students on the basis of age, colour, disability, race, gender, social/ethnic background or employer.
- 3.3 CIC closely monitors all advertising and promotions to ensure that they are free of any discrimination against any person.
- 3.4 CIC ensures that all of its members of staff are fully aware of their responsibility for adhering to, and implementing Access & Equity principles.

### **4. Provision of Information**

- 4.1 CIC supplies accurate, relevant and up-to-date information to prospective students.
- 4.2 CIC supplies this information to students before it enters into written agreements with students and regularly reviews all information provided to ensure that it is accurate and relevant.
- 4.3 Before a course commences, CIC provides students with an orientation program, a copy of the curriculum (either hard copy or via Intranet), a Student Handbook and details of learning resources.

### **5. Recruitment**

- 5.1 Recruitment of students is conducted at all times in an ethical and responsible manner. Offers of place in a course is based on an assessment of the extent to which the experience, qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 5.2 CIC ensures that suitably qualified staff assess the background of intending students.
- 5.3 CIC provides students with information regarding:
- Application processes and selection criteria
  - Fees and costs involved in undertaking courses
  - Fee refund policy
  - Qualifications to be issued on completion or part completion of courses
  - Competencies to be achieved during their course
  - Assessment procedures including Recognition of Prior Learning
  - Complaints and Appeals procedure
  - Facilities and equipment
  - Student support services
  - Procedures for the safeguarding of the fees of both domestic and overseas students
6. **Financial Standards**
- 6.1 CIC adopts procedures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of CIC.
- 6.2 CIC provides all students with details of their refund policy .
- 6.3 CIC has a refund policy that is fair and equitable.
- 6.4 CIC ensures that the contractual and financial relationship between the student and CIC is fully and properly documented, and that copies of the documentation are made available to the student.
- 6.5 Such documentation includes: the rights and responsibilities of students; costs of courses, payments arrangements; refund conditions; and any other matters that place obligations on students.
7. **Support Services**
- 7.1 CIC provides adequate protection for the health, safety and welfare of students, including adequate and appropriate support services in terms of academic and personal student counseling.
8. **Complaints and Appeals Mechanism**
- 8.1 CIC provides students with access to a fair and equitable process for dealing with Complaints and Appeals and also provides an avenue for students to Appeal against decisions that affect the students' progress.
- 8.2 Every effort is made by CIC to resolve students' Complaints. To this end, a member of staff is identified to students as the reference person for such matters. The Complaints and Appeals mechanism as a whole is made known to students at the time of enrolment.
- 8.3 Where a Complaint cannot be resolved internally, CIC will advise the student of where assistance is available with an independent outside arbitrator.
9. **Record Keeping**
- 9.1 CIC maintains complete and accurate records of the attendance and progress of its students, as well as financial records that reflect all payments and charges and the balance due. CIC will provide copies of these records to students on request.
- CIC maintains a trust account for both local and international students to ensure security of students' fees.
10. **Qualifications**
- 10.1 CIC complies with all requirements of Government authorities in regard to the information contained in Diplomas, Certificates and Statements of Attainment.
- 10.2 CIC issues qualifications in accordance with the Conditions of Registration.
11. **Insurance**
- 11.1 CIC maintains adequate and appropriate insurance, including Public Liability and Work Cover.
12. **Quality Assurance**
- 12.1 CIC adopts and maintains a quality assurance system that includes clearly documented procedures for managing and monitoring all courses and for reviewing student/ client satisfaction.
13. **AQTF**
- 13.1 CIC is committed to being fully compliant with all aspects of AQTF requirements.