Code of Practice

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

Access and equity policy
Berendale School RTO has a policy of equal access to training for all people seeking to enhance their knowledge and skills. In particular, Berendale School RTO encourages the participation of women, indigenous people, people with physical or learning disabilities and those who live in remote areas.

All trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with Equal Opportunity Legislation.

Qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Anti discrimination policy
The Berendale School RTO Anti-Discrimination Policy details our commitment to providing a workplace and study environment which does not discriminate against people based on ethnicity, gender, sexual preferences or disability.

Best Practice Standards
Berendale School RTO will ensure it is up to date with Best Practice Standards by encouraging staff to attend industry network meetings and to seek and accept feedback via these networks. Through regular staff meetings, Berendale School RTO will ensure it is constantly reviewing literature, technology and methods in order to keep abreast of developments relevant to both the services provided by Berendale School RTO and the industries of its clients.

Client Service
We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and
student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure this information is disseminated, understood and valued by personnel and clients.

Our trainee information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

**Conduct of training and assessment in a variety of locations.**
Berendale School RTO will ensure that all training venues used comply with Occupational Health and Safety standards where possible. In remote locations, Berendale School RTO will do its utmost to ensure a suitable training environment for trainees.

**Copyright**
Copyright laws will bind Berendale School RTO. Written permission to use Intellectual Property will be gained from the property owner prior to any use of such material. Reasonable use of excerpts from existing works will include attribution of its origin. Where work is produced specifically for clients, this work will become the property of the client.

**Disability policy**
The goal of this policy is to maximise access to, participation in and outcomes from vocational education and training for people with a disability. Berendale School RTO is committed to the concept of inclusive practice.

**Documented Policies and Procedures governing quality**
Berendale School RTO has documented policies and procedures covering all aspects of the work it conducts and the administration of its operations. Copies of our policies are freely available to all clients and will be provided upon enrolment.

**External Review of Berendale School RTO operations**
Berendale School RTO is subject to external auditing of its operations by the Department of Employment, Training and Industrial Relations. Berendale School RTO will provide service that complies with all the quality requirements pertaining to the status of a Registered Training Organisation.

Berendale School RTO has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audits following complaint and audits for the purposes of re-registration.

**Fees and Charges**
Before commencement of training, all clients will be fully informed of all the costs of the services provided by Berendale School RTO. Berendale School RTO has a refund policy that ensures that clients are provided with refunds under specific circumstances.
Grievance Procedures
Berendale School RTO has grievance procedures in place for clients who wish to lodge a complaint in regard to any of the services or operations of Berendale School RTO. We provide numerous feedback and appeal mechanisms for clients.

Legislative Requirements
Berendale School RTO will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations, and Vocational Placement Standards will be met at all times.

Literacy and Numeracy Policy
Berendale School RTO has a policy that supports people who experience problems with literacy and numeracy. Berendale School RTO strives to provide resources that will assist those people in overcoming their literacy and numeracy challenges.

Management and Administration
Berendale School RTO has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. Berendale School RTO has adequate insurance policies.

Marketing and Advertising
Berendale School RTO markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Our Marketing and Advertising Policy is a guide to ensure that Berendale School RTO only markets and advertises its services in an honest and ethical manner.

Quality Management Focus
Berendale School RTO has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, staff and employers for incorporation into future programs.

Recognition of Prior Learning (RPL) Policy
The objective of Berendale School RTO's RPL Policy is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experience is appropriately recognised. Our policy is based on the National Assessment Principles auspice through the Department of Education, Science and Training (DEST) Committee.

Records Management
Berendale School RTO ensures that its record keeping procedures comply with the quality standards of the AQTF 2007 standards. All client records are confidential. Berendale School RTO recording system ensures permanent backup of documentation to ensure security of client documents. Clients will have access to their records at any stage.
**Recruitment policy**
Berendale School RTO's Recruitment Policy details our commitment to the concept of equal employment opportunity and selection of staff based on merit. All Berendale School RTO staff and Sub-contract employees will be fully qualified as trainers and assessors and highly experienced in their field of training.

**Refund policy**
Our refund policy provides clients with a written guarantee concerning refunds of fees under certain circumstances.

**Sanctions**
Berendale School RTO will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Berendale School RTO is committed to providing its clients with high quality service. This commitment is evident in the policies and procedures Berendale School RTO has in place. We aim to provide a training service that is centered on the needs of our students and their employers.

Being a Registered Training Organisation means that we have met the quality standards of the Vocational Education, Training and Employment Commission and are able to offer training and assessment services for nationally recognised qualifications. Berendale School RTO, in conjunction with clients and other stakeholders, conducts regular internal reviews of its operations in order to maintain a high quality training organisation.

**Student Welfare Services**
Berendale School RTO will provide counseling and support to clients experiencing difficulties with studies. In circumstances where clients require specialised assistance outside the expertise of BERENDALE SCHOOL RTO staff, we shall provide referral to agencies that can support those clients' needs.

**Training and Assessment Standards**
Berendale School RTO has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer.) Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the trainees.

**Trainee Referral Mechanisms - Literacy and Numeracy**
Berendale School RTO will provide where necessary access to agencies who specialise in literacy and numeracy skills. Those trainees who require these services will be assisted by Berendale School RTO to ensure they receive the support and assistance they require.
Timelines for issue of qualifications and results
Berendale School RTO will provide clients with the results of their assessment within 21 days of the completion of their program unless an appeal against assessment has been lodged. Qualifications will be issued within 21 days of the issue of their results unless an appeal against assessment has been lodged.

Appeals lodged against assessments must be made within 14 days of receiving the assessment results. Berendale School RTO staff will examine these appeals and a result of the appeal will be provided to the client within 14 days of the day of the lodgment of the appeal.

Laws and Legislation
Berendale School RTO identifies and complies with relevant State or Territory laws including State/Territory legislation where applicable.

The acts relevant to the operation of Berendale School as an RTO are:

- Workplace Health and Safety Act 1995 – Occupational Health and Safety and workplace harassment, victimization and bullying is also found in the act.
- Vocational Education, Training and Employment Act 2000
- Commission for Children and Young People Act 2000
- The Privacy Act 1998
- The Copyright Act 1968
- The Copyright Amendment (Parallel Importation)2003
- Anti-Discrimination Act 1991
- Human Rights and Equal Opportunity