

## 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 WA as a Registered Training Organisation (RTO #0854).

### **For the purpose of this Code of Practice:**

“Royal Life Saving WA” is The Royal Life Saving Society - Western Australia Inc.

A "participant" or "student" refers to any person participating in a training program delivered by Royal Life Saving WA.

An “organisation” is any company that has booked a group booking for their employees to undertake a Royal Life Saving WA course.

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

## 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- I. Royal Life Saving WA maintains a learning environment that is conducive to the success of all participants. We will ensure that assessments are conducted in a valid, reliable, flexible and fair manner which meets the requirements of the particular training package, accredited course or Royal Life Saving WA standards.
- II. Royal Life Saving WA will allow participants two attempts to demonstrate competence against a unit of competency or learning outcome. Further attempts to demonstrate competence is at the discretion of Royal Life Saving WA and will incur full course fees to be paid.
- III. Any person who has completed a Royal Life Saving WA training program or who is a holder of a Royal Life Saving WA training award received within the previous 12 months is given the right to be an Award Member of The Royal Life Saving Society – Western Australia. This is provided free of charge.
- IV. While all efforts are made to ensure that training courses go ahead as scheduled, Royal Life Saving WA reserves the right to cancel or reschedule training courses. Royal Life Saving WA is not responsible for any expenses by the participant, including non-refundable travel and accommodation payments resulting from training course rescheduling or cancellation.
- V. INTERNATIONAL STUDENTS: Royal Life Saving WA is not a CRICOS provider; it is unable to provide national training to overseas students holding a student visa. By enrolling, students are declaring they are not an overseas student holding a student visa.

## 3. ISSUANCE OF QUALIFICATIONS

Royal Life Saving WA will issue a Certificate/Statement of Attainment to candidates who meet the specified learning outcomes of the accredited training programs or Units of Competence within a relevant training package or nationally accredited course.

## 4. MARKETING OF TRAINING AND ASSESSMENT SERVICES

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

## 5. SUPPORT SERVICES

If you require language, literacy and numeracy assistance please inform Royal Life Saving WA prior to commencing the training program so that we can assist you with, or refer you to, appropriate assistance. We will refer you to the Australian Council for Adult Literacy or the Reading and Writing Hotline.

## 6. TRANSFERRING AND/OR RE-SCHEDULING ENROLMENT

Where you are able to transfer to another course date, Royal Life Saving WA will transfer your application at no cost if written notification is received at least three working days prior to course commencement. If notification is received after the three days, a \$25 transfer fee will be incurred. After three requests to transfer courses you will incur an additional fee of \$25. The \$25 transfer fee will be waived if you missed the course due to medical reasons, however a medical note must be provided.

## 7. PARTICIPANT/ORGANISATION REFUNDS

Participants/Organisations are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- A unit/course is re-scheduled to a time unsuitable to the student;
- A student is not given a place due to maximum number of places being reached;
- A unit/course is cancelled due to low student numbers, no trainer available or other circumstances caused by the RTO; or
- The participant/organisation notifies Royal Life Saving WA in writing a minimum of five days prior to the training commencement date.

Where the participant/organisation notifies Royal Life Saving WA in writing less than five days prior to the training commencement date, 40% of the course enrolment fee will be non-refundable (or will be charged if on a payment plan).

Where a participant/organisation notifies Royal Life Saving WA in writing after commencement of the course and withdraws for reasons other than personal circumstances beyond their control, no enrolment fee refund will be issued.

## 8. COMPLAINTS

Royal Life Saving WA is keen to ensure that complaints are solved promptly and in a fair and equitable manner. In most cases, it is expected that the parties directly involved would resolve the complaint. Accordingly, participants are encouraged to take up such matters with the persons involved as soon as possible.

If this approach is unsuccessful, customers should consider lodging a formal complaint, in writing, to the relevant Manager. The scope of the policy could include complaints regarding matters that relate to teaching practices, discriminatory behaviour, sexual harassment, physical disabilities etc.

