# CODE OF PRACTICE

**KRTS Pty Ltd**
**PO Box 101**
**Forest Hill NSW 2651**
**Phone: (02) 6924 4046**
**Email: krts_training@outlook.com**

**KRTS Pty Ltd** is a Registered Training Organisation with systems in place to plan for and provide quality training and assessment across all of its operations.

It is Company policy to continually improve our systems. Hence, these policies and procedures are constantly under review and may vary.

Changes to legislation, funding and or KRTS P/L may impact on the currency of information

## The Code of Practice comprises the following documents:


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# 1. TRAINING AND DELIVERY STANDARDS

## Training Compliance

KRTS will employ policies and management practices which maintain professional standards in the marketing and delivery of vocational education and Training Services and safeguard the interests and welfare of its clients and Trainers/Assessors.

We will ensure that our policies and approaches meet the standards of access and equity which ensure that our training is responsive to the diverse needs of all clients and are available to everyone on an equitable basis including women where under-represented, people with disabilities, people from Cultural and Linguistic Diverse backgrounds, Indigenous Australians, and rural and remote learners.

KRTS has the capacity to deliver the course(s) on our scope of registration. We will maintain a learning environment that is conducive to the success of our clients and will ensure that the facilities, methods, and materials used in the provision of training are appropriate to the outcomes to be achieved.

KRTS will maintain a suitable system for recording and archiving client enrolments, attendance, completion, assessment outcomes, any action taken to improve the quality and consistency of assessment, recognition of prior learning, recognition of current competency, appeals, qualifications, and statements of attainment issued.

KRTS will treat all personal training records of clients and Trainers/Assessors confidentially.

KRTS is committed to adhering to the Apprenticeship & Traineeship Act 2001 and relevant State/Territory Regulations, and the National Vocational Education Training Regulator Act 2011 (including Amendments 2017)

## Course Delivery

KRTS where relevant, will prior to course commencement, give clients all relevant information about the course structure, availability of learning resources and appropriate support services. Clients will also have access to a current copy of the course structure.

KRTS will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate the State/Territory Training Board guidelines for customising courses.

## Training Instruction

KRTS will ensure that all Trainers/Assessors have:

- demonstrated competencies at least to the level of those being delivered.
- demonstrated achievement of at least Certificate IV Training & Assessment (TAE 40122) Competency Standards or their equivalent.
- industry experience that is current and relevant to the particular course and or competency units that they are involved in delivering.
- interpersonal skills; and
- adherence to equal opportunity, anti-discrimination, and cultural diversity issues.

KRTS will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of current competency), Trainer/Assessor selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

## Assessment Material

KRTS will ensure that assessment material complies with industry-endorsed standards and has been designed to provide evidence of activities occurring in the workplace and or in a simulated environment. This includes materials for face to face (F2F) training and online courses.

## Training Environment

KRTS will comply with all laws relevant to the operations of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of suitable size and have suitable heating, cooling, lighting and ventilation.

KRTS will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair

KRTS P/L operates an On-line platform for training and assessment which is provided by Ammonite P/L and is maintained by that provider. Access to the On-line platform is via www.krtstraining.com.au website. Services provided by the platform meet the standards of the VET system.

## Credentials and Statements of Attainment

KRTS will issue credentials and/or statements of attainment to clients who satisfactorily complete the requirements of the accredited courses on the scope of registration. Credentials and Statements of Attainment will include the Company name, the name of the person receiving the credential, the name and the number of the accredited course, the number of the credential, the date issued and the signature of the Managing Director. Where appropriate, modules completed and/or national competencies achieved will be identified. KRTS will issue credentials within 30 days of successful and complaint completion of that credential, and if the student holds a Unique Student Identifier (USI)

KRTS will accept and mutually recognise the qualifications and statements of attainment awarded by all other registered training organisations.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. Competencies may be attained through any combination of formal or informal training and education, work experience or general life experience.

KRTS recognises recent (ie within the last 5 years) learning achieved through formal training or work/life experience. Students should make claims wherever possible prior to the commencement of the course.

RPL is considered by application. The RPL & RCC Information & Application Kit is available to all Students upon request. Where the student has formal qualifications, copies of the appropriate certification/documentation must be attached, and full details of the training institution and attendance provided. To claim RPL based on work/life experience, the students should submit a portfolio addressing the competencies claimed. This would include items such as a full resume, testimonials and references detailing the exact type of duties or work undertaken and describing the context in which this occurred.

