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## Introduction

This code of practice is designed to provide prospective students with information about the obligations of and services provided by Regional Skills Training (RST) and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

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## Core Principles

RST has five core principles that underpin our flexible, innovative and industry appropriate training:

1. Act with professionalism, fairness and integrity.
2. Advocate for our students and the Primary Industries sector.
3. Create strong partnerships with employers and industry.
4. Provide a supportive and challenging learning environment for students and staff.
5. Continue to evolve and embrace new technologies.

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## Our Objectives

In recognition of our core principles, our 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 CENTRED

RST thrives on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time 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. You will be made aware of this policy through the enrolment process in our student information booklet. A copy of the policy is available by contacting RST.

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. These include the Privacy Act 1988 and Australian Privacy Principles (2014).

Student information is only shared with external agencies such as registering and funding authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

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## SAFETY AND EQUALITY

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

All RST staff members (including contractors) are aware that discrimination, bullying and harassment will not be tolerated under any circumstances. In the event that discrimination, bullying or 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 police authorities immediately.

RST students should expect fair and friendly behaviour from RST staff members.

## INDUSTRY ENGAGEMENT

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

RST have standing arrangements with industry service providers and student employers which enable us to use farm and production businesses as training sites. This ensures relevance and credibility amongst the industry.

## QUALITY COMMITTED

RST aspire to deliver 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 *Outcome Standards for Registered Training Organisations* be met by each RTO.

RST strive 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 approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.


## RECOGNITION OF EXISTING SKILLS AND KNOWLEDGE

In accordance with the requirements of the Outcome Standards for Registered Training Organisations, 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 acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

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.

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Approver Name	Signature	Date
Rachel Moriarty		30/12/2025