

1.03.803 CODE OF PRACTICE

What You Need to Know

The purpose of this policy is to ensure that IRT Academy personnel and students implement a high standard of ethical practice across all operations.

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

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| Policy Statement | IRT Academy operates ethically and within the principles and standards of the Standards for Registered Training Organisations 2015. |
| Purpose | To meet the requirements of: <ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011; and • Standards for Registered Training Organisations 2015 |
| Risk Statement | IRT has a low appetite for risk of failing to comply with legislation. |
| Scope | The scope of this policy covers all IRT Academy students, employees and/or third parties acting on behalf of IRT Academy. |
| Related Procedure | Student Handbook IRT Academy Procedure Manual IRT Academy Administration Process Handbook |
| Related Documents | <ul style="list-style-type: none"> • 1.03.837 Partnership/Third Party Arrangements • 1.03.801 Advertising and Marketing • 1.03.837 Partnership/Third Party Arrangements |
| Compliance Requirements | <ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • 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 |
| Policy Owner | EGM - People & Culture |
| Effective Date | January 2020 |
| Review Date | January 2023 |
| Content Manager Reference Number | EDOC2020/04817 |

1 POLICY PRINCIPLES

1.1 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.

1.2 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.

1.3 Industry Consultation

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.

1.4 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.

1.5 Recognition of Prior Learning (RPL) and Credit Transfer

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.

1.6 Fit and Proper Persons

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

Are vested with sufficient authority to ensure that IRT Academy complies with the RTO Standards at all times; and

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.

1.7 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.

1.8 VET Regulator Cooperation

IRT commits to provide the VET Regulator:

Accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;

In the conduct of audits and the monitoring of its operations;

By providing quality/performance indicator data;

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;

Information about significant changes to its ownership within 90 calendar days of the change occurring; and

In the retention, archiving, retrieval and transfer of records

An annual declaration on compliance with the Standards for Registered Training Organisations 2015, to the VET Regulator and in particular whether it:

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

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.

2 ROLES AND RESPONSIBILITIES

| Role | Responsibility |
|---|--|
| Policy Owner – General Manager IRT Academy | <ul style="list-style-type: none"> Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements. |
| Policy Monitor – Operations and Compliance Manager | <ul style="list-style-type: none"> Ensure day to day implementation and compliance with policy. |
| Policy Implementation – All other IRT Academy employees (including third parties acting on behalf of IRT Academy) | <ul style="list-style-type: none"> Implement procedure as per IRT Academy Procedure Manual |

3 DEFINITIONS

In this Policy, words have the following meaning:

| Term | Definition |
|------|-----------------------------------|
| RTO | Registered Training Organisation |
| VET | Vocational Education and Training |