

Code of Practice

The following is a condensed version of the Code of Practice of our RTO. The full version can be found in the **Course Handbook** provided to you during your induction into the course or available to view via the Marden website <https://www.msc.sa.edu.au/vet/>

a) Our RTO ensures that your rights are protected and that you receive the services detailed in your agreement with the RTO.

- Marketing and Advertising is ethical and accurate.
- You are informed about all costs and charges prior to enrolment.
- You are informed about our refund policies prior to enrolment.
- You are informed of wellbeing support services.
- You are informed of any changes to training products or the organisation's operations that may affect your course, including any changes relating to the transition of superseded, deleted, or expired training products.
- Your enrolment details, results and other records are complete, accurate and managed confidentially.

b) Our RTO adheres to principles of access and equality and supports the diversity of VET students.

- We do not unlawfully discriminate against clients.
- You will be treated fairly and receive reasonable assistance to complete your course.
- Reasonable adjustments are made for VET students with disability where appropriate.
- Your feedback, complaints and concerns will be dealt with fairly and within a reasonable timeframe.

c) Industry is engaged to ensure that your qualifications are recognised by industry.

- Trainees regularly engage with relevant industry representatives.
- Training and assessment strategies are developed in consultation with industry.
- Relevant advice and feedback from industry is used to inform changes to training and assessment strategies and practices.
- Training reflects current industry practice.

d) Our RTO assures the quality of training and assessment by:

- Seeking your feedback to continuously improve our services.
- Complying with legislative requirements.

e) Your individual needs are met by assessing your current skills and knowledge prior to commencing your training.

- Including language, literacy and numeracy proficiency and digital literacy
- Pre training interview to identify learning, wellbeing, strategies and support needs.
- VET students are offered opportunities to seek recognition of prior learning and are made aware of the organisation's policies for seeking recognition of prior learning, (RPL).
- You will be given credit transfer for previously completed relevant units of competency.