To grant RPL, the Trainer/Assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in the accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor needs to ensure that the evidence is authentic, valid, reliable, current, and sufficient.

Students who successfully gain RPL or exemptions will be required to undertake supervised extension learning in order that they increase the benefits obtained from their course.

Students unable to completely satisfy the RPL requirements listed above, may negotiate assessment to a maximum of 50% of the total competences claimed.

# 2. APPEALS POLICY AND PROCEDURES

## Policy

KRTS has a fair and equitable process for dealing with client's appeals relating to delivery of training and/or the assessment of training outcomes. The following framework has been prepared as a means to have problems experienced by Trainers/Assessors and clients addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for most appeals to be addressed. However, in some cases, alternative measures need to be explored because of individuals and the merits of each case. KRTS will encourage the parties to approach an appeal with an open view and to attempt to resolve problems through discussion and conciliation.

Where an appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

## Procedures

The client appeals procedures relating to the delivery of training and/or the assessment of training outcomes, involves clients initiating the following process:

1. discussion with the relevant Trainer/Assessor about matter under appeal.

2. should this not be resolved, the appeal can be taken before the Managing Director of KRTS.

3. should the matter still not be resolved, the appeal then can be taken to a selected specialist committee which would include the Managing Director or Managing Director and a person with relevant skills.

In the event that appeals cannot be resolved internally KRTS will seek advice on dispute resolution mechanisms from the NSW Department of Education and Community or another relevant agency. KRTS will also advise clients of the appropriate legal body or agency where they can seek further assistance. Where appropriate, initial assessments may be reviewed and/or alternative assessment methods identified.

The rights of all parties will be protected by being kept fully informed of all appeal procedures. KRTS will maintain records of all appeal processes, outcomes, recommendations, and action plans.

# 3. COMPLAINT POLICY

It is the policy of KRTS to comply fully with relevant Government legislation.

All trainees, Trainers/Assessors and employees of KRTS have the right to be treated fairly and with proper courtesy. There will be no discrimination based on race, colour, religion, gender, disability, material status or other characteristics unrelated to objectives of KRTS or the training programs provided. Any form of harassment of Trainees and/or Trainers/Assessors will not be tolerated. Student, Staff or Trainers/Assessors who engages in any discriminatory, harassing or inappropriate behaviour may be removed from the Company and/or the course after counselling and review.

The Policy & Procedure for The Prevention, Handling & Resolution of Student Complaints is contained in both the Staff & Student Manuals & is also available upon request.

## General

Discrimination can be lawful or unlawful, direct, or indirect. Lawful discrimination is appropriate when selecting the best and most suitable candidate for a job. Unlawful discrimination, either direct or indirect, has no place in the work environment and KRTS will not permit it to undermine employee or Trainee confidence in the company or to damage our business. A decision about a person on the basis of their gender or race is illegal.

Harassment is any behaviour directed towards a person that is unwanted, and that humiliates or intimidates them. KRTS will take whatever steps are necessary to ensure a workplace free from harassment.

A Student, Trainer/Assessor or employee who has a Complaint may seek advice from any senior member of staff. If a complaint concerns the behaviour of a Trainer/Assessor or other staff, complainants may speak directly with the Managing Director.

Written complaints may be of a formal or informal nature and are to be referred to the Managing Director for action. Once action has been completed, they will be retained in a correspondence file, alphabetically by name of writer.

## Informal Action

If possible, the student or employee should endeavour to resolve the Complaint by discussing the matter with the Trainer/Assessor or supervisor. If an appropriate outcome is not achieved, the following steps can be followed.

Informal action is usually the more preferable way to resolve all but the more serious cases of harassment.

Informal action:

- Allows the problem to be resolved without an individual running the risk of being 'labelled' a harasser, which is important where the behaviour is unintentional, or the complainant is a troublemaker.

- Is better suited to placing future working relationships on an appropriate basis by clarifying what is acceptable behaviour.

- Management can take steps to improve working relationships without attributing fault to any one person, particularly in circumstances such as when 'normal' behaviour in a work area is perceived as harassment by a newcomer.

