

1. INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing, and administration of training services delivered by Royal Life Saving NT as a Registered Training Organisation (RTO).

For the purpose of this Code of Practice:

A "*participant*" refers to any person participating in training delivered by Royal Life Saving NT.

A "*client*" is an organisation who enters into an agreement with the Royal Life Saving NT for the delivery and assessment of training services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

2.1 Royal Life Saving NT has policies and management practices which maintain high professional standards in the delivery of training and assessment services which safeguard the interests and welfare of its participants and clients.

2.2 Royal Life Saving NT maintains a learning environment that is conducive to the success of all participants.

2.3 Royal Life Saving NT has the capacity to deliver and assess selected Units of Competency within its "*scope of delivery*" profile, provide adequate facilities and use methods and materials appropriate to the learning and assessment needs of the participants. Royal Life Saving NT monitors and assesses the performance and progress of its participants. Further information on Royal Life Saving NT scope can be found on www.training.gov.au RTO Provider Number 0859

2.4 Royal Life Saving NT ensures that trainers are suitably qualified and sensitive to the learning needs of all participants. Ongoing professional development activities are provided for the trainers by the organisation.

2.5 Royal Life Saving NT ensures that assessments are conducted in a valid, reliable, flexible and fair manner which meets the requirements of the particular training package or nationally accredited course.

2.6 Royal Life Saving NT will allow participants two attempts to demonstrate competence against a unit of competency or learning outcome. Further attempts to demonstrate competence will be at the discretion of Royal Life Saving NT and may incur additional fees.

3. TRAINING AND ASSESSMENT STANDARDS

Royal Life Saving NT staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessment meets national assessment principles including recognition of prior learning and credit transfer. Sufficient training materials and physical resources will be provided to the participant in order for the participant to achieve the learning outcomes of the training program. An Appeals Procedure is in place for participants who are not satisfied with assessment or training.

4. ISSUANCE OF QUALIFICATIONS

Royal Life Saving NT will issue a Certificate / Statement of Attainment to participants who meet the specified learning outcomes of the accredited training programs or Performance Criteria of Units of Competency within the relevant training package or nationally accredited course. All enrolment criteria must also be

achieved prior to issuing certifications (e.g., payment received, USI verified)

All Statements of Attainment and certification will be emailed to participants. Fees may apply for those who request printed copies.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

Royal Life Saving NT will market and advertise its training services in an ethical manner through both National and State industry networks established through its training delivery profile. At all times Royal Life Saving NT will provide accurate and clear marketing of its training products and services to clients and participants.

6. FINANCIAL STANDARDS

Royal Life Saving NT ensures that the financial relationship between the client / participant and the Organisation is properly recorded at its Head Office.

7. PROVISION OF INFORMATION

Royal Life Saving NT supplies accurate, relevant, and up-to-date information to prospective participants and clients through pre-course and enrolment materials and other relevant information provided in this Code of Practice.

8. SUPPORT SERVICES & LEARNER INFORMATION, WELFARE & GUIDANCE

Royal Life Saving NT will provide adequate and appropriate support services in terms of learning materials and mentoring for clients and participants. Royal Life Saving NT allows course participants who require language or literacy assistance to engage a friend or family member to attend the scheduled course for free. This individual is however not enrolled into the course and is thus not privy to a certificate or statement of attainment at completion of the program. Each participant is properly informed and protected with pre-course information available prior to course enrolment.

9. LANGUAGE, LITERACY & NUMERACY SUPPORT

Royal Life Saving NT suggests a general or academic level of English is required to ensure all participants have the best opportunity to receive a successful outcome on courses. These entry requirements take into account the core skills required to complete the learning and assessment activities, given the mode of delivery. Royal Life Saving NT can provide avenues for individuals to gain support prior to enrolment to ensure participants are provided the best opportunity to gain the qualification, skill set or unit of competency.

10. ENROLMENTS

A completed enrolment form is required to advise all details necessary to register a participant. All questions should be answered, and the participant's signature should appear as acknowledgement of acceptance. Enrolment forms are to be completed on the first day of the commencement of the course. All participants must provide acceptance of this Code of Practice and associated terms and conditions.

Participants under the age of 18 years require a parental signature on the enrolment form.

