

Code of Practice

1. Purpose of the Code of Practice

- 1.1 The Code of Practice dictates the professional standards required in the operation and management of the RTO to deliver quality education and training in the interests of its students and the welfare of the staff.
- 1.2 Eagles RAPS Inc. is a youth service which is dedicated to the prevention of youth suicide. As such, it is evident that the users of the service will be some of the most vulnerable and marginalised young people. It is therefore fundamental that all committee members, staff, volunteers, clients and visitors of the service behave in a professional manner that will not do harm, emotionally, physically or mentally to any other users of the service.
- 1.3 Eagles RAPS Inc. is an inclusive organisation that does not discriminate on the basis of race, religion, sexual preference, gender, age, or any other grounds.

2. Scope

- 2.1 This policy applies to:
 - i. All management committee members;
 - ii. All delegates of the management committee;
 - iii. All staff;
 - iv. All volunteers;
 - v. All clients;
 - vi. All visitors and other stakeholders.

3. Policy Statement

- 3.1 The policy statement sets out the required and expected behaviour to best reflect and pursue the Mission Statement of the organisation:

Eagles RAPS Inc. will provide an environment and facilities to positively encourage the personal growth of today's youth by assisting them to achieve their own goals, dreams and aspirations, thereby helping create their own happiness and fulfilment of life.

In its endeavours to prevent youth suicide Eagles RAPS Inc. will attempt to bring young people together in a community environment which will in turn provide young people with a stronger, more supportive and safer network in which they will work, live and study.

4. Purpose of the RTO

- 4.1 The RTO is to deliver high quality education and training within Eagles RAPS Inc. youth service to at risk young people.

- 4.2 The RTO is regulated by the Australian Skills Quality Authority (ASQA) and all relative State and Federal legislation.

5. Administration Management

- 5.1 Management will ensure that all education, training and assessment will be delivered by appropriately qualified trainers and will be of the highest standard.
- 5.2 Management will ensure that staff selection will be in the best interests of the students and that trainers and educators are not only appropriately qualified to train, but also qualified to work with young people at risk.
- 5.3 Management are committed to the personal and professional development of all staff and trainers.
- 5.4 Management will maintain all required insurances, including Public Liability, Professional Indemnity and Workers Compensation.
- 5.5 Management will advise the Registering Authority (ASQA) in writing of any changes to the details in the registration and endorsement within 10 days of the changes taking place.
- 5.6 Management will allow the Registering Authority (ASQA) access to student and training records, the location of the RTO and staff for the purpose of auditing and verifying compliance.
- 5.7 Management will maintain appropriate records systems to ensure compliance and to adequately meet the requirements of staff and students.
- 5.8 Management will pay all fees due to the Regulatory Authority (ASQA) in a timely manner to ensure continuity and maintenance of currency of the registration.
- 5.9 Management will ensure that all student and staff files will be kept confidential under the rules and regulations of the *Privacy Act 1998*.
- 5.10 Management will ensure staff and students access to their own files.

6. Course Delivery

The RTO will:

- 6.1 Provide the student, prior to the course commencement, an information pack and provide induction where they will receive all details of the course, the requirements of the student, assessment processes, attendance details and available resources.
- 6.2 Ensure that a current copy of the curriculum is available.
- 6.3 Ensure that training and assessment requirements are made clear to the student and that they are carried out in accordance with the course specifications, and as explained to the student.

- 6.4 Ensure that when developing an Individual Education Plan for students that National Guidelines are followed.
- 6.5 If using courses from other authors, to ensure that copyright permission is gained before using or modifying that course.
- 6.6 Ensure currency of all courses on the Scope of Registration.

7. Staff

Trainers and assessors of the RTO will have:

- 7.2 Current Working with Children Checks. It is the staff's responsibility to ensure they are current and up to date and will provide updated checks when required.
- 7.3 Competencies to at least the level of the course being delivered.
- 7.4 Current skills directly related to the course being delivered and/or assessed.
- 7.5 Current qualifications in training and assessing.
- 7.6 Minimum competencies of:
 - a. Certificate IV in Training and Assessment and/or,
 - b. A qualification in adult education at a minimum of Diploma level.

Particular to all staff:

- 7.7 The personal behaviour of staff, volunteers, committee members and clients will not bring discredit to Eagles RAPS Inc., to the work performed by Eagles RAPS Inc. or to fellow staff, volunteers, committee members and clients.
- 7.8 Staff, volunteers and committee members will remain proficient in their practice and the performance of their duties. They will not undertake work beyond their capacity or competence. They will protect and enhance the dignity and integrity of their work and Eagles RAPS Inc.
- 7.9 Staff, volunteers and committee members will distinguish clearly between statements and actions made as a private individual and as a representative of Eagles RAPS Inc.
- 7.10 Staff, volunteers and committee members will not exploit work relationships for professional gain or profit. They will not exploit clients for personal advantage, nor solicit attendees of Eagles RAPS Inc. for activities resulting in personal gain.
- 7.11 Under no circumstances will staff, volunteers or committee members engage in sexual activities with clients receiving services from Eagles RAPS Inc.
- 7.12 Staff, volunteers and committee members will disclose any personal relationships that may constitute a conflict of interest.