## Informal Action by the Complainant

Alternatives for informal action include:

1. Speaking directly to the person concerned, explaining the behaviour that is offensive/unacceptable and asking or telling the person to stop. The Complainant can be accompanied by a staff person if desired or someone chosen by the complainant or,

2. Making an informal complaint to the alleged Harasser's supervisor, accompanied by a staff person if desired.

## Informal Action Initiated by a Trainer/Assessor or as a Result of an Informal Complaint

If an employee makes an informal complaint and asks that nothing more should be done, the supervisor must:

- Explain the Company's harassment policy and its legal obligation to provide a workplace free of harassment.

- Explain that there is little the Managing Director or Company can do to correct the alleged harassment or prevent its re-occurrence in the future unless the Complainant makes a formal complaint.

- Ask whether the Complainant still wants no further action taken.

If the Complainant still requires no further action to be taken, the supervisor must take the opportunity to re-issue and re-emphasise the Company's harassment policy and discreetly monitor behaviour in the workplace. Any

examples of unacceptable behaviour can then be dealt with directly by the supervisor.

The supervisor should document the complaint and his/her actions and retain in a confidential file entirely separate from any staff personal files. At all times total confidentiality of the names of both the Complainant and the alleged Harasser must be maintained.

If the supervisor receives an informal complaint and the Complainant does not prevent any further action being taken, OR if the supervisor personally observes an employee displaying unacceptable behaviour, he/she should informally and privately counsel the individual on what is appropriate behaviour for work. Depending on the seriousness of the employee's behaviour or their reaction to the counselling, the supervisor can initiate disciplinary action but must first contact the Managing Directorl. Strict confidentiality must again be maintained.

## Formal Complaint

A formal complaint of harassment should be made in writing to the Managing Director. The complainant should detail the nature and extent of the offence being committed or the situation causing complainant.

In more serious cases, the Managing Director may decide to appoint another person to carry out the investigation. All parties will be informed of the investigation process.

The investigation must be commenced quickly and completed without unnecessary delay.

# 4. MARKETING AND RECRUITMENT

## Marketing

All marketing material must be approved by the Managing Director.

KRTS will market vocational education, training assessment products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course. KRTS will not use any Third party or agent to promote or market courses on its behalf.

KRTS will not state or imply that courses other than those on the scope of registration are recognised as nationally accredited. All training and assessment services leading to AQF qualifications and/or Statements will be identified separately from any other training/assessment services or products.

KRTS will advertise its program of courses through information on the www.krtstraining.com.au website, Facebook (KRTS training) and where appropriate, the local press, promotional information flyers, local libraries, schools. Industry based websites and community organizations.

## Recruitment

Recruitment of Students will, always, be conducted in an ethical and responsible manner and be consistent with course requirements and relevant funding guidelines. KRTS will not use Third Party Recruiters to recruit potential students.

Where government funding is allocated to courses, KRTS will work directly with community organizations, local business/industry, and government agencies to ensure access to educational opportunities for eligible Trainees within specific target groups/industries.

Appropriately qualified Trainers/Assessors will assess whether applicants are likely to achieve the competency standards and outcomes of the course, based on the applicants' qualifications and current competencies.

# 5. CLIENT INFORMATION AND WELFARE

KRTS will provide accurate, relevant, and up-to-date information to clients prior to commencement. This may include, but not be limited to information on:

- the company's code of practice.
- fees and costs involved in undertaking training.
- the company's refund policy if relevant.
- certification to be issued to the trainee on completion, or partial completion of the course.
- competencies to be achieved during training.
- assessment procedures.
- arrangements for the recognition of prior learning.
- application process and selection criteria.
- facilities and equipment; and
- relevant local services and facilities.

**Student Support Services**

Students may seek the assistance of the Trainers/Assessors or Managing Director for inquiries or general matters regarding their course.

Where Students are experiencing difficulties or are in need of assistance, they will be encouraged to seek advice from the course Trainer/Assessor. The Trainer/Assessor will endeavour to provide advice and counsel to resolve the Trainee's difficulty. Where they are unable to do this, they will seek the advice of the Managing Director or, where appropriate, external organisations.

Language, Literacy and Numeracy support will be provided to ensure Students can meet the requirements of the training and assessment and where a student cannot, he/she will be assessed and referred to an appropriate LLN support agency, mentoring or one on one tutoring opportunity.

