

RTO Code of Practice

Purpose

This code of practice describes Bee Prepared Training & Development's commitment to the maintenance of high standards in the provision of vocational education and training.

Scope

All staff and clients of Bee Prepared Training & Development

Responsible parties

The Bee Prepared Training & Development's Managing Director is responsible for the control and issuance of this code of practice.

1. Quality Training

As a Registered Training Organisation (RTO), Bee Prepared Training & Development is committed to providing quality training and assessment across all of its operations within the requirements set down by the Australian Skills Quality Authority (ASQA), which include the National VET Regulator Act 2011, the current Standards.

Bee Prepared Training & Development implements its policies and management practices to maintain high professional standards in the delivery of quality education and training services across all of its operations and acts to safeguard the interest and welfare of its clients.

Bee Prepared Training & Development has a robust quality assurance system and a continuous improvement approach to the management of its operations which ensures clients receive the services detailed in their agreement with the organisation.

Staff, facilities, equipment and training and assessment materials used by Bee Prepared Training & Development are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies, which are developed through effective consultation with industry.

Bee Prepared Training & Development has checks and balances in place to ensure training and assessment is delivered only by trainers who possess the necessary qualifications and experience. Documented enrolment procedures, including a Student Handbook and established quality processes, ensure students are informed about the training, assessment and support services to be provided, and about their rights and obligations.

All staff members recognise the rights of students and provide information, advice and support that is consistent with this Code of Practice and will act ethically at all times. If, at any time, a student feels a staff member is not abiding by the Code of Practice, they are encouraged to report their complaints to their Trainer/ or anyone in the organisation. Action will be taken in line with Bee Prepared Training & Development Student Complaints and Appeals Policy and Procedure.

Bee Prepared Training & Development applies an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

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2. Access and Equity

Students receive training, assessment and support services that meet their individual needs and have timely access to current and accurate records of their participation and progress. Employers and other parties who contribute to each student’s training and assessment are engaged in the development, delivery and monitoring of training and assessment. Bee Prepared Training & Development provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively.

3. Administration

Bee Prepared Training & Development has in place guidelines and practices to monitor its operations, including conduct of internal audits, process maps, documented procedures and checklists. Regular reporting through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is monitored for compliance in line with the RTO Compliance Checklist. The National VET Regulator is provided with information about any significant changes to Bee Prepared Training & Development operations and/or ownership through established reporting procedures. Retention, archiving, retrieval and transfer of records is consistent with ASQA’s requirements.

4. Compliance with Legislation

Training and/or assessment services provided to clients are closely monitored to ensure compliance with all aspects of the VET Quality Legislative Framework, WHS, consumer protection, equal opportunity and anti-discrimination. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Records are maintained, monitored and are subjected to regular internal and external auditing to ensure their accuracy and integrity. Actions are scheduled and progress is tracked in the organisation’s continuous improvement register.

5. Governance

The Bee Prepared Training & Development’s Managing Director will ensure that the organisation continues to comply with the VET Quality Framework and with relevant Commonwealth, State and Territory legislation and regulatory requirements. This applies to all of the operations within Bee Prepared Training & Development scope of registration, as listed on the National Register available on the Training.gov.au website at <http://training.gov.au/>. Organisational decision making is informed by the experiences of trainers and assessors, through analysis and reporting of feedback from clients, collected by the organisation and through industry consultation.

6. Insurance

Bee Prepared Training & Development maintains public liability, professional indemnity and workers compensation insurance throughout its registration period. Bee Prepared Training & Development is committed to providing a safe and enjoyable training experience for its students. Students/clients are able to make a claim for injury occurring as a result of any negligence on the part of Bee Prepared Training & Development. Alternatively, a student can opt to take out their own Personal Accident and Sickness Insurance to cover all activities attended by the student.

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