

# CODE OF PRACTICE

## 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 Society as a Registered Training Organisation (RTO #0854)

For the purpose of this Code of Practice:

- “*RLSSWA*” is The Royal Life Saving Society - Western Australia Inc
- A “*candidate*” refers to any person participating in a training program delivered by the RLSSWA Society.
- A “*organisation*” is any company that has booked a group booking for their employees to undertake a RLSSWA course
- A “*client*” is an organisation who enters into an agreement with RLSSWA for the delivery and assessment of training services.

## 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- I. RLSSWA maintains a learning environment that is conducive to the success of all candidates. 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 RLSSWA standards.
- II. RLSSWA will allow candidates two attempts to demonstrate competence against a unit of competency or learning outcome. Further attempts to demonstrate competence is at the discretion of RLSSWA and will incur full course fees to be paid.
- III. Any person who has completed a RLSSWA training program, or is a holder of a RLSSWA training award within the last 12 months is given the rights 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 training courses go ahead as scheduled, RLSSWA reserves the right to cancel or reschedule training courses. RLSSWA is not responsible for any expenses by the candidate, including non-refundable travel and accommodation payments resulting from training course rescheduling or cancellation.

## 3. ISSUANCE OF QUALIFICATIONS

RLSSWA 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**

RLSSWA 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 RLSSWA will provide accurate and clear marketing of its training products and services to clients and candidates.

#### **5. SUPPORT SERVICES**

If you require language, literacy and numeracy assistance please inform RLSSWA 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, RLSSWA will transfer your application at no cost if written notification is received three working days prior to course commencement. If notification is received after the 3 days a \$25 transfer fee will be incurred. After 3 requests to transfer courses you will incur an additional fee of \$25. The \$25.00 transfer fee will be waived if you missed the course due to medical reasons, however a medical note must be provided.

#### **7. CANDIDATE/ORGANISERS REFUNDS**

A full refund will be considered if written advice is received a minimum of three Candidates/Organisers are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student
- a student is not given a place due to maximum number of places being reached; or
- due to low student numbers, no available lecturer or due to other circumstances caused by the RTO.

If not for the reasons stated above a full refund will be issued under the following circumstances:

- where a candidate/organisation notifies RLSSWA in writing a minimum of 5 days prior to the commencement date of training a full refund of all enrolment fees will be issued/charged
- where a candidate/organisation notifies RLSSWA in writing after the 5 days, 40% of the course enrolment fee will be non-refundable or charged if on a payment plan.
- where a candidate/organisation notifies RLSSWA 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**

The Royal Life Saving Society is keen to ensure that complaints are solved promptly in a fair and equitable manner. In most cases, it is expected that the parties directly involved would resolve the complaint. Accordingly, candidates 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**

RLSSWA 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 candidates are dissatisfied with any of RLSSWA decisions regarding:

- Final assessment awarded
- Result of a training program assessment or assignment
- Any other decision relating to a candidate'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 candidate is notified of the result

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

RLSSWA keeps complete and accurate records of the attendance and progress of candidates in training programs and makes these records available to candidates upon request.

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

RLSSWA respects the privacy of all candidates and clients and is committed to protecting personal information provided to us. RLSSWA 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 backgrounds, people from rural and remote areas, mature aged people, and woman, 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 for all groups have equal opportunity to get successfully into vocational education and training and to gain skills and knowledge that equips them for a reasonable working life.

## **12. RECOGNITION OF PRIOR LEARNING**

RLSSWA will provide individuals upon request with the opportunity 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. RLSSWA will provide individuals upon request with the required documentation to apply for Recognition of Prior Learning.

## **13. CREDIT TRANSFERS**

RLSSWA will provide individuals upon request with the opportunity to apply for a credit transfer. Statement of attainment will be issued once a copy of the unit of competence has been received and verified. The 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**

The Royal Life Saving Society in providing a quality service to its customers has developed a Candidate Misconduct Policy to deal with misconduct concerning assessment, attitude and inappropriate behaviour including but not limited to bullying, harassment and exclusion. Both candidates and The Royal Life Saving Society staff member are governed by the normal laws which regulate our daily lives. But in addition The Royal Life Saving Society has its own rules and policies for candidates participating 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) will 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. DETAILS OF RULES AND REGULATIONS**

To view any policies referenced in the RLSSWA Code of Practice please refer to the URL <https://lifesavingwa.com.au/programs/vocational-training/rto-policies> for all information.