STUDENT CODE OF PRACTICE

Global Skills Training Academy has policies and procedures that align to the ASQA Standards for RTOs which maintain a high level of professionalism in marketing, delivery and assessment of vocational education and training services safeguarding the interests and welfare of trainees.

**Training Standards:** Global Skills Training Academy will maintain a learning environment that is conducive to the success of trainees. We have the capacity to deliver the nominated course; provide adequate facilities and use appropriate methods and materials. It is our policy to review all course materials on an ongoing basis, to ensure currency, relevance and quality outcomes.

**Human Resource Standards:** Global Skills Training Academy engages the services of qualified and experienced trainers, which meet the requirements of the Training package guidelines and the National Vocational Education and Training System.

**Marketing:** Global Skills Training Academy 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 provider or course.

**Trainee Information:** Global Skills Training Academy provides accurate and up-to-date information to trainees. This includes, but is not limited to:

- Our Code of Practice
- Admissions procedures and criteria
- Our Refund Policy
- Total costs/fees to trainees/USI number
- Certification to be issued to trainees on completion or partial completion of the course
- Competencies to be achieved by trainees
- Assessment procedures
- Arrangements for the recognition of prior learning
- Grievance/appeal procedure
- Facilities and equipment
- Trainee support services

**Access and Equity:** Global Skills Training Academy will meet the needs of individuals, and the community as a whole, through the integration of access and equity guidelines, and will ensure the establishment of non-discriminatory trainee selection procedures which encourage fair access.

**Enrolment Procedure:** Expressions of interest may be made by phone, fax, or post. Payment of fees, which constitute formal enrolment, may be made by credit card, electronic transfer, cheque, cash or money order. Courses are offered subject to a minimum number of paid enrolments and payment must be received to guarantee a place in a course. (Credit card payment will incur a 2.5% surcharge)

**Refunds:** If Global Skills Training Academy cancels a course, a full refund will be paid. If a student cancels up to five working days prior to the course starting date, he/she will receive a refund less a 10% charge. An additional 10% charge will be incurred for late cancellation, less than two days prior to starting date. Once a course has started, refunds will not be made.
Replacement qualifications: Request for replacement qualifications are subject to receipt of a Statutory Declaration, stating previous enrolled name and address and current name and address and stating the reason for replacement, together with a $50 re-issue fee.

Sequencing: The order in which learning outcomes and performance criteria are assessed, and the mode of delivery is determined by Global Skills Training Academy. Factors which are considered when determining the mode of delivery shall include the effectiveness in achieving the desired learning outcome, the relative efficiency of the mode and individual student needs.

Assessment: Global Skills Training Academy’s assessment policy is in accordance with the National Policy of Assessment and Workplace Training Competency Standards and Competency Based Training (CBT). As such, trainee performance must be to the standard specified and criterion referenced. A variety of assessment methods may be used, including RPL and/or after course work to demonstrate competency.

Moderation: Moderation of assessment processes include validation of assessment tools and establishing and reviewing evidence required for a judgement of competency.

Recognition of Prior Learning (RPL) & Recognition of Current Competencies (RCC): Learners who have completed appropriate training, or who have gained the required skills/competencies stipulated for unit/s of the course, may be granted credit upon substantiation of that claim. The assessment will be professionally conducted and will be valid, reliable, flexible and fair. RPL evidence is assessed with consideration of relevance and currency.

Learning Resources: Learning resources are available to course participants in the form of handouts and/or booklets. To additionally support learning, resources are also available at University and TAFE Campus Libraries. (Separate fees may apply)

Trainee Support: Global Skills Training Academy will at all times offer courtesy and support to trainees, as well as practicing active listening when confronted with a trainee showing signs of discomfort or distress.

Grievances and appeals: Global Skills Training Academy has a fair and equitable process for dealing with trainee grievances/appeals. In the event that grievances cannot be resolved internally, we will offer advice to trainees where they can seek further assistance.

Recognition of other RTO AQF Qualifications and Statements of Attainments: Global Skills Training Academy recognises the Australian Qualifications Framework Qualifications and Statements of Attainment issued by other Nationally Recognised Training Organisations. This ensures the mutual acceptance throughout Australia of AQF Qualifications and Statements of Attainment.

Privacy Policy: Global Skills Training Academy collects your personal information to assist in providing the goods or services you have requested, to process your enrolment, to comply with State and Commonwealth training requirements and to improve our products and services. This information is kept confidential subject to law and may only be released when you agree or the law requires or permits us to do so. You may access your own records by written request to the Principal. If you have concerns re these requirements please tell us in writing.
**Workplace Health and Safety:** Global Skills Training Academy offers a safe environment and provides a sustainable green office. All materials and systems of work are safe. We provide a suitable working and learning environment where all staff and students can seek further assistance if required.

**Sanctions:** Global Skills Training Academy will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn. ©