

**CODE OF PRACTICE**  
**ABC Licence Training RTO 3399**

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**CODE OF PRACTICE IN ASSOCIATION**

**WITH OUR POLICY STATEMENTS**

Our Code of Practice is a working document, interconnected with our Policy statements and our Student Information book. These documents describe our courses and aim to give each student clear information about the desired outcomes.

The following Code of Practice is a concise statement that informs students of their rights and responsibilities in accordance with required standards.

As a Registered Training Organisation, RTO #3399 has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

**Access and Equity Policy-**

Our Access and Equity Policy will ensure that course entry requirements, assessment or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability, philosophical background or age, with the exception where age requirements are specified by a regulatory authority for the issue of a license.

We do not discriminate against any individual on the basis of race, colour, sex, or religion. All students are treated equally. Our instructors will assist and support students where appropriate, especially those students with language, literacy, or physical disabilities, so long as the nature of the disability does not preclude them from completing the training and assessment.

**Language, Literacy and Numeracy**

ABC Licence Training is committed to supporting all of its students in successfully completing their selected course. As such we applaud the research that has been undertaken in understanding student LLN needs. Research clearly indicates that many students require some level of LLN support.

At ABC First Aid our desire is to understand any need that you, as a student, may have in regards to LLN. To assist this, at course commencement you will be asked to complete our class attendance form and supply your details. If this presents any LLN difficulty for you, please ask the instructor for assistance. If the instructor forms the opinion that significant LLN issues exist which will prevent you from successfully completing the course; and is unable to coordinate a satisfactory support service with you either on the day, or for a reasonable date in the future, then your training will not proceed and you will be entitled to a full refund of any monies paid.

**Unique Student Identifier (USI):** You must have a USI to receive a Statement of Attainment for any Nationally Recognised Training. Your trainer is prohibited by law from issuing a Statement of Attainment unless you have a USI. You may participate in the course but you will not be able to get your Statement of Attainment until you have provided your USI.

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**Administrative & Records Management-**

RTO #3399 has a comprehensive administrative and records management system, which is implemented in electronic and paper formats.

**Appeals Policy-**

RTO #3399 has a comprehensive appeals policy dealing with student appeals of results. It gives students the opportunity to appeal and provides guidelines on how to register an appeal.

**AQF Qualification Policy**

RTO #3399 will comply with the AQF qualifications framework.

**Assessment Policy-**

All assessment must meet the assessment criteria of the training package or accredited course on which the program is based. All assessment materials must be appropriate to students' needs and program delivery methods.

**Back Up Policy-**

All data systems are backed up and stored off site according to our back-up policy

**Business Plan**

RTO #3399 has a current business plan, which describes our mission, goals, financial and operational functions, and processes. The business plan also defines strategies for achieving our mission and goals, and these strategies are the foundation for operational procedures. The implementation of the business plan is reviewed on an ongoing basis, with annual formal updates.

**Client Selection/Enrolment**

RTO #3399 provides accurate, relevant and up-to-date course information for students via the web site and enrolment form.

**Collection of Personal Information**

Any personal information collected by RTO #3399 will stay confidential and will not be made available to any other source.

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**Compliance with Government Regulations**

RTO #3399 complies with all relevant local, State and Federal government regulations and complies with WorkCover requirements.

**Computer Policy**

Access to administration computers will be restricted to those staff members who need access to fulfill their job functions.

We will only use registered software on our computers.

Only one back up copy of original software will be made, at time of purchase. Original and backup copies will be stored separately in a safe place, preferably offsite.

Anti-virus software will be installed on all computers and will be updated regularly. Disks supplied by outside organisations shall be checked for viruses before use.

All information will be backed up regularly. Backup copies will be stored offsite.

**Customer Complaints**

If any problems are experienced during the course, please talk to the instructor first.

If the instructor is unable to solve the problem to your satisfaction you can escalate it to the CEO of ABC Licence Training by emailing [abclicences@bigpond.com](mailto:abclicences@bigpond.com) or via P.O. Box 106, Mapleton, QLD 4560.

