
Aim of this code

This Code of Practice provides current and prospective students with information about the obligations of, and services provided by Regional Skills Training (RST); and our approach to providing a safe, fair and supported environment to participate in training and assessment.

Our mission

Our flexible, innovative and industry appropriate training is underpinned by five core principles:

- > Act with professionalism, fairness and integrity
- > Advocate for our students and the Primary Industries sector
- > Create strong partnerships with employers and industry
- > Provide a supportive but challenging learning environment for students and staff
- > Continue to evolve and embrace new technologies

Our objectives

In recognition of this mission, RST's objectives are:

INTEGRITY AND ETHICS

We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

LEARNER CENTRIC

RST thrives on providing training and assessment that is learner centric and supports lifelong learning. We respect our students and strive to attract them through high quality training and assessment experiences.

RST's marketing and advertising to prospective students is ethical and accurate.

RST has a refund policy which is fair and equitable. Students are made aware of this policy through the enrolment process in our student information booklet on our website.

RST ensures that students' academic, financial and other records maintained by us are complete and accurate.

RST takes the privacy of students very seriously and complies with all legislative requirements. RST's Privacy Policy is published on our website. This addresses our obligations in the *Privacy Act (1988)* and the *Australian Privacy Principles*.

INCLUSION

RST welcomes Aboriginal students and offers a culturally supportive training environment to assist in improving the employment outcomes for Aboriginal students in the Primary Industries sector.

RST offers Aboriginal people training through providing access to qualifications and relevant student support services.

RST's staff embed inclusive practices by:

- > Acknowledging the identities of Aboriginal students
- > Providing supportive and culturally inclusive learning environments for Aboriginal students.
- > Ensuring training workshops and tutorials are culturally inclusive and free from racial discrimination and harassment in line with the RST Equity Policy.

SAFETY AND EQUALITY

RST are committed to providing an environment which is safe, equitable and which promotes confident and productive training, free from discrimination and harassment.

All RST staff members are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to authorities immediately.

RST students should expect fair and friendly behaviour from staff and we apply complaint handling through our Complaints & Appeals Policy, available on RST's website.

INDUSTRY ENGAGEMENT

RST recognises the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver services which are founded on industry needs and expectations.

RST have standing arrangements with industry workplaces which enable us to use a variety of farm and production businesses as training sites. This ensures relevance and credibility of our training.

QUALITY SERVICES

RST are committed to delivering consistent, high quality services and apply quality systems which support training and assessment excellence. We ensure that our operations comply with the legislation and the *Standards for Registered Training Organisations (RTOs) 2015*.

RST strives to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.

RST is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our ongoing review of policies and procedures to achieve systematic and sustained improvement.

RECOGNITION OF EXISTING SKILLS AND KNOWLEDGE

In accordance with the *Standards for Registered Training Organisations (RTOs) 2015*, RST provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

RST accepts and provides credit to learners for units of competency, (unless licensing or regulatory requirements prevent this), where these are evidenced by:

- > AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- > authenticated VET transcripts issued by the Registrar.

Recognition of prior learning (RPL) is based on the awareness that people learn in many different ways throughout their lifetime. RPL will be granted by RST when a student can provide evidence of their competency, acquired through formal and informal learning, to sufficiently show that they have met the requirements of a unit of competency.

INDUSTRY RELEVANCE

RST students have equitable access to quality training and assessment services tailored to their needs, the learning outcomes they seek, and trainers who have relevant industry experience and vocational competence in their area of expertise.

RST strives to incorporate industry trending practices and emerging technological advancements into our learning materials for students. In this way we ensure that our courses remain relevant and current.

Approver Name	Signature	Date
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