



## Code of Practice - RTO

As a Registered Training Organisation, Career Development and Training will operate within:

- Standards for Registered Training Organisations 2015; and
- Relevant Commonwealth and State Acts and Regulations.

### Legislative Requirements

Career Development and Training will meet all legislative requirements of State and Federal Government. This includes but is not limited to the legislation listed below:

#### Commonwealth of Australia Acts

- Copyright Act 1968
- Disability Services Act 1993
- Equal Employment for Women in the Workplace Act 1999
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2011
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

#### New South Wales Acts

- Anti-Discrimination Act 1977
- Industrial Relations Act 1996
- Privacy Act and Personal Information Act 1998
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Workplace Injury Management and Workers' Compensation Act (1998)
- Work Health and Safety Legislation Amendment Act 2011
- Work Health and Safety Act 2011
- Workers Compensation Act 1987

### Access and Equity

All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum or the relevant National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

A copy of our Access and Equity Policy has been included in both the Student Handbook.



## **Quality Management Focus**

Career Development and Training has a strong commitment to providing a total quality service with focus on continuous improvement.

Career Development and Training regularly performs internal audits against the Standards for RTO 2015 to ensure that Career Development and Training are always compliant with the Standards, and that our policies and procedures are being correctly implemented.

Career Development and Training value all forms of feedback and it is an important component of our internal audits. Career Development and Training encourage all students, staff and others to provide feedback at any time about any issue. This feedback assists us to constantly improve our quality management system and better serve our clients.

## **Customer Service**

Career Development and Training has very sound management practices to ensure effective customer service. Our customer service standards ensure the timely issuing of all training and assessment results and qualifications.

Our quality management focus includes recognition of prior learning policy, a fair and equitable refund policy, a grievance and appeal policy, an access and equity policy and student welfare and guidance policy. When necessary, Career Development and Training can make arrangements for those students who may require language, literacy and/or numeracy support.

Career Development and Training will take every possible opportunity to ensure that this information is disseminated, understood and valued by our staff, students and potential clients. Our student information will ensure that all fees and charges are known to the student prior to enrolment and that course content and all vocational outcomes are outlined, and our assessment procedures are clearly explained.

## **External Audit**

Career Development and Training agrees to participate in all types monitoring and auditing processes. These could include but are not limited to random compliance audits conducted by the registering authority, audits following complaints against us, strategic industry audits, audits for extension of the scope of registration and an audit for the purposes of re-registration of this organisation as a registered training organisation.

## **Management and Administration**

Career Development and Training has policies and management strategies, which will ensure sound financial and administrative practices.

Our management guarantees the organisation's sound financial position and will safeguard all student fees until used for training/assessment.



Career Development and Training has a refund policy, which is fair and equitable. All student records are managed securely and confidentially and are available for student's own perusal upon request. All other third parties wishing to view individual student files and associated information must first make the request in writing and have written permission of the student in question.

Career Development and Training has current and up-to-date insurance policies covering public liability and professional indemnity and workers' compensation as applicable.

### **Marketing and Advertising**

Career Development and Training markets our vocational education, training and assessment services with integrity, accuracy and professionalism and at all times refrains from the use of vague and ambiguous statements.

In the provision of information, no false or misleading comparisons are drawn with any other training organisation or available training product or service. When using the image, quotation or logo of a third-party Career Development and Training will first obtain appropriate permission to do so.

### **Client Selection**

Career Development and Training will use a range of selection criteria in our selection of students for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans. It is the responsibility of each individual potential student to discuss this information with our staff at the pre-enrolment interview and to provide relevant evidence to substantiate their claims. This information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

Various courses that Career Development and Training can offer may require a different type of selection criteria, therefore the common selection criteria utilised by us is as listed below:

- The ability and commitment of the potential student to complete the course;
- The ability of the student to demonstrate an English language level as required;
- Why the applicant wishes to enrol in the course and how this course is relevant to their personal career plans; and
- Any other defined relevant National Training Package pre-requires.

### **Enrolment**

All students are required to complete an enrolment form prior to the commencement of all training offered by Career Development and Training. This enrolment form contains all necessary information required under the current Australian Vocational Education and Training Management Information Service Standard (AVETMISS) standard for accurate data to be collected by the common the Commonwealth and state government registering body.



All enrolment forms details are entered onto an AVETMISS electronic student database within 48 hours of completion and the original enrolment form will be filed in individual student files and a copy will be supplied back to the student upon request.

### **Recognition of Prior Learning (RPL)**

Career Development and Training recognizes that all students can have many skills that they have gained through their life experiences and throughout their working life.

If these skills apply to the course in which the student is to enrol, the student may have these skills assessed through the RPL process.

At the time of the pre-enrolment interview, the student is given the opportunity to request the RPL process. If the student elects to be considered for RPL they will be required to complete an RPL application form.

Career Development and Training are committed to providing an RPL assessment service to all students in order to make the entire training process as efficient as possible.

### **Mutual Recognition**

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognized by Career Development and Training.

All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognized by Career Development and Training.

### **Training and Assessment Standards**

Career Development and Training employs training staff with the required qualifications and experience to deliver training and assessment services relevant to the qualifications offered by Career Development and Training.

Assessment will meet all of the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer) and those requirements specified within the relevant national training package assessment guidelines. Adequate facilities, equipment and training materials are supplied to ensure the training and assessment environment is conducive to the success of all students.



## Sanctions

Career Development and Training will uphold all guarantees outlined within this Code of Practice. Career Development and Training understand that if Career Development and Training do not meet the obligations outlined within this Code of Practice or any other supporting regulatory requirements, Career Development and Training may have our registration as a Registered Training Organisation either suspended or even withdrawn.

Career Development and Training may use information collected about individual students for any of the following purposes to be able to:

- perform administrative tasks;
- inform potential and current students about our services or those of other organisations;
- develop new training and assessment services that may be of help to you;
- comply with all regulatory bodies and reporting on all activity to funding bodies such as the state and territory funding bodies if required; and
- build and maintain a relationship with you and to assist in the resolution of any grievances.

Subject to the provisions of the Privacy Act current students may have access to the information that Career Development and Training have collected. More information on how student files are kept, and the process for accessing it is contained in the Student Handbook. Unless informed otherwise Career Development and Training will assume your consent is given to the use of your information as disclosed above.