



Code of Practice

Southern Training Organisation Pty Ltd is committed to high standards in the provision of Vocational Education and Training services. The policies set out in this **Code of Practice**, and in our **Policies and Procedures Manual** underpin the operations of this RTO.

1. Legislative Requirements

Southern Training Organisation Pty Ltd will meet all legislative requirements of State and Federal Governments - in particular Workplace Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity.

2. Access and Equity

Southern Training Organisation Pty Ltd is committed to meeting the needs of individual students and the community as a whole, through the integration of access and equity guidelines. We will ensure that equity principles for all, regardless of race, gender, age, social or educational background or any disability that may be present are implemented through fair allocation of resources and the right to equality of opportunity without discrimination.

Southern Training Organisation Pty Ltd will ensure that no applicant for admission to the RTO will be disadvantaged in any way by virtue of their race, gender, age, social or educational background or disability.

3. Quality Management Focus

Southern Training Organisation Pty Ltd has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, trainers and assessors, staff, enterprise and industry representatives.

4. Management and Administration

Southern Training Organisation Pty Ltd has policies and management strategies that 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 that is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. Southern Training Organisation Pty Ltd has adequate insurance policies.

5. Marketing and Advertising

Southern Training Organisation Pty Ltd 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.

6. Training and Assessment

Southern Training Organisation Pty Ltd 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 training materials will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for Students who are not satisfied with the assessment or training.

7. Course/Training Product Information

This RTO provides accurate, relevant and up-to-date course information for Students prior to commencement. This includes:

- Client selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions
- Language, literacy and numeracy support in training and assessment
- Client support
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Staff responsibilities for access and equity
- Recognition of Prior Learning (RPL) arrangements