11. UNIQUE STUDENT IDENTIFIER (USI)

Royal Life Saving NT will meet the requirements of the Student Identifier Act 2014 by collecting and validating USI Data. Royal Life Saving NT will meet the USI requirements by:

- Providing USI information prior to and on enrolment;
- Providing assistance with creating and validating USI; and
- Not issuing AQF certification without a validated USI

It is important for participants to provide their USI upon enrolment to ensure all training is properly recorded and no delays are experienced for issuing of certification.

12. PRE-COURSE MATERIALS

Some courses require pre-course materials to be completed. Pre-course materials will be emailed from Royal Life Saving NT within 2 business days of enrolment. It is the participants responsibility to contact Royal Life Saving NT if pre-course materials have not been received and completed prior to the course. Incomplete pre-course requirements will render the participant unable to attend the booked course.

13. MATERIAL FEES

No refunds will be given for printed or electronic materials that are considered to be used. Materials will be considered as 'used' when

- The participant has accepted the materials and commenced training
- The participant has enrolled into online learning

All manuals, workbooks must be returned to Royal Life Saving NT in an unused condition.

Fees and charges will apply for any damaged goods.

Refunds will only be processed upon receipt and inspection of any returned materials.

14. TRANSFERRING AND/OR RE-SCHEDULING ENROLMENT

Royal Life Saving NT will transfer or re-schedule your application at no cost if written notification is received three (3) working days prior to course commencement. Transfer or re-schedule requests received after this time will incur a \$15.00 transfer fee payable to Royal Life Saving NT before transfer can be made.

15. GROUP BOOKING CANCELLATIONS

Royal Life Saving NT requires a minimum of 10 working days' notice if you wish to cancel a group booking. Cancellations received after this time will incur a cancellation fee of 50% of the total course cost. Additional fees will be identified in the signed quote predominantly linked to non-refundable travel and freight costs.

16. WITHDRAWALS AND REFUNDS

A full refund will be considered if written advice is received a minimum of three days prior to course commencement. It is regrettable that no refund can be made if no written advice is received within this timeframe. In the event of a course being cancelled due to insufficient enrolments, you will be offered a full refund, or you may elect to transfer to another course. No refund will be issued to courses where participants are enrolled in courses that involve eLearning.

17. COMPLAINTS & GRIEVANCE MECHANISM

Royal Life Saving NT has developed a Complaints and Grievance Policy to ensure that participants and clients have access to a fair and equitable process for dealing with complaints or grievances. A copy of the Complaints & Grievance Policy is available on the website.

18. ASSESSMENT CRITERIA

All participants have assessment criteria made available prior to enrolment and again prior to the training commencement.

All assessment methodologies are provided prior to assessments being undertaken at the course. Participants are encouraged to visit the website or contact the Royal Life Saving NT if this information cannot be located or has not been made available via any marketing materials.

19. APPEALS PROCESS

Royal Life Saving NT has an Appeals Policy to ensure that participants and clients have access to a fair and equitable process for dealing with complaints regarding final assessment outcomes. A copy of the Appeals Policy is available on the website.

20. RTO EXTERNAL COMPLAINTS PROCEDURE

For assistance with lodging an external RTO specific complaint or appeal, please contact Australian Skills Quality Authority (ASQA): 1300 701 801 or email complaintsteam@asqa.gov.au. If ASQA finds your complaint justified, the conclusions are reported to you and to the relevant Department of Education and Training regional office.

21. DISCIPLINE POLICY & MISCONDUCT

Participants at all times, must maintain appropriate behaviour and follow the Royal Life Saving NT Code of Ethics as instructed by Trainers, Coordinators and office direction. Breaches of the code of ethics or unsuitable or disruptive behaviour will not be accepted.

In the case of minor breaches, a warning will be given. In the case of major or repeated breaches, the participants tuition may be terminated.

22. REFUSAL TO PROVIDE SERVICES

Royal Life Saving NT has the right to refuse to provide services (including training, assessment, and course materials) to clients who have outstanding accounts. Royal Life Saving NT shall not be liable for any failure to provide services.

23. RECORD KEEPING

Royal Life Saving NT keeps complete and accurate records of the attendance and progress of participants and makes these records available to participants upon request.

24. QUALITY MANAGEMENT FOCUS

Royal Life Saving NT is committed to providing a quality service with a focus on continuous improvement. Royal Life Saving NT seeks feedback from participants and clients of their satisfaction with services provided and seeks to improve its services in accordance with their expectations. Participant feedback forms will be provided to all course attendees. If you wish to provide direct feedback, please contact the Royal Life Saving NT office.