- 7.13 Staff, volunteers and committee members will not use their position to promote personal, political, religious or business loyalty.
- 7.14 Staff, volunteers, committee members and clients will not practice, condone, facilitate or collaborate with any form of discrimination on the basis of race, colour, gender, sexual orientation, age, religion, national origin, marital status or other conditions or status.
- 7.15 Staff, volunteers, clients and committee members will treat colleagues with respect, courtesy fairness and good faith. Where serious disagreements cannot be resolved, they will be addressed as outlined in the grievance procedure in the Constitution.
- 7.16 Staff, volunteers and committee members will respect the right of clients to privacy, and will similarly respect the confidences shared by colleagues in the course of their professional relationships and transactions. Clients will respect the right of their fellow clients to privacy and will respect confidences that have been shared with them.
- 7.17 Staff and volunteers, will be responsible for, and vigorous in, discussion and critical review of their delivery of service, participating in outcome-focused discussion and evaluation of their own and others' work.
- 7.18 Where applicable, the delivery of services will not proceed without the informed consent of the client. This involves explaining the nature, purpose, costs, alternatives and possible complications of a service, for example where the Duty of Care overrides confidentiality in the event of illegal or life threatening matters.
- 7.19 Clients of Eagles RAPS Inc. should only be seen at the services offices and/or centres or its annexes. In some instances, where services are delivered regionally or where a disability limits access, other suitable locations may be used.
- 7.20 Any comments made to the media, including comment made on the conditions of the local area, people or service issues will be carefully considered, and where appropriate referred to the Service Manager or the President.
- 7.21 Staff, volunteers and committee members are prohibited from acting in any capacity while under the influence of any mind-altering substance including alcohol. Clients are prohibited from attending the service while under the influence of any mind-altering substance including alcohol.
- 7.22 Staff and/or committee members who have responsibility for employing and evaluating the performance of other staff members will act in a fair, considerate and just manner, performing evaluations on clearly enunciated criteria.
- 7.23 All staff, volunteers and committee members are bound by both the ethical and legal aspects of confidentiality.
- 7.24 Staff, volunteers and committee members will not accept money or gifts of substance from clients or stakeholders.
- 7.25 Staff, volunteers and committee members will not use the assets of Eagles RAPS Inc. for their personal benefit or gain. Staff, volunteers and committee members may rent,

lease or borrow assets of the Association on a fee commensurate with the value of the asset and the Association.

8. The RTO environment training standards

- 8.1 The RTO will comply with all legislation in regard to training organisation's premises and Workplace Health and Safety.
- 8.2 The RTO will be an equal opportunity organization and will not tolerate harassment, bullying, or discrimination of any kind.
- 8.3 The RTO will meet fire safety regulations.
- 8.4 The RTO will protect the privacy of all stakeholders.
- 8.5 The RTO premises will meet all appropriate building regulations and standards.
- 8.6 The RTO will provide safe, secure and healthy environments for staff, students, volunteers and all other stakeholders.
- 8.7 The RTO will schedule all training to a maximum of 8 hours a day.
- 8.8 The RTO will ensure that the training premises provide adequate space, facilities, cooling, heating, lighting and ventilation and noise is at minimum levels.
- 8.9 The RTO will provide equipment and resources that are safe, adequate and properly maintained in good order of repair.
- 8.10 The RTO will provide support for both academic and non-academic purposes.
- 8.11 The RTO will ensure disability access to the learning environment.

9. Academic awards and certificates

- 9.1 Awards and certificates will be awarded to students who satisfactorily complete courses within the Scope of Registration and will contain the following information:
 - i. The name, logo and registered number of the RTO.
 - ii. The name of the recipient.
 - iii. The name of the course and code of the Qualification achieved.
 - iv. A certificate number
 - v. The Nationally Recognised Training logo in accordance with the current conditions of use.
 - vi. Date issued

- vii. Authorised signatory of the RTO.
- 9.2 The RTO will issue a testamur to the student, which will list units of competency achieved.

10. Marketing

- 10.1 The RTO will market the courses within the Scope of Registration accurately, honestly, without ambiguity and with integrity.
- 10.2 The RTO will ensure that no false or misleading information is included in the marketing and that no comparisons are made with other providers.
- 10.3 The RTO will ensure that it is clear that only the courses in the Scope of Registration are recognized by the registering authority.
- 10.4 The RTO will recruit students in a professional, ethical and responsible manner.
- 10.5 The RTO will ensure the interest of the students are met when recruiting and that the courses are consistent with the requirements of the student.
- 10.6 The RTO will ensure that access principles are observed during selection processes for recruitment.
- 10.7 The RTO will complete a written agreement with the student which states all fees and conditions of the course.

