

the
power of
humanity



TRAINING
SERVICES

Code of Practice

Maintaining the highest
standards for the provision
of training services



This Code of Practice has been developed by Red Cross Training Services to state our commitment to maintaining of high standards in the provision of all training services.



Client Service Charter

This charter sets out your rights and how you will be treated when you take part in any Red Cross training service. It also sets out your responsibilities and what you can do to help us provide the best programs and services.

A client service charter is about everyone being clear about how people should treat one another and how we can work together to achieve the best possible result for you.

All Red Cross services are underpinned by seven Fundamental Principles: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality.

Access and Equity

Red Cross Training Services recognises students may have individual and specific needs. Every attempt will be made to tailor our services to accommodate these needs.

Red Cross Training Services ensures that at all times you are treated in an ethical and responsible manner that is consistent with the principles of social justice.

If you have any concerns, complaints, appeals or particular requirements, for example assistance with a disability, numeracy or literacy, please contact any training staff member. See Red Cross Equal Opportunity Policy*.

Assessment

In line with recognised principles of assessment and rules of evidence, our assessment processes are valid, reliable, flexible and fair. They meet workplace and regulatory requirements.

All assessment, including Recognition of Prior Learning (RPL), meet the requirements of the relevant Training Package or accredited course. You will be assessed against the performance criteria, required skills and knowledge and the critical aspects of assessment. A variety of methods for assessment will be used and you will only be deemed 'competent' once having demonstrated the required underpinning knowledge and practical skills.

If you are deemed 'not yet competent' you will be given further opportunity for re-assessment.

Assessment will only be conducted by Red Cross trainers/assessors who have the necessary training and assessment competencies as determined by the Standards for Registered Training Organisations (RTOS) 2015 Clause 1.13 and have the relevant vocational competencies and can demonstrate current industry skills.

Complaints and Appeals by You, the Student

Anyone who undertakes courses or training programs offered by Red Cross Training Services has the right to lodge complaints about the service received and to lodge appeals against decisions made by Red Cross personnel.

Red Cross Training Services will respond to any written complaint or appeal made by a student within two (2) working days of receipt. The complaint or appeal will then be investigated and resolved in a timely manner and the outcome will be advised appropriately.

Educational Standards

Red Cross Training Services has adopted policies and management practices that maintain high professional standards in the delivery of training and assessment. As a student, your interest and general welfare are safeguarded by:

- maintaining a learning environment that supports your success
- providing an environment that is safe and secure and ensuring that no one is putting themselves or others at risk
- delivering courses as per our Scope of Registration, and ensuring that the facilities, methods and materials used in the provision of learning will be appropriate to the desired outcomes
- maintaining systems for recording and archiving student documentation
- conducting regular reviews of policies and procedures and review course content, delivery and student satisfaction



Marketing

Red Cross Training Services markets its training ethically with integrity, accuracy and is consistent with our Scope of Registration.

Only nationally recognised training will carry the Nationally Recognised Training (NRT) logo.

Mutual Recognition

Red Cross Training Services acknowledges its requirement to recognise all Australian Qualifications Framework qualifications and Statements of Attainment issued by other Registered Training Organisations.

Student Information

Prior to enrolment, Red Cross Training Services ensures all potential students have access to accurate, relevant and up-to-date course information which includes, but is not limited to:

- enrolment procedures and entry requirements
- arrangements for Recognition of Prior Learning (RPL) and Credit Transfer
- competencies to be achieved by students as identified in the training package documentation

- assessment procedures
- refund policy
- documentation provided upon successful completion of the course; and this Code of Practice

At the beginning of each course, you will be provided with:

- an outline of the unit
- the assessment requirements
- any special health and safety requirements information about support services available to you

Red Cross Training Services courses are developed and regularly reviewed in consultation with relevant industry and community groups. Our facilities and equipment meet the specified requirements for each unit.

Red Cross Training Services regularly seeks feedback to identify where improvements can be made.

Our qualifications are highly valued by all education and training providers, industry and the community, and we are recognised throughout Australia.

Privacy

Red Cross Training Services abides by the Commonwealth Privacy Act 1988 and the Australian Red Cross Privacy Policy* in all its dealings with students,

members, volunteers, staff, supporters and the public. Following these guidelines, all personal information given to Red Cross Training Services is for a particular purpose that allows us to deliver the service that you require.

Australian Red Cross takes all reasonable steps to ensure that your personal information is protected and treated confidentially. Information supplied to Australian Red Cross will be treated in accordance with the Australian Red Cross Privacy Policy which contains detailed information about Australian Red Cross' responsibilities, your rights, and the information that may be collected by Australian Red Cross and how it would be used. The Australian Red Cross Privacy Policy also provides a process for requesting access to your personal information.

Your personal information is collected by Australian Red Cross for the purpose of providing training services to you. As a part of providing training services to you, Australian Red Cross may be required to disclose your information to third parties including training regulators, government and funding bodies. In addition, Australian Red Cross may be required to disclose your information to other third parties, for example external auditors.



Recognition of Prior Learning (RPL)

Students undertaking any courses delivered by Red Cross Training Services, who consider that they are already competent in all or part of the performance criteria, are given the opportunity to apply for RPL. Supporting evidence of competence must be lodged with a written application. If you believe you may be eligible for RPL, please contact any training staff member and they will ensure you receive the appropriate forms.

Refund Policy

Red Cross Training Services will make appropriate financial arrangements to guarantee the refund of fees when:

- the course is cancelled or discontinued (provider default); or
- the student has a verifiable reason for discontinuing the course, e.g. medical (student default)

Where a provider default has occurred, Red Cross Training Services will refund all fees paid by the student. Alternatively, a substitute course or date may be offered and mutually agreed on.

Where a student default has occurred, refund of fees will depend on the type of course and notice given. Enrolled students who fail to attend without

notifying Australian Red Cross will not be entitled to a refund.

Please contact Red Cross Training Services for further information on refunds.

Students undertaking a short course including First Aid may request a transfer to another course. Transfers must be made at least 5 working days prior to course commencement. An administration fee equivalent to 20% of the course fee will be applied. Where the request is made more than 5 working days before course commencement there will be no additional fee applied.

For organisation course bookings, if a student is unable to attend a course, a substitute person from the same organisation may take their place at no additional cost.

Refunds will not be made to individuals or organisations when a person is booked into a course and fails to attend.

Results

During your course, you will regularly receive information about your progress in each unit and you will be notified promptly of your results.

All results are issued within 21 days of completion of the assessments.

If you believe there may have been some mistake with a result, you can apply to your trainer for it to be reviewed.

Students who successfully complete an accredited course or complete single units of competency will receive a Statement of Attainment.

Students who attend a non-accredited course will receive a Statement of Attendance upon completion.

Trainers/Facilitators

All of our training and assessment staff have the specified qualification and experience relevant to the units they deliver.

All trainers are required to keep their training skills and unit knowledge up-to-date through ongoing professional development activities.

1300 367 428
learn@redcross.edu.au
redcross.edu.au

*These policies are available in hard copy on request from Red Cross Training Services or as a downloadable file from the Australian Red Cross website redcross.edu.au.