



Purpose

This Code of Practice reinforces our organisational commitment to the compliance with the Standards for Registered Training Organisations 2015 as set out by the Australian Skills Quality Authority (ASQA), and ensures that RETS operates according to the Standards.

Scope

This policy applies to all RETS personnel, including;

- Chief Executive Officer
- Director
- Trainers and Assessors
- Administration Officer
- Compliance Officer

Principles

Provision of training and assessment services

RETS will provide training and assessment services to all participants that meet all endorsed requirements for Certification and Accreditation purposes, relevant to the appropriate Training Package and/or accredited course.

RETS will ensure that all training staff and/or contractors are suitably qualified, experienced, professional and specialists in their respective area of expertise and are able to deliver the training and facilitate the assessment relevant to the training products offered. All staff and contractors will be provided with an initial Induction and further training and professional development, as required.

Adequate facilities, equipment and training materials and methods will be utilised to maintain a learning environment that is conducive to the success of participants.

All assessment processes undertaken by RETS will be based on an assessment of individual participants achievements against industry competency standards, ensuring the process conducted within the RTO's scope remains reliable, valid, flexible and fair, which is consistent with national assessment principles. This must also include Recognition of Prior Learning and Credit Transfer, which is the acknowledgement of an individuals' full range of skills and knowledge, irrespective of how it has been acquired. The Skills Recognition process will take into account and include each individual's skills and knowledge gained through formal study, work experience and life experience.

RETS Version Control				
Document Name	Code of Practice			
Type of Document	Policy			
Location	P:\		Version	6.0
Author	Holly Naughton	Authorised by	Teresa Carr	
Revision dates	Date Authorised	28/03/2019	Next review	28/03/2020

Assessment appeals, complaints and grievances

A participant may appeal their assessment by completing a complaints and appeals form and lodging it within 7 days of assessment. The appeal must state that the training was not valid, reliable, flexible, or fair.

Complaints and grievances unrelated to the training and assessment process should be resolved in accordance with RETS Complaints and Appeals Policy and Procedure.

Access and Equity

RETS have a commitment to access and equity principles in the delivery of all of our services and in dealing with all personnel and clients. Participant selection decisions comply with Equal Opportunity legislation.

Appropriately qualified staff will assess the extent to which the participant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience; no new participant or client will be denied access to services where they are deemed eligible, and where RETS has the appropriate services to provide that service.

Support services

RETS provides adequate protection for the health, safety, and welfare of candidates and, without limiting the ordinary meaning of such expression; this includes access to adequate and appropriate support services in terms of academic and personal counselling.

RETS has provisions for language, literacy, and numeracy assessment on request and participant needs in relation to language, literacy, and numeracy are monitored through induction, enrolment, and interviews.

Other support includes; flexible learning, tutoring, upfront assessment of need interviews, and access to RETS personnel and referral to specialist services when required.

Client service

Information provided to clients will ensure that all fees and charges are known to potential participants prior to enrolment. Course content and assessment procedures will also be explained and vocational outcomes outlined.

RETS will provide participants with timely and accurate details of course information, costs, refund policy, competency standards, learning outcomes, assessment criteria, assessment results, and complaints and appeals policy and procedure.

Quality Assurance

RETS conducts internal audits against quality standards, for all policies and procedures, and training and assessment products and services offered to our clients on an annual basis.

RETS is also audited externally against quality standards on a regular basis.

RETS seeks feedback from its clients regarding their satisfaction with services they have received and seeks to improve its services in accordance with their reasonable expectations.

Governance Arrangements

The CEO is responsible for ensuring compliance with the Standards for Registered Training Organisations 2015. All decisions made by senior management will be influenced by information gathered from training and assessment staff so that all policies, procedures, and continuous improvement processes are applicable to the actual businesses operation.

Legislation

RETS is governed by a range of legislation and standards to ensure that our practices are fair, equitable and of the highest standard. Please refer below for a list of legislation which directly impacts on how we conduct our training and assessment services.

All RETS personnel are made aware of any changes to legislation and/or regulations which will affect the operation.

Payment of Fees

Each qualification, unit of competence or short course has a designated fee structure which varies depending on the nature of the training product, the units undertaken and the learner's circumstances, such as eligibility for the South Australian government Workready subsidy or Construction Industry Training Board (CITB) subsidy or other subsidy. Details of fees charged for each training product are available in the Fee Schedule at www.redearthtrainingsolutions.com.au or alternatively by contacting our office on (08) 8280 3449 or admin@redearthtrainingsolutions.com.au.

Payment must be received upon completion of the training program. RETS will not issue any Qualifications / tickets until payment has been received. Invoices can be sent provided you have a registered ABN. Accounts are strictly 7 days from date of invoice.

Flexible payment arrangements, such as instalments, credit card, cheques are available to accommodate the varying financial circumstances of students and potential students.

RETS reserves the right to consider applicable fees during hardship without setting a general precedent.

Refunds

Deposits and payments for the above course enrolments cancelled prior to the commencement of the course will receive a full refund.

Exceptional Circumstances: In the event you were not able to attend due to medical reasons you must provide a copy of your doctor's certificate. Any other reasons which are beyond your control must be addressed to the Director - Rodger Carr
E: rodger@reearthtrainingsolutions.com.au M: 0417 839 742

RETS reserves the right to cancel any training course or to postpone it to an alternative date. All enrolled participants affected by such postponement will be offered the opportunity to transfer to the next available training course or if RETS cannot provide an alternative course deposits will be fully refunded.

In the event that you have not completed your course within the nominated timeframe and require an extension – this may be requested in writing to Rodger Carr rodger@reearthtrainingsolutions.com.au and an agreed completion timeframe may be negotiated to suit both RETS and the participant.

In the event that RETS is unable to fulfill its agreements to provide training services, RETS will refund that proportion of payments made for which training services were not received by the client. A Statement of Attainment would be issued for all completed units.

Issuance of qualifications

RETS will only issue Qualification(s) and Statement(s) of Attainment to participants who meet the full requirements of the accredited course and/or Training Package for which they are enrolled. All unit(s) completed and national competencies achieved will be clearly identified.

All information displayed on any RETS Qualification(s) and Statement(s) of Attainment issued will meet the requirements of the Standards for Registered Training Organisations 2015 including all guidelines and AQF logo specifications.

National recognition of qualifications

RETS recognises all Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations, as part of its National Recognition obligations.

Marketing

RETS markets and advertises its products and services in an ethical manner.

Written permission is sought from clients before using personal information, including photographs, in any marketing materials. Training products and services are accurately

represented to clients. No false or misleading statements and/or comparisons are drawn with any other training organisation or qualification.

Disciplinary Procedure

To ensure all clients receive equal opportunity to gain the maximum benefit from their training, any persons displaying dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Guidelines and limitations

Identified Legislation includes but is not limited to:

- Standards for Registered Training Organisations 2015
- National Vocational Education and Training Regulator Act 2011
- Skills Australia Act 2008
- Training and Skills Development Act 2008
- Racial Discrimination Act 1975
- Sex Discrimination Act 1994
- Privacy Act 1988
- Equal Opportunity Act 2010
- Disability Discrimination Act 1992
- Work Health and Safety Act 2012 (SA)

Monitoring/Continuous Improvement

This policy and procedure will be reviewed annually or upon legislative changes which affect its validity.

RETS personnel are able, at any time, to submit a Change Request Procedure should they feel the policy requires improvement or modification.