11. Student Information

The RTO will provide the following information to the students:

- 11.1 Accurate details of the course provided;
- 11.2 The RTO's Scope of Registration;
- 11.3 The application process and the selection criteria;
- 11.4 Fees and costs involved in participating in the course;
- 11.5 Fee refund policy;
- 11.6 Qualifications to be issued at the completion or partial completion of the course,
- 11.7 Competencies to be achieved during the course;
- 11.8 Assessment procedures;
- 11.9 Recognition of prior learning procedures;
- 11.10 Literacy and numeracy requirements and assessment;

- 11.11 Facilities and equipment available;
- 11.12 Support available;
- 11.13 Responsibilities of the RTO to the student;
- 11.14 Student responsibilities;
- 11.15 Premises facilities and equipment;
- 11.16 Complaints and appeals procedure.

12. Access and equity principles

- 12.1 The RTO aims to ensure that access to education and training is available to all young people aged 14-22 regardless of gender, socio-economic background, disability, culture, ethnicity, race, domestic status or sexual preference.
- 12.2 All education and training services are to be delivered in a respectful and non-discriminatory manner.
- 12.3 Staff are to be trained in access and equity issues, including cultural awareness and special needs of students.
- 12.4 Facilities are to be provided that allow access and equity to students with physical and intellectual disabilities. Where this is not possible, staff are to assist the student to find another provider who can meet their special needs.
- 12.5 The RTO must conduct the selection process in a manner that reflects the diverse population.
- 12.6 The RTO will actively encourage young people at risk and people from disadvantaged groups and actively support them to complete their course.
- 12.7 The RTO will provide culturally inclusive language and literacy and numeracy assistance that will assist the students to complete their course.
- 12.8 The RTO will welcome feedback as part of its quality improvement system.

13. Consequences for breach of Code of Conduct

- 13.1 Breaches of the Code of Conduct are considered to be very serious and severe disciplinary action may arise, following appropriate investigations. Action may include:
 - i. Termination of employment for Staff
 - ii. Removal of committee members
 - iii. Dismissal for volunteers
 - iv. Referral to relevant authorities including police.

- 13.2 Breaches of Code of Conduct by service users/clients is also considered a serious matter and may also lead to withdrawal of services, where inappropriate conduct towards staff, volunteers and/or other service users is of a serious nature and/or ongoing. It may also lead to referral to appropriate authorities following initial investigation by management.

14. Review processes

- 14.1 All policies should be reviewed in accordance with the following guidelines.
- 14.2 All policies should be reviewed annually, or at a minimum of every two years. Where critical events or changes in business direction by the Association require changes before the 12-month period, then the review should be carried out immediately.
- 14.3 It is the responsibility of the Service Manager to ensure that the review is carried out.
- 14.4 The review should be carried out in consultation with staff, volunteers and, where appropriate, clients and stakeholders.
- 14.5 A draft review should be submitted to the management committee for approval and adoption. The management committee is to be allowed three (3) weeks to consider the changes. Where there is disagreement between the Service Manager and the management committee the following steps should be taken:
- a. The Service Manager will consider the management committee's objections, and where appropriate, discuss the issue again with staff, volunteers, clients and stakeholders.
 - b. If the Service Manager feels that the original draft changes were necessary, they should prepare a report for the management committee giving justification for the changes. This report can be tabled at the next management committee meeting for consideration, or if urgent, delivered to the President for consideration by the Executive Committee.
 - c. If the management committee still does not agree with the changes and the Service Manager feels strongly that the changes should be made, then they should follow the Dispute Resolution clauses in the Constitution.

15. Related legislation, policies and procedures and other documents.

- 15.1 Related documents include:
- i. Eagles RAPS Inc. Constitution
 - ii. Eagles RAPS Inc. Mission Statement
 - iii. *National Vocational Education and Training Regulator Act 2011*
 - iv. Vocational Education and Training (VET) Quality Framework
 - v. *Standards for Registered Training Organisations (RTOs) 2015*
 - vi. *The Copyright Act 1965*
 - vii. *Associations Incorporation Act 2009*
 - viii. *Children and Young Persons (Care and Protection) Act 1998*
 - ix. *Privacy Act 1988*
 - x. *Work Health and Safety Act 2011*
 - xi. *Equal Employment Opportunities Act 1987*

- xii. *Anti-Discrimination Act 1977*
- xiii. *Student Identifiers Act 2014*
- xiv. *Data Provision Requirements 2012*
- xv. *Eagles RAPS Inc. Policies and Procedures.*

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer 

DATE: 27 March 2018

Revision History

Revision	Date	Description of Modifications
1	11/7/22	Add (ASQA) to regulatory body; minor grammar changes
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