**Client Feedback Policy; (Standard 2.2)**

KRTS defines its stakeholders or clients as but not limited to students both current and potential, members of staff, employer groups, enterprises, various government agencies and bodies, professional bodies and associations, other learning institutions, industry training advisory bodies and Industry Skills Councils. Clients can be either or both, internal and external.

KRTS conducts various types of feedback gathering activities on a regular basis. The feedback activity is directly linked to continuous improvement activities as noted in that policy and is a direct result of the capturing of data and feedback from all identified stakeholders/clients during normal operations. Feedback gathering activities can be initiated by any members of staff and

monitored by the Managing Director The feedback gathering process includes but is not limited to:

- Regular informal monitoring and communications (emails etc)
- Face to Face meetings with clients wherever possible.
- Gaining feedback from all identified stakeholders at semi - regular intervals, during a training program or post program.
- Informal feedback gathered from time to time from the various stakeholders /clients.
- Feedback from moderation, validation, and professional development activities of the RTO
- Students feedback received through the enrolment process
- Information from the complaints and appeals process if it activated.
- Annual Students questionnaire feedback
- Feedback gathered during internal audit events.

Potential risks identified in any feedback event or activity will be added to the risk matrix along with a reduction or elimination strategy.
Client Feedback will be reviewed and recorded on the Continuous Improvement Record and changes signed off by the Managing Director.

# 6. FEES, CHARGES AND REFUND POLICY

- All clients paying course fees for accredited courses offered by KRTS will have all such fees deposited in a suitable account. KRTS will not collect fees for a course above $1000.00 per course without a mutually agreed arrangement between the client and KRTS. Such fees will be protected by KRTS.

- The Financial Controller/Bookkeeper of KRTS in accordance with the Conditions of Registration will administer the account.

- KRTS will refund all payments made by a client if the course is cancelled or course commencement is postponed as per the agreement or after the prescribed cooling off period as set out in Australian Consumer Law. Refunds will be negotiated with that client. Fee refunds will be made in accordance with Australian Consumer Law.

- Fees cannot be refunded after commencement of a course. However, in exceptional circumstances, a client may be required to give an agreed time of notice of withdrawal from the course to obtain a refund of payments relating to the remainder of the course.

- For courses funded under all Government Funded Training Program, or other state/territory training bodies, all fees, charges, and refunds will be subject to the conditions set out in the appropriate performance agreement.

# 7. ACCESS AND EQUITY

KRTS will comply with RTO Standards 2023 by adhering to the principles of Access and Equity in endeavouring to maximise outcomes for it clients

KRTS will endeavour to provide access to courses for all adults (in this instance defined as persons over 15 years of age). KRTS acknowledges the limitations of its operation where it has no control over the facilities at its disposal.

Students and Trainers/Assessors of KRTS will not discriminate against anyone based on race; colour; gender; culture; religious beliefs; age; marital status; physical or mental impairment; pregnancy; transgender or sexual preference (implied or otherwise); or political conviction.

KRTS will have inclusive teaching and learning practices and will assist Students with any specific learning needs, to access appropriate programs to enable them to gain quality participation and successful outcomes. These programs may be provided by KRTS or another organisation.

KRTS will make all efforts within its operational charter to provide fee concessions to those who are eligible.

# 8. WORK, HEALTH AND SAFETY

KRTS will comply with the Work, Health, and Safety Act (2023) and the relevant State/Territory regulatory frameworks and will observe its duty of care in accordance with the Work Health and Safety Act by taking all reasonable measures to ensure the health and safety of Leaners and employees and all others lawfully on any premises under its control. It will ensure that staff and Students are aware of their WHS responsibilities and will assist them to undertake those responsibilities through information provided in handbooks and in training courses.

Health and Safety will be maintained by:

- The provision and maintenance of safe equipment and materials.
- Training Staff and Students in the safe use, handling and storage of equipment and materials.
- Provision of adequate information regarding hazards and risks within the premises or contexts.
- Consulting regularly with staff and clients regarding the development, implementation and review of health and safety issues.
- Ensuring the training premises are of adequate size and have adequate heating, ventilation, cooling, and lighting.
- KRTS's Managing Director will be the person responsible for the implementation and maintenance of the policy.
- Making sure Students are aware of their responsibilities, the relevant procedures, and instructions to ensure their own safety.
- Ensuring all staff and Students report, hazards observed, incidents and injuries and by following any evacuation procedures as required

# 9. PRIVACY PROVISIONS

KRTS abides by the Commonwealth Privacy Act 1988 (amended 2020) and the Australian Privacy Principles (March 2014) and relevant state and territory legislations and regulations.

