

## Preamble

This Code of Practice (CoP) must be read in conjunction with the Course Information relevant to the course/s you are considering. Aloha Consulting is not a Registered Training Organisation (RTO) and does not purport to be an RTO however, Aloha Consulting is partnered with an RTO to deliver all accredited courses including Statement of Attainments, Upgrades and Competency Based Training.

## Course Information

The Course information document is a comprehensive guide relating to how your chosen course will be both delivered and assessed, and information relating to the parent RTO's infrastructure.

## Continuous Improvement of Training and Assessment

All training and assessment resources have been developed using a continuous improvement approach, by collecting and analysing feedback from candidates, clients, employers and peers. Your participation in this feedback is welcomed and we urge you to submit your comments, good or bad, to [contactus@alohaconsulting.com.au](mailto:contactus@alohaconsulting.com.au)

Note, all Training and Assessment is conducted in accordance with the Access and Equity Policy herein and in line with Australian Quality Training Framework (AQTF) Standards.

## Trainers and Assessors

Aloha Consulting Trainers and Assessors meet the requirements of Element 1.4 of the AQTF Standards.

This includes vocational, training, assessment and professional development to ensure current industry knowledge and trends are being applied during delivery of all training and assessment/s.

Aloha Consulting Trainers and Assessors follow the “Assessor Code of Practice” as outlined in the TAE10 Training and Education Training Package.

## Access and Equity

Aloha Consulting passionately believe in equal opportunities for all, values diversity and acknowledges individual differences.

Aloha Consulting shall promote programs and services to the community in a manner that includes and reflects the varied learner population, to ensure all potential candidates are well informed on the options available to meet their individual training needs.

At Aloha Consulting we:

1. Support equal opportunities for access and participation;
2. Foster and advocate independence;
3. Promote co-operative approaches to learning;
4. Use client-centred approaches to learning;
5. Support, encourage and value individual contributions;
6. Create opportunities for participation and success;
7. Modify procedures, activities and assessment for equity;
8. Acknowledge, respect and value clients with particular needs;
9. Ensure the rights, privacy and confidentiality of individuals are respected; and
10. Acknowledge current strengths and skills as a basis for further learning.

## Special Needs Candidates

Whilst not diminishing our commitment, Aloha Consulting recognises that some work practices and safety standards may require minimum standards of health, physical and mental ability—this will be clearly identified in the Course Information.

Aloha Consulting will direct such individuals to specialist organisations that cater for their needs and requirements.

## Creating Standards for Participation

Aloha Consulting Trainers and Assessors will develop and advise of expected standards for participation and behaviour during the course of the program.

These standards may include, but not be limited to:

- Guidelines for behaviour and acceptance;
- Common understandings between candidates about group interaction, respect and acceptance;
- Expectations about working relationships;
- Safety and comfort considerations for candidates and others; and
- Agreed consequences for breaching standards.

## Welfare, Guidance and Support Services

All candidates are treated as individuals and are offered advice and support services to assist them in achieving their identified outcomes.

Whilst Aloha Consulting don't offer formal welfare or guidance services, every effort will be made to assist