

## Code of Practice

As part of Australian Skills Quality Authority (ASQA) and Australian Quality Training Framework (AQTF) requirements, all Registered Training Organisations (RTOs) must be compliant with Commonwealth and State legislation and regulatory requirements. This Code of Practice documents how the Ikon Institute's services meet the ASQA and AQTF requirements. Detailed information about the policies and practices of the Institute are provided in the appropriate sections of the Ikon Institute's website and Student Orientation Handbook.

For the purposes of this Code 'client' is a person or organisation who may enter into a contract with the Ikon Institute for the delivery of education and training services.

### Provision of Accurate Information

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

Prospective clients will be informed before they enrol of all costs and charges they are likely to incur throughout the course.

The Ikon Institute has fair refund policies, documented in the Terms and Conditions of Enrolment. These are provided to each client prior to enrolment. In the event that the Institute is not able to fulfil its obligations, measures are in place to ensure that clients receive the service from another RTO or a refund is issued.

We ensure that academic, financial and other records maintained by us are complete and accurate. Records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the client of under law. Clients may view their own records to confirm their accuracy and completeness.

### 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 clients are treated fairly and receive all reasonable assistance to successfully complete the course once accepted for enrolment.

We will deal fairly and constructively with concerns and complaints about our services.

## Industry Engagement and Recognition

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 that meets 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 training and assessment occurs in a workplace, evidence of performance will contribute to our assessments.

Our teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

## Quality of Training and Assessment

The Ikon Institute is committed to continuously improving the services it offers and will seek feedback about the services provided.

Our organisation is a Registered Training Organisation under the Standards for Registered Training Organisations 2015. 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.

## Recognition of Skills, Knowledge and Prior Learning

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

Clients who have completed relevant units of competency with another Registered Training Organisation will automatically receive credit towards their qualification.

We offer learning and assessment services that, as far as practicable, meet individual learning needs. Where possible, we can tailor training programs to meet individual needs and will offer a range of learning and assessment resources.