

## 1.03.803 CODE OF PRACTICE

**This policy is applicable to:** All IRT Academy employees, IRT Academy students, Third Parties acting on behalf of IRT Academy.

### DISCLAIMER

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## DOCUMENT CONTROL

<b>Policy Number:</b> 1.03.803	<b>Policy Owner:</b> General Manager IRT Academy	<b>Version:</b> 3.0
<b>Contact position:</b> General Manager IRT Academy	<b>Approved for circulation:</b> Group Leadership Team	<b>TRIM classification reference:</b>
<b>Date approved:</b> February 2015	<b>Review due to:</b> Legislative change	<b>Next review due:</b> February 2016
<b>Procedure Manual reference:</b> Code of Practice	<b>Compliance/Accreditation/ Standards reference:</b> Standards for RTOs 2015 Standard 2. The operations of the RTO are quality assured Standard 5. Each learner is properly informed and protected Standard 7. The RTO has effective governance and administration arrangements in place	

## REVISION RECORD

Date	Version	Revision description
	1.0	IRT Academy major review of all policies and procedures against Standards for NVR Registered Training Organisations 2011- Essential Standards for Continuing Registration
Aug 12	2.0	27/8/12 Previous Policy to be superseded.
Feb 13	2.1	Minor typographical error corrected
Jan 14	2.2	Added statement re: cessation of IRT Academy Operations in Consumer Protection section of document
Jan15	3.0	Updated to meet Standards of Registered Training Organisations 2015

## 1. TITLE

1.03.803 CODE OF PRACTICE

## 2. POLICY STATEMENT

IRT Academy operates ethically and within the principles and standards of the Standards for Registered Training Organisations 2015.

## 3. PURPOSE

To meet the requirements of:

- National Vocational Education and Training Regulator Act 2011; and
- Standards for Registered Training Organisations 2015.

## 4. SCOPE

The scope of this policy covers all IRT Academy employees, Third Parties acting on behalf of IRT Academy and IRT Academy students.

## 5. OBJECTIVE

The purpose of this policy is to:

- To ensure that IRT Academy personnel and students implement a high standard of ethical practice across all operations.

## 6. POLICY DETAILS

### 6.1 Student/Client Rights and Consumer Protection

IRT Academy endeavours to protect the rights of the Student and provide services as detailed in our agreement.

We promise to market and advertise our services ethically and accurately.

Students will be advised of all fees and charges that apply prior/at enrolment and for the duration of the course.

IRT Academy provides a documented, fair and reasonable refund policy and procedure that is communicated to all Students prior to enrolment. In the event that our RTO is not able to fulfill its obligations to you we have measures in place to provide you with a refund.

We ensure that Student academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be provided to third parties unless authorised by you in writing or required under law. You may view your own records to confirm their accuracy & completion.

In the event that IRT Academy ceases to operate, IRT Academy will endeavour to support enrolled Students to access a suitable alternative Registered Training Organisation to complete their qualification/short course.

## **6.2 Access and Equity**

We are committed to principles of access and equity and will not unlawfully discriminate against clients/Students.

The obligations we place on our employees and Students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free from discrimination and harassment.

We will deal fairly and constructively with concerns and complaints regarding IRT Academy service.

## **6.3 Industry Recognition**

As part of our course development and continuous improvement processes we engage the consultation of industry representatives to evaluate our products and services. We do this to ensure that the qualification you receive is to the standard expected in the workplace and meets industry needs.

Where your training and assessment occurs in the workplace, evidence of your performance will contribute to your assessment tasks and outcome.

To meet the highest standard of training and assessment services, IRT Academy Facilitators and other personnel regularly engage in professional development and industry engagement to ensure currency and best practice skills and knowledge.

## **6.4 Quality Systems**

IRT Academy is continuously improving its systems and services and we will seek Student Feedback to help inform what changes and improvements we undertake.

Our organisation is a Registered Training Organisation under the National Vocational Education and Training Regulator Act 2011. We ensure that at all times, our systems and operations meet the Standards for Registered Training Organisations 2015.

