

### What you need to know – key take outs

To ensure that IRT Academy abides by all relevant legislation and ethical operations.

**Always read this Policy in conjunction with the Related Procedures identified below.**

<b>Policy Principles</b>	IRT Academy operates ethically and within the principles and requirements of the Standards for Registered Training Organisations 2015.
<b>Purpose</b>	To ensure IRT Academy personnel and students implement a high standard of ethical practice across all operations.
<b>Risk Statement</b>	IRT has a low appetite for non-compliance with regulated requirements.
<b>Scope</b>	The scope of this policy covers all IRT Academy employees, Third Parties acting on behalf of IRT Academy and IRT Academy students.
<b>Related Procedure</b>	n/a
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>• IRT Code of Conduct</li> </ul>
<b>Compliance Requirements</b>	<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• Standards for Registered Training Organisations 2015.</li> </ul>
<b>Policy Owner</b>	IRT Group Head – IRT Academy
<b>Effective Date</b>	December 2022
<b>Review Date</b>	December 2025
<b>Content Manager Reference Number</b>	EDOC2022/0097339

## 1 Relevant legislation

This policy has been written to align with the Standards for Registered Training Organisations 2015 and other relevant legislation and regulation. The following table explains the link between this policy and the relevant external requirements.

Standard / Legislation	What this Means
National Vocational Education and Training Regulator Act 2011	To ensure the RTO meets the regulatory standards for RTO operation and related legislation (see above).
Standards for Registered Training Organisations 2015.	

## 2 Policy details

### 2.1 Student/Client Rights and Consumer Protection

IRT Academy endeavours to protect the rights of the student and provide services as outlined to the student.

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 the student/s we have measures in place to provide 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 the student in writing or required under law. Students may view their 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/skill set.

### 2.2 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.

### 2.3 Industry Recognition

As part of our course development and continuous improvement processes we consult with industry representatives to evaluate our products and services. We do this to ensure that the qualification delivered is to the standard expected in the workplace.

Where training and assessment occurs in the workplace, evidence of performance contributes to assessment tasks and competency outcome.

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

### 2.4 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.

The Registered Training Organisation operates 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.

### 2.5 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 or Credit Transfer.

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

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

### 2.6 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.

### 2.7 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.

## 2.8 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.

### **In Practice Example:**

IRT Academy implements the annual RTO Obligations Checklist action items including the annual declaration of compliance to ASQA.

### 3 Roles and responsibilities

Role	Responsibility
Policy Owner – Group Head IRT Academy	<ul style="list-style-type: none"><li>Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.</li></ul>
Policy Monitor – RTO Manager	<ul style="list-style-type: none"><li>Ensure day to day implementation and compliance with policy.</li></ul>
Implementation – ALL IRT Academy personnel	<ul style="list-style-type: none"><li>Implement policy &amp; procedure requirements.</li></ul>

### 4 Definitions

In this Policy, words have the following meaning:

Term	Definition
RTO	Registered Training Organisation
ASQA	Australian Skills Quality Authority