## 9. APPEALS PROCESS

Royal Life Saving WA has developed this Appeals Policy to ensure that complaints regarding assessment outcomes are resolved in a fair and equitable manner.

The scope of the Appeals Policy could include appeals where participants are dissatisfied with any of Royal Life Saving WA's decisions regarding:

- Final assessment awarded
- Result of a training program assessment or assignment
- Any other decision relating to a participant's progress
- If a client or participant has a complaint regarding their assessment, a notice of Appeal must:
  - Be given in writing to the appropriate Training Department Manager
  - Clearly identify the grade, result or decision appealed against



- Set out in detail the specific grounds on which the appeal is being sought
- Be made within 10 working days from the day on which the participant is notified of the result

## 10. STUDENT ACCESS TO RECORDS OF PARTICIPATION AND PROGRESS

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

Students can contact Royal Life Saving WA and receive access to their student files or a reprint/copy of their attendance, certificate, award, qualification or statement of attainment.

Royal Life Saving WA respects the privacy of all participants and clients and is committed to protecting personal information provided to us. Royal Life Saving WA complies with the Australian Privacy Principles and the Privacy Act 1988 which set out standards for the collection, use, disclosure and handling of personal information.

## 11. ACCESS AND EQUITY

Individuals from some groups, such as Aboriginal people, people with a disability, people from Culturally and Linguistically Diverse (CaLD) backgrounds and people from rural and remote areas have yet to fully benefit from vocational education and training. Inadequate literacy and numeracy skills and financial hardship also make it difficult for many people to participate in vocational education and training.

Equity is about ensuring that people from all groups have equal opportunity to get successfully into vocational education and training to gain skills and knowledge that equips them for a reasonable working life.

## 12. RECOGNITION OF PRIOR LEARNING

Royal Life Saving WA will provide individuals upon request with the opportunity and required documentation to apply for and, if successful, be granted Recognition of Prior Learning for Units of Competence from its "Scope of Registration" as a Registered Training Organisation.

## 13. CREDIT TRANSFERS

Royal Life Saving WA will provide individuals upon request with the opportunity to apply for a credit transfer. A Statement of Attainment will be issued once a copy of the Unit of Competence has been received and verified. The original Statement of Attainment must show the exact title and unit code for the credit transfer to be approved. If the title and unit code has been superseded and deemed not equivalent, gap training may be provided.

## 14. STUDENT MISCONDUCT

Royal Life Saving WA, in providing a quality service to its customers, has developed a Student Misconduct Policy to deal with misconduct concerning assessment, attitude and inappropriate behaviour including, but not limited to, bullying, harassment and exclusion. Both participants and Royal Life Saving WA staff members are governed by the normal laws which regulate our daily lives. In addition to this, Royal Life Saving WA has its own rules and policies for participants in training programs. All forms of cheating, plagiarism or behaviour that is deemed inappropriate will be reported to the relevant Training Manager, who will:

- a) impose a penalty with respect to the assessment of the course; or
- b) disallow the participant from participating in that course; or
- c) If considered an act of grave misconduct, refer the case to the General Manager - Operations to deal with. The General Manager - Operations may cancel the enrolment of any participant.



## 15. INFECTIOUS ILLNESSES MANAGEMENT

Royal Life Saving WA, has procedures in place to manage the risk of the transmission of infectious illnesses. A condition of enrolment and participation is your understanding of and compliance with management requirements. Precautions such as hygiene, social distancing and reasonable adjustments to training and assessment are provided to ensure your safety and the safety of other students and staff.

All students need to be aware of the need to inform their trainer and RLSSWA if they are unwell with an infectious illness within 2 weeks of the course. If you have COVID-like symptoms or have been in contact with someone who does, you must not participate in the course. Your course will be rescheduled.

## 16. DETAILS OF RULES AND REGULATIONS

To view any policies referenced in the Royal Life Saving WA Code of Practice please refer to <https://royallifesavingwa.com.au/programs/vocational-training/rto-policies> for further information.

