
Code of Practice in the Provision of Education & Training Services

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1. Preamble

- 1.1 The mission of Marcus Oldham College is:
“To advance agriculture through innovative educational programs in agriculture, agribusiness and equine management”.
- 1.2 The values of Marcus Oldham College are:
 - We pursue excellence
 - We are proud to be innovative and independent
 - We respect individuality
 - We have a caring collegiate environment
 - We focus on private enterprise
 - We encourage leadership, loyalty and service to the community
 - We inspire personal growth
- 1.3 This Code of Practice sets out guidelines for the ethical conduct of Marcus Oldham College with regard to the provision of education and training services.
- 1.4 Marcus Oldham College will draw this Code to the attention of prospective students.

Code of Practice

2. Provision of Education and Training Services

- 2.1 Marcus Oldham College 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.
- 2.2 Marcus Oldham College will maintain a learning environment that is conducive to the success of all students. The College has the capacity to deliver the nominated course(s), provide adequate facilities and use methods and materials appropriate to the learning needs of the students.
- 2.3 Marcus Oldham College has obtained registration of their courses on State and National registers and will monitor and assess the performance, course attendance and progress of students enrolled in registered courses.
- 2.4 Marcus Oldham College will ensure that staff are suitably qualified to deliver courses and are sensitive to the culture and personal needs of students being taught. The College will provide appropriate professional development for staff.

3. Marketing of Education and Training Services

- 3.1 Marcus Oldham College will market their educational product with integrity and accuracy, avoiding vague and ambiguous clauses. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.
- 3.2 Marcus Oldham College will be responsible for the actions of their appointed agents in relation to the marketing of services and the application processes 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.

4. Financial Standards

- 4.1 Marcus Oldham College will safeguard funds paid by students.
- 4.2 If unable to deliver agreed services, Marcus Oldham College will make a refund to the student in accordance with relevant legislation.
- 4.3 A requirement of higher education providers is to ensure students who enrol and start study in a course are given the opportunity to complete that course in the normal period of time. A provider must meet the higher education tuition assurance requirements or be exempt from those requirements. At present Marcus Oldham College has been made exempt from those requirements. The details of that exemption are provided on the website under the Statement of Tuition Assurance at this link. <http://www.marcusoldham.vic.edu.au/about-marcus-oldham/policy-procedure>
- 4.4 There will be proper documentation of the contractual and financial relationship between the student and Marcus Oldham College and the College will make available to the student copies of this documentation.

5. Student Information

- 5.1 Marcus Oldham College will supply accurate and current information to enable a person to make an informed decision about the appropriateness of the College and its courses to the student's needs.
- 5.2 Marcus Oldham College 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 dependents) of tuition, accommodation and living expenses; admission procedures and criteria; conditions of acceptance; English language proficiency requirements; academic programs, delivery modes; Australian and overseas recognition given to qualification(s) offered; withdrawal arrangements; termination of tuition; credit transfer; refund entitlements, including in instances where the College 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.
- 5.3 Marcus Oldham College will review regularly all information provided to students to ensure its accuracy and relevance.

6. Student Recruitment

- 6.1 Recruitment of 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, experience, proficiencies and aspirations of the applicant are matched by the educational opportunity offered. Marcus Oldham College will ensure that the assessment of the educational background of intending students is undertaken by suitably qualified staff and agents.
- 6.2 Marcus Oldham College will notify the relevant authorities, or the person who is responsible for fee payments if other than the student, if a student is no longer participating in a course at the College for which they were enrolled.

7. Student Support Services

- 7.1 Marcus Oldham College will be sensitive to the personal and cultural needs of students and will provide support services to cater for these needs. These services will include adequate orientation, information and advice on accommodation, counselling, and welfare facilities.
- 7.2 Marcus Oldham College will ensure that students have access to a fair and equitable process for dealing with grievances.

8. Sanctions

- 8.1 Marcus Oldham College is aware that if the College does not meet the obligations of this Code or relevant regulatory requirements it may have its approval to offer courses and its registration as a registered provider withdrawn.