

STANDARD CODE OF PRACTICE

For Training Organisations Registered With The Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 To Provide Training Services And Assessment Services And Issuance Of Nationally Recognised Qualifications.

Tauondi Aboriginal College protects your rights as a consumer.

Our marketing and advertising to prospective clients is ethical and accurate.

- You will be informed before you enrol of all the costs and charges you will incur throughout your course.
- Our RTO has fair refund policies that are documented and provided to each client prior to enrolment. In the event that our RTO is not able to fulfil its obligations to you we have measures in place to ensure that you either receive the service from another RTO or a refund. For further information please contact reception on (08) 8240 0300, reception@tauondi.sa.edu.au or see your student handbook.
- We ensure that your academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law.
- You may view your own records to confirm their accuracy and completeness. If you wish to view your records please speak to the student services officer.

Tauondi Aboriginal College principles of access and equity.

We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment. You can find more information on this in your student handbook.
- We will deal fairly and constructively with your concerns and complaints about our services. If you feel you have been treated unfairly or have a complaint you can speak to a Tauondi staff member of your choice or you can access a complaints form at reception or on the website www.tauondi.sa.edu.au

Tauondi Aboriginal College engages with relevant industries including Community Services, Aged Care, Disability, Horticulture, Hospitality, Information Technology, Construction, Business, Tourism and LL&N.

We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.

- Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where your training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments. For more information on how your industry is involved in the development of your training and assessment speak to your Trainer or the careers development officer.
- Our teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

Tauondi Aboriginal College assures the quality of training and assessment provided across all of its operations.

Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.

- Our organisation is a Registered Training Organisation under the National Vocational Education and Training Regulator Act 2011. We ensure that at all times our operations comply with the legislation and the Australian Skills Quality Authority (ASQA) standards to be met by each Registered Training Organisation. If you would like to give feedback on your training, assessment or any other aspect of Tauondi Aboriginal College you can use the feedback form provided for you in class or send an email to continuousimprovement@tauondi.sa.edu.au

Tauondi Aboriginal College meets the individual needs of learners by assessing their current skills and knowledge prior to the commencement of training.

We recognise that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.

- If you have completed relevant units of competency with another Registered Training Organisation we will automatically credit these towards completion of your qualification. For more information speak to the student services officer.
- We offer learning and assessment services that as far as practicable meet your individual learning needs. We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources. If you would like to discuss your learning and/or assessment needs you can speak to your Trainer, the student services officer or the careers development officer.