



Code of Practice

Purpose

The purpose of this Code of Practice is to outline the standards of service learners can expect from the RTO and the responsibilities of learners when undertaking training and assessment.

The RTO is committed to delivering high-quality training and assessment that is fair, safe and aligned with the Standards for Registered Training Organisations 2025.

Our Commitment to Learners

The RTO is committed to:

- providing accurate and accessible information prior to enrolment
- delivering training and assessment that meets national standards and industry requirements
- ensuring assessment is fair, valid, reliable and consistent
- maintaining a safe, respectful and inclusive learning environment
- protecting learner privacy and personal information
- providing access to appropriate support services where required
- responding to feedback, complaints and appeals in a fair and timely manner

Learner Rights

Learners have the right to:

- receive clear and accurate information about courses, fees and requirements before enrolment
- be treated fairly, respectfully and without discrimination
- access support services appropriate to their needs
- receive timely feedback on assessment outcomes
- lodge a complaint or appeal without fear of disadvantage
- have their personal information managed in accordance with privacy legislation

Learner Responsibilities

Learners are expected to:

- participate in training and assessment activities
- follow instructions provided by trainers and staff
- behave in a respectful and safe manner
- comply with work health and safety requirements
- submit their own work for assessment
- provide accurate information during enrolment and throughout training
- notify the RTO of any support needs or changes to personal details

Support Services

The RTO provides access to support services to assist learners to successfully participate in training and assessment. Where additional support is required, reasonable adjustment may be considered in line with training product, regulatory and assessment r

Name of document:	Code of Practice		
Version Number: 4.1	Location: Quality Area 3 – Marketing, Recruitment and Enrolment		
Reviewed: August 2026	Next review due: March 2027		
RTO Number: 52959	Written by: Quality	Page 1 of 2	

Complaints and Appeals

Learners have the right to raise concerns or lodge a complaint or appeal. All complaints and appeals are managed in accordance with the RTO's Complaints and Appeals Policy and are handled fairly, confidentially and within reasonable timeframes.

Access to Information

Detailed information about training, assessment, fees, learner support and policies is provided in the Learner Information Pack.

Where there is any inconsistency between this Code of Practice and the RTO's formal policies and procedures, the formal policy documents will prevail.

Continuous Improvement

The RTO is committed to continuous improvement. Feedback from learners, staff and industry is used to improve training, assessment and services.

Review

This Code of Practice is reviewed annually or earlier if required due to changes in legislation, the Standards for Registered Training Organisations 2025, or organisational requirements. Updates are reviewed by the Quality and Compliance Officer and approved by the CEO. Changes are communicated where relevant.

Related Policies

This Code of Practice should be read in conjunction with the following RTO policies and documents:

- Learner Information Pack
- Complaints and Appeals Policy
- Refund, Fees and Learner Suitability Policy
- Access and Equity Policy
- Learner Education and Support Services Policy
- Reasonable Adjustment Policy
- Privacy and Confidentiality Policy

Name of document:	Code of Practice		
Version Number: 4.1	Location: Quality Area 3 – Marketing, Recruitment and Enrolment		
Reviewed: August 2026	Next review due: March 2027		
RTO Number: 52959	Written by: Quality	Page 2 of 2	