KRTS collects personal information from its students for the purpose of its operations. This information is covered by the provisions of the Privacy Act and Personal Information Act 1998 (amended 2001) and must be treated by staff as strictly confidential.

KRTS is committed to the management of personal information in accordance with existing community standards and expectations.

KRTS collects personal information from its trainees for the purpose of its operations. Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

In addition to this, KRTS also stores sensitive information in accordance with Government requirements which describes the ethnic origin of trainees and whether or not they have a disability. This information is subject to more stringent guidelines than personal information.

All personal and sensitive information is covered by the provisions of the Commonwealth *Privacy Act 2001* and the State Privacy &*Personal Information Protection Act 1998(amended 2020).* As such, this information will not to be used or disclosed for any purpose other than that for which it was collected.

Personal information will not be collected unless it is necessary for the functions of the Company. It will only be collected by lawful and fair means and not in an unreasonably intrusive way.

Students from whom personal information is collected from are informed of the purpose for which this information is collected and how to contact it. Students are provided with a student Code of Conduct manual which advises them of their statutory rights concerning the protection of their privacy and the access of their personal records. In accordance with the relevant provisions of this legislation, Students have a right of access to, and correction of, their personal information.

Upon induction, staff is informed about the importance of treating personal information as strictly confidential and that they must not disclose such information to any third party. Staff is made aware that personal information must be always kept in locked cabinets or where they are Digital/Electronic records, are maintained on Cyber Secure Servers and are not permitted to leave the office. Or be accessed by Staff or student without relevant permissions. A notice has been placed in the office to remind staff of this legislative requirement.

The only persons allowed access to student records are the student and any agency which has a right to access these records by law. All other requests must be authorised by the student. This includes requests by parents of trainees.

All requests by Government Departments or Police for information must be made by formal notice under the relevant legislation. All telephone requests will be denied. Unless such conditions are satisfied, the Company will not release student records.

If a staff member receives a request for information and is unsure whether it should be provided, they should advise the enquirer that legislation and policy restrict the disclosure of personal information and that they will seek advice and provide correct information as soon as possible. The staff member should consult the Managing Director initially about this. The Managing Director will consult the Privacy Commissioner if the circumstances surrounding the request are unclear.

**Photographic/ Video Data/Information**:

Photographs will be required for Online Courses and for Courses regulated by Government agencies where required. Such information will be gathered as part of Assessments and as part of Authentication and Verification procedures.

Any Photographic/ Video data will be collected only with full knowledge and permission of the Client/student. Such requirements will be clearly stated in Course Information and available prior to commencement. Any data collected will not be released to any external party unless required by law.

## 10. Enrolment

Individuals should enrol for both VET accredited and Awareness Short Courses via the Website. Group/Industry/Government agencies may arrange an alternative enrolment after negotiation with KRTS P/L. administration staff and approved by the Managing Director.

All students enrolled in VET accredited courses must obtain a Unique Student Identifier (**USI**). These are created on www.usi.gov.au  Students will not receive a credential/certificate if they don't possess the USI.

# 11. GUARANTEE

KRTS will:

- Maintain adequate and appropriate insurance to cover all aspects of its operations as Recognised Training Organisation.

- Advise the Australian Skills Quality Authority (ASQA) in writing within 10 working days of any change to the information contained in the application for registration.

- Allow ASQA and other state/territory government training bodies or its agent's access to training records, delivery location and Trainers/Assessors for the purpose of auditing performance or verifying compliance with the conditions or registration.

- Supply ASQA or other government training bodies with delivery details for each course and module/unit in the scope of registration, including client information in accordance with AVETMISS requirements (where applicable).

- Resolve any Complaints conveyed by clients to ASQA fairly and equitably.

- In the event of ceasing operation, all records of relevant client results will be sent to ASQA for archiving.

Micheal Bent Date: 2024

**General Managing Director**
**KRTS Pty Ltd**