



CRICOS provider 02962M
RTO provider 30173

Code of Practice

Our Commitment

This RTO is committed to high standards in the provision of Vocational Education and Training and other Student services. The policies set out in this **Code of Practice**, and in our **Policies and Procedures Manual** underpin the operations of the RTO. We understand that our registration as a Registered Training Organisation may be withdrawn if we do not honour these obligations.

Legislative Requirements

This RTO will comply with all legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity.

External Review

This RTO has agreed to participate in external monitoring and audit processes as required by the State Training Agency. This includes random quality audits, audit following complaint and audit for the purpose of re-registration.

Quality Management Focus

This RTO has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from Students, tutors and industry representatives.

Management and Administration

This RTO has policies and procedures, which ensure sound financial and administrative practices. We guarantee the organisation's sound financial position and safeguard Student fees until used for training or assessment. We have a fair and equitable refund policy. Student records are kept securely and confidentially and are available for Student perusal on request. This RTO will have any relevant insurance necessary for the operational needs of the organisation.

Marketing and Advertising

We refer to the student information policy, marketing promotions policy, marketing information checklist and talent release form when designing, developing, reviewing, proofreading, and updating all materials either written or electronic for the marketing, advertising and promotion of our services.

Student information policy

We refer to our marketing information policy, student information policy, code of practice, code of conduct and talent release form when designing, developing, reviewing, proofreading and updating marketing, advertising and promotional materials whether printed or electronic to ensure ethical, accurate, representation of training products and services that are consistent with our scope of registration

Training and Assessment Standards

This RTO has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including Recognition of Prior Learning (RPL). Adequate training materials will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for Students who are not satisfied with the assessment or training.

Course/Training Product Information

This RTO provides accurate, relevant and up-to-date course information for Students prior to commencement. This includes:

- Client selection, enrolment and induction/orientation procedures;
- Course information, including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy support in assessment;
- Client support, including any external support the organisation has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals, complaints and grievance procedures;
- Disciplinary procedures;
- Staff responsibilities for access and equity; and
- Recognition of Prior Learning (RPL) arrangements.