25. SKILLS RECOGNITION

Royal Life Saving NT provides clients and participants with a skills recognition service. Skills Recognition provides people with recognition of the competencies that they have already acquired, through other areas of work life. Through these processes people may not be required to undertake training in areas where they are already competent. Individuals interested must contact the Training Manager to discuss the option of skills recognition.

26. RECOGNITION OF PRIOR LEARNING

Recognition of prior learning (RPL) / current competence assessment is available to all participants. Participants wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Participants wishing to apply for RPL should contact the Training Manager.

Fees will apply for RPL and skills recognition and this will be evaluated on an individual basis in relation to the amount of work required and the level of assessor involvement required.

27. MUTUAL RECOGNITION

Royal Life Saving NT will recognise the Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by any other RTO. To claim Mutual Recognition / Credit Transfer a student must provide a copy of the AQF qualification and/or Statement of Attainment to Royal Life Saving NT. The AQF qualifications and/or Statement of Attainment must comply with the AQF design protocols. Royal Life Saving NT have procedures in place for validating this recognition and applying credit transfer where appropriate,

28. ACCESS AND EQUITY

Royal Life Saving NT has a Building Diversity Policy that ensures people from all groups, such as indigenous people, people with a disability, people from culturally and linguistically diverse backgrounds, people from rural and remote areas, mature aged people, and women, have equal opportunity to successfully gain Vocational Education and Training skills and knowledge that equips them for a reasonable working life. Please contact Royal Life Saving NT for a copy of the Building Diversity Policy.

29. PRIVACY POLICY

Royal Life Saving NT is bound by the Australian Privacy Principles (APP) of the Privacy Act 1988 and is committed to protecting the personal information held in respect of any individual, in accordance with the requirements of these Principles.

30. VET DATA USE STATEMENT

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts;
- facilitate statistics and research relating to education, including surveys and data linkage;
- pre-populate RTO student enrolment forms;
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

Participants may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Participants may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose the personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

31. INDUCTION

All participants and clients will receive an induction into each vocation program. Trainers will provide an overview of assessment procedures and provide information pertinent to the facility or venue i.e., Work Health Safety (WHS), evacuation procedures and first aid facilities. All participants will be advised of the complaints, grievance, and appeals processes.

32. TRAINERS & ASSESSORS

All Trainers and Assessors are required to obtain and maintain relevant qualifications and comply to the standards as prescribed by the AQF and endorsed training packages

33. LEGISLATIVE REQUIREMENTS

Royal Life Saving NT is committed to complying with relevant State or Territory laws, including Commonwealth or State Legislation. Royal Life Saving NT policies, guidelines and procedures meet all relevant state and commonwealth legislative requirements including but not limited to: WH&S, Privacy, Care and Protection of Children, Discrimination, Vocational Education and Training.

34. PROFESSIONAL STANDARDS

The Professional Standards below outlines Royal Life Saving NT's commitment to its staff, members, participants and clients, Royal Life Saving NT will:

1. structure flexible and innovative learning experiences for participants and clients
2. conduct enjoyable learning experiences (through participant questioning and sharing of ideas and knowledge)
3. conduct relevant learning experiences, building on participants prior knowledge, life experiences and interests
4. conduct inclusive and participatory learning experiences, whilst catering for individual learning needs
5. integrate information and communication technologies to enhance participant learning
6. assess and report on participant learning by collecting multiple sources of valid, fair and reliable evidence to make judgements
7. provide safe and supportive learning environments
8. build relationships with the wider community, maintaining relationships with industry, community, business and support agencies
9. contribute to professional teams, working with industry leaders, training professionals and industry bodies
10. commit to professional practice by meeting ethical and professional standards and sound governance
11. commit to a systematic and continuous improvement approach to management of all operations

These professional standards are monitored and developed through active, ongoing discussion with key individuals and organisations

35. WORKING WITH VULNERABLE PEOPLE INCLUDING CHILDREN

Royal Life Saving NT is committed to the safety and wellbeing of children and vulnerable people who access our services. Royal Life Saving NT is committed to applying the National Principles of Child Safe Organisations in every facet of its operations.

Staff and volunteers aged 15 years and over, working or volunteering in child related work must obtain a Working with Children Clearance, in accordance with the NT Government legislation: *the Care and Protection of Children Act*.