



**Registered Training Organisation**  
RTO#2401

# CODE OF PRACTICE

The following safeguards are implemented to protect customers and clients engaged in training through *Skills Strategies International*.

This Code of Practice is publicly available.

This document is available as a stand-alone document

## **Client Selection and Enrolment**

*Skills Strategies International* accepts its responsibilities in meeting the requirements of the equal opportunity act. All learners who apply for positions in learning programs will be assessed on their ability to meet defined criteria. At no time will sex, socio economic group, race, religious conviction, political conviction, impairment or family responsibility of the student or their parent/guardians be taken into account when student suitability for programs is determined.

*Skills Strategies International* seeks to recruit learners who reflect the diversity of the wider community. Recruitment and advancements of learners will be on the basis of ability, knowledge and skills in fair and open competition. *Skills Strategies International* personnel aim to ensure that all students are treated with fairness, respect and dignity in relation to learning entitlements.

All *Skills Strategies International* personnel have a responsibility to support equity principles.

All students will be encouraged to succeed in their current learning and future careers.

## **Skills Recognition**

All students will be offered the opportunity for Skills Recognition prior to the commencement of the course. See your trainer for further information on Skills Recognition.

## **Learner Support**

Skills Strategies International aims to support learners to ensure successful learning outcomes are maximised. Support includes:

- Literacy and numeracy assessment prior to course commencement
- Induction and explanation of requirements and expectations (particularly for online and on-job learners)
- Facilitation of peer support through networks or social media

## **Course Information, Including Content and Vocational Outcomes**

Skills Strategies International staff will ensure that information disseminated as part of training is accurate and correct at the time of the course delivery.

Information provided to learners on enrolment will include:

- Course outline
- Student Handbook
- Date, time and venue for training
- Where an interview is required details will be provided
- Relevant information that will enable them to make informed decisions about the use of *Skills Strategies International* as a provider of training, including cost of the course, any other associated fees and payment methods
- Requirements as a participant

Literacy and numeracy assessment will precede delivery and a referral to an external support agency made if required. *Skills Strategies International* has access to support resources for learners.

## **Occupational Safety and Health**

All efforts will be made to ensure that all staff and learners have a safe working environment.

## **Fees and Charges, including refunds**

Clients will be advised of costs, payment methods and any additional charges that might apply prior to enrolment.

Fees for training workshops will be paid directly to *Skills Strategies International* either prior to the commencement of training or on invoice provided at the first session.

### **Refund Policy**

Learners are expected to pay for learning programs on commencement of the course. There is no refund once courses have commenced. Learners are encouraged to pay via payment plans to minimise their risks. Refunds are applicable as per Standards for RTO 2015.

### **Complaints and Appeals**

Complaints should be made in writing. If a team member hears a complaint they should encourage it to be put in writing and/or report it to their line manager. Action will be taken to resolve all complaints in line with the Complaints and Appeals Policy and Procedure.

If a dispute should arise over the assessment *Skills Strategies International* will undertake to review the assessment process, and if necessary call on the assistance of an appropriate third party to assist in reassessment.

If a dispute should arise during training *Skills Strategies International* will undertake to resolve the dispute, and if necessary call on the assistance of a third party agreed by both parties. Independent review processes undertaken by an external individual/body may incur a cost to the complainant.

The Complaints and Appeals Policy should be referred to in the case of items above.

### **Disciplinary Procedures**

Students are expected to abide by the Roles and Responsibilities Agreement. Any misconduct or breach of the agreement may result in students being asked to leave the program or complete it in another mode.

### **Course Management**

*Skills Strategies International* will provide an ongoing support service for all clients and customers. This may involve referral to another agency if *Skills Strategies International* cannot provide the appropriate support.

Students will be assessed for literacy and numeracy special needs and support will be provided as part of the course.

Flexible learning and assessment procedures are offered wherever applicable.

Employers/trainers involved in on the job training will be supported in their training and assessment of students.

Names and addresses of participants will be recorded on the database together with assessment outcomes and certificates issued. Privacy legislation will apply.

All certificates will meet AQF and Standards for Registered Training Organisations 2015.

### **Confidentiality**

The confidentiality of all clients' records will be protected. However, students need to be aware that State Training Board validators and/or monitors will access records during validations and

monitoring as part of the Standards for Registered Training Organisations 2015 requirements. Validators and monitors are bound by confidentiality agreements.

### **Marketing**

*Skills Strategies International* will ensure all advertising and promotion, for clients and staff meets the compliance requirements and provides all relevant information about the features and benefits of courses. No information will be provided about promises of success that cannot be kept.

### **Facilities**

The *Skills Strategies International* will ensure that facilities are available to enable clients and trainers with disabilities or special needs, access as far as possible to all training requirements. If a venue is inaccessible then a flexible delivery option will be made available.

Training locations will be checked for facilities such as access ramps and entrances, seating, toilets, and visual aids as well as ensuring interpreter and career needs met.

### **Attitudes**

*Skills Strategies International* will ensure that all staff continuously strive to develop and maintain positive relationships

## **Code of Practice for Assessors of *Skills Strategies International***

- Candidates are informed of the context, purpose of assessment and assessment process prior to the assessment.
- The candidate is informed of all assessment reporting processes prior to the assessment.
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment.
- Assessments must be valid, reliable fair and flexible
- The differing needs and requirements of the person being assessed are identified and handled with sensitivity.
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary.
- The rights of the candidate are protected during and after the assessment
- Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes
- The candidate is made aware of rights and processes of appeal. Reassessment will be provided on appeal.
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency.
- Assessment covers all aspects of performance including task skills, task management skills, contingency management skills, and job role environment skills

- Assessment decisions are based on sufficient available evidence that can be produced and verified by another assessor.
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures.
- Candidates must be provided with feedback on the outcomes of the assessment and guidance in relation to future options
- Confidentiality is maintained regarding assessment results
- Self-assessments are periodically conducted to ensure current competencies against the Assessment and Workplace Training Competency Standards.
- Professional development opportunities are identified and sought.
- Opportunities for networking and validation activities amongst assessors are created and maintained.

End of document