The CEO acts as an independent reviewer when receiving a complaint and will provide a written response to you within 7 days.

**Customer Relations Policy**

To achieve complete customer satisfaction, RTO #3399 ensures that procedures are followed to maintain the highest standards of training and delivery.

**Learning & Assessment Strategies**

Each course held by RTO #3399 will follow endorsed delivery and assessment strategies.

**Document Control Policy**

RTO #3399 enforces document control for documents in paper or electronic format. All documents carry version numbers. Electronic records are kept for 30 years.

**Duty Statements**

All employees, including instructors, have duty statements.

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**Emergency Evacuation Procedure**

At the commencement of every course, the emergency exits must be pointed out, the emergency meeting point must be identified, and a copy of the Emergency Evacuation Plan must be made available.

**Equal Opportunity**

All staff and students have the same and equal opportunity in all facets of training with RTO #3399.

**Financial Management Policy**

Financial management will be based on accurate information from systems and procedures that protect and ensure full accountability.

Proper books of account, in manual or computerised format, shall be properly maintained and shall conform to the recommendations of the auditor and to Australian Accounting Standards.

**Harassment Policy**

No staff or students are to be subjected to harassment, in any form, in any manner.

**Instructor Competency in Delivery and Assessment**

RTO #3399 will ensure that trainers are competent. RTO #3399 will hold training workshops for trainers as required.

**Insurance Policy**

RTO #3399 will comply with the AQF requirements for maintaining all insurances.

**Internal Audits**

RTO #3399 will conduct internal audits for the following:

- Procedures
- Training
- AQTF requirements

**Internal Monitoring**

RTO #3399 will continually monitor its operations.

**Lines of Authority**

The lines of authority and responsibility are clearly marked and contained in the Duty Statements.

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**Logos Used**

The AQTF standards for logos will be followed and appropriate logos will be used.

**OH&S Policy**

The safety of staff and students is of primary importance in all activities carried out by RTO #3399. RTO #3399 observes all occupational health and safety legislation. Copies of the relevant Act are available to staff and students. Trainers must incorporate OH&S considerations into their training plans and training delivery. Students must be advised of the OH&S requirements of their programs and must be supervised according to those requirements.

**Opportunities for improvement**

Annual meetings with key stakeholders and ongoing communication to look for opportunities for improvement form part of the RTO #3399 system.

**Planning Policy**

Each year, a planning day will be allocated to plan for the coming year. The planning process must be consultative and all stakeholders should have opportunities to participate.

**Refund Policy**

In the event that you cannot attend a course, refunds are not available, however given at least 24 hours notice your booking and payment is transferable to another date or person (max 3 transfers). In the event that a course is cancelled by us for any reason, you have the option of transferring to another course, or a full refund.

**Risk Management**

RTO #3399 is committed to reducing risks and has an effective OH&S program.

**RPL Policy-Recognition of Prior Learning**

RPL is available on a case by case basis. Please speak with the instructor prior to booking and discuss your situation. You would need to show suitable evidence of past learning.

**Staff Code of Conduct**

RTO #3399 staff members are required to act in a professional manner in accordance with the staff Code of Conduct.

**Version Control Policy**

All documents carry a version number, which is recorded in a version manual.

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**Staff Training and Development**

RTO #3399 strives to keep all staff up-to-date on all issues relevant to their job.

**Staff Recruitment and Induction**

The purpose of this policy is to establish guidelines for the recruitment, screening and selection of personnel for RTO #3399.

**Scope of Registration**

RTO #3399 will only issue AQF qualifications and Statements of Attainment that are within its scope of registration.

**Marketing and Advertising**

RTO #3399 is committed to using ethical practices for advertising and marketing our products and services.

**Legislation**

RTO #3399 complies with all relevant local, State and Federal government legislation covering this type of training. Staff should be aware of the organisation's own policies and procedures in regard to this legislation. RTO #3399 will meet all legislative requirements of State and Federal government.