



Code of Practice

Last reviewed/updated: 8 March 2018

Quality

- As a Registered Training Organisation (RTO) we ensure that our operations comply with all relevant legislation associated with our registration and professional standards for training in the youth work sector, including the Australian Qualifications Framework.
- Continuous improvement is a cornerstone of our operations as an RTO and we will seek feedback from students about our services.

Student's Rights & RTO Services

- Our marketing and advertising to prospective students is ethical, accurate and complies with conditions of continuing registration as an RTO.
- Before enrolling, students are informed of the costs and charges incurred for the qualification.
- We have a fair refund policy that is documented and provided to students prior to enrolment. In the event that we are unable to provide the services agreed, we have measures in place to ensure that students receive a refund.
- We manage students' academic, financial and other records in a manner that maintains confidentiality. These records will not be divulged to third parties unless authorised by the student, under law, under funding arrangements or as required by government agencies for the purposes of training and assessment. These records are both complete and accurate.

Access & Equity

- We are committed to ensuring our training experiences are void of discrimination and harassment; that our practices protect the health, safety and welfare of our students and staff.
- We will not unlawfully discriminate against students, both prospective and current. Principles of access and equity are key considerations for our staff and underpin our practices.
- Our policies, procedures and practices are designed to ensure that students are fairly treated and provided with reasonable support to complete the requirements of the training program.
- Any concerns and complaints about our services are responded to appropriately and dealt with both fairly and constructively.

Industry Engagement

- Industry engagement is key to the development and refinement of our training programs. It is also a condition of our continuing registration as an RTO. Our training and assessment strategies are developed in consultation with industry, and our training and assessment is evaluated by industry representatives. These measures ensure that the skills and knowledge that our graduates acquire are relevant to those required in the workplace.
- Evidence of a student's performance in workplace experiences, as a part of our training program, contributes to their training and assessment.
- Our training staff engages regularly with industry to ensure their skills and knowledge is relevant to current practice. This in turn ensures currency in our training and assessment.

Individual Learning Needs & Experiences

- Our range of learning materials, experiences and assessment strategies, along with student support services, have been developed with consideration of individual learning needs and can be tailored, where practical, to meet individual learning needs.
- Recognition of Prior Learning (RPL) is promoted to all students at the time of enrolment. In the case that students may have skills, knowledge and experiences that are relevant to their course outcomes, we will assist them to gain RPL for these.
- In the case where students may have completed exactly the same units of competency with another RTO and provide evidence of this at the time of enrolment, we will provide them with Credit Transfer (CT) for these units toward the completion of their qualification.