

Code of Practice

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YourLife Health and Learning Inc

(trading as RDNS Your Health and Learning)

Code of Practice

PROTECTION OF PARTICIPANT'S RIGHTS

YourLife Health and Learning Inc 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.

COURSE INFORMATION

YourLife Health and Learning Inc will provide sufficient and accurate information to you that sets out the detail of the total costs/fees and the objectives, assessment procedures and competency standards and outcomes to be achieved. Information provided by YourLife Health and Learning Inc will include the following:

- A description of the course, content and vocational outcomes
- All fees and charges payable to YourLife Health and Learning Inc including refund policy
- Flexible learning and assessment procedures, including provision for language, numeracy and literacy assessment
- Recognition of Prior Learning / Skills Recognition arrangements
- A description of the credential or statement of attainment to be given on completion of the course
- A statement as to whether the course is recognised by industry or professional organisations, public institutions or government authorities
- A description of course participant support services including welfare and guidance services
- Information on appeals, complaints and grievance procedures
- Disciplinary procedures
- Access and equity policies
- Any pre-course requisites

SELECTION AND APPLICATION

Selection of course participants will be conducted at all times in an ethical and responsible manner. Selection decisions will rest on assessment by YourLife Health and Learning Inc of the extent to which the stated competency standards and outcomes of the course are likely to be achieved by you given your qualifications, proficiencies and aspirations.

YourLife Health and Learning Inc will provide documentation to you which discloses in full all of the contractual arrangements between YourLife Health and Learning Inc and you. This documentation will be written in clear, concise, plain English which avoids vague and ambiguous clauses.

RECOGNITION OF PRIOR LEARNING

YourLife Health and Learning Inc 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 (RPL). If you have completed relevant units of competency with another Registered Training Organisation we will credit these towards completion of your qualification.

We offer learning and assessment services that as far as practicable meet your individual learning needs. Upon enrolment you will be advised of the form of training and assessment delivery for each course.

YourLife Health and Learning Inc undertake to provide assessment of training:

- in accordance with the national Assessment Competency Standards;
- in accordance with the national principles of assessment (eg. valid, reliable, flexible and fair);
- in accordance with the assessment guidelines of any Training Packages and accredited courses which YourLife Health and Learning Inc may seek to register within its scope; and
- in accordance with language, literacy and numeracy needs of course participants.

MUTUAL RECOGNITION

YourLife Health and Learning Inc recognise full or partial (Complete Certificates or Statements of Attainment) qualifications awarded by Registered Training Organisations throughout Australia. Should you hold prior qualifications please present these to YourLife Health and Learning Inc staff to obtain the appropriate recognition. All prior qualifications will be verified by the issuing RTO before confirmation of recognition against your enrolment with YourLife Health and Learning Inc.

ACCESS & EQUITY POLICY

YourLife Health and Learning Inc is committed to principles of access and equity and will not unlawfully discriminate against participants. The obligations we place on our staff and participants are to protect your 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. We will deal fairly and constructively with your concerns and complaints about our services.

As a Registered Training Organisation, YourLife Health and Learning Inc will comply with its legal and moral duty to respect the rights and beliefs of course participants and staff through avoidance of discrimination, recognition of the special needs of participants, physical access to courses, remediation and bridging programs, mentoring, culturally appropriate behaviour, and equal opportunity.

GRIEVANCE POLICY

YourLife Health and Learning Inc has a Grievance Policy which is provided to you upon course commencement. This provides a fair mechanism for appealing disputed assessment decisions or grievances that may arise. We are committed to implementing effective grievance procedures that, where possible, are managed quickly, at the local level and with a minimum of number of people involved. The resolution process will focus on rapid re-establishment of good education, working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation.

You are expected to observe the rights of others at all times. Infringements of the policy will be handled in accordance with the grievances and appeals mechanism. YourLife Health and Learning Inc reserves the right to request that you leave the course should your participation in the classes be markedly less than expected. Other reasons for dismissal from the course include, but are not limited to: repeated tardiness or absences, severely disruptive behaviour, and failure to fulfill individual or group assignments and requirements. Further information is available in the Grievance Policy.

REFUND POLICY

YourLife Health and Learning Inc will make available to you, in writing, all information concerning fees and charges and the refund policy prior to completion of any enrolment agreement or contract. The YourLife Health and Learning Inc Fees, Instalments & Refund Policy is to ensure all participant monies are handled fairly, transparently and consistently. This policy assists participants and staff to clearly understand their obligations, rights and options around the payment of course fees. This policy is made available to all participants prior to confirmation of enrolment. This policy applies only to nationally recognised courses or units of study offered by YourLife Health and Learning Inc.

INDUSTRY ENGAGEMENT

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 currently 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. Our teaching and assessment staff regularly engages with industry to ensure their knowledge and skills reflect current industry practice.

WELFARE AND PARTICIPANT SUPPORT SERVICES

YourLife Health and Learning Inc aims to ensure that every participant gains the maximum benefit from participating in a particular course or program. Management practices are implemented that safeguard the interest and welfare of participants in all training and assessment situations.

All staff are highly qualified and experienced personnel who give you support, advice and counseling whenever needed. If you are unable to attend classes due to illness or work commitments you will be provided with reasonable assistance to maintain your progress in the course. Participants who are experiencing difficulties are given reasonable assistance to meet the required level of competence.

CONTINUOUS IMPROVEMENT

YourLife Health and Learning Inc is committed to continuously improving the services it offers and will seek feedback from you from time to time about the services you have received from us. Our organisation is a Registered Training Organisation under the Training and Skills Development Act 2008. We ensure that at all times our operations comply with the legislation and the Australian Quality Training Framework standards to be met by each Registered Training Organisation.

MARKETING

YourLife Health and Learning Inc will market our educational products with integrity, accuracy and professionalism. All promotional literature and marketing materials published by or on behalf of YourLife Health and Learning Inc in whatever form will be truthful, accurate and unambiguous. Before information about an individual is used in any marketing that individual must have provided written permission to this organisation.