

Code of Practice for members of the Quality Assurance Panel

All members appointed to the Quality Assurance Panel for the provision of services to Industry Skills Councils (ISCs) are duty bound to observe this Code.

Professional conduct

Panel members must act in a professional and ethical manner. In doing so, panel members must be objective, independent, honest, constructive and diligent. Panel members must respect and protect the rights of the relevant ISC.

Panel members must carry out their quality assurance of Training Packages to a high professional standard.

Conflict of interest

Panel members must disclose in advance any information that could limit their capacity to make unbiased quality assurance judgements.

Confidentiality

Panel members must not discuss or disclose any information relating to quality assurance services except where they are reporting to the ISC which has engaged them to do this work, the Department of Education, Employment and Workplace Relations, and/or other panellists for the purpose of moderation.

Intellectual property

Panel members must take all reasonable steps to protect ownership of intellectual property and any commercial-in-confidence material or information disclosed in the course of the quality assurance activity.

Responsibility to be informed

Panel members must understand and remain up to date with current Training Package Development Handbook policy and advice as it relates to their role in the quality assurance of Training Packages. This includes participation in moderation processes established by the Department of Education, Employment and Workplace Relations as required.

Client focus

Panel members must ensure that prior to formally commencing work, there is a clear understanding and agreement of the scope of services required by the ISC, the timeframe for completion and the methodology to be used. In observing a client focus, panel members will be polite, respectful, considerate and non-discriminatory.

Accountability

Panel members must not act in any way that could prejudice the reputation of the Quality Assurance Panel or the services it is established to provide. Panel members must fully cooperate with a Department of Education, Employment and Workplace Relations inquiry into any alleged breach of this Code.