## **6.5 Student Needs**

We recognise that Students may have skills and knowledge that are relevant to the enrolled course outcomes. IRT Academy will assist Students to gain recognition for these skills and knowledge through a process known as; Recognition of Prior Learning.

If the Student has completed the relevant unit with another Registered Training Organisation, IRT Academy will automatically credit the unit(s) towards the completion of the qualification once verified.

IRT Academy offers learning and assessment services that are within the resources of IRT Academy to meet individual learning needs.

## **6.6 Fit and Proper Persons**

IRT Academy ensures that its executive officers or high managerial agents:

- a) Are vested with sufficient authority to ensure that IRT Academy complies with the RTO Standards at all times; and
- b) Meet each of the relevant criteria specified in the Fit and Proper Person Requirements in Schedule 3 of the Standards for Registered Training Organisations 2015.

### **6.7 Data Provision**

IRT Academy commits to providing accurate and current information as required by the Data Provision Requirements of the Australian Skills Quality Authority as updated from time to time.

### **6.8 Vet Regulator Cooperation**

IRT commits to provide the VET Regulator:

- a) Accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;
  - i. In the conduct of audits and the monitoring of its operations;
  - ii. By providing quality/performance indicator data;
  - iii. By providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring;
- b) Information about significant changes to its ownership within 90 calendar days of the change occurring; and
- c) In the retention, archiving, retrieval and transfer of records
- d) An annual declaration on compliance with the Standards for Registered Training Organisations 2015, to the VET Regulator and in particular whether it:
  - i. Currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
  - ii. Have training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

## 7. ROLES AND RESPONSIBILITIES

All employees are required to comply with this Policy. There are no specific roles or responsibilities other than those outlined in the table below.

Specific roles and responsibilities of employees and management are outlined in Section 6 of this policy.

Specific roles and responsibilities of areas/departments/functions are outlined in the table below.

Role	Responsibility
Policy Owner – General Manager IRT Academy	Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.
Policy Monitor – Operations Coordinator	Ensure day to day implementation and compliance with policy.
Implementation – All other IRT Academy employees (including third parties acting on behalf of IRT Academy)	Implement policy procedure requirements as per IRT Academy Procedure Manual.

## 8. EDUCATION AND STAFF DEVELOPMENT

This is a Standard Policy.

Education and Staff development relevant to this policy will occur via:

- Via IRT Academy On-Boarding procedure
- Via IRT Academy quarterly meetings
- This is a standard policy – specific education is not required, employees are expected to be familiar with this policy.

## 9. MONITORING, EVALUATION AND REVIEW

Feedback regarding this policy can be referred to:

- General Manager
- Operations Coordinator
- Administration Coordinator
- Business Development Manager

The policy will be reviewed every 2 years by the General Manager. Triggers for review outside of the usual cycle include:

- Changes to the business activity relating to this policy
- New business activities impacting on this policy
- Changes to internal controls relating to this policy
- Changes to legislative and regulatory requirements

## 10. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
RTO	Registered Training Organisation
VET	Vocational Education and Training

## 11. ASSOCIATED PROCEDURES AND FORMS

Name and number of document
Student Handbook
IRT Academy Management Manual
IRT Academy Procedure Manual

## 12. REFERENCES – COMPLIANCE AND BEST PRACTICE

<b>Legislative references</b>
National Vocational Education and Training Regulator Act 2011
<b>Best Practice references</b>
Standards for RTOs 2015 Standard 2. The operations of the RTO are quality assured Standard 5. Each learner is properly informed and protected Standard 7. The RTO has effective governance and administration arrangements in place

If a business unit's compliance plan makes reference to this policy as a control for a particular compliance risk, the relevant compliance plan should be referred to here.

**Compliance Plan reference:** Not applicable

## 13. LINKS TO OTHER POLICIES

1.03.837 Partnership/Third Party Arrangements
1.03.801 Advertising and Marketing
1.03.837 Partnership/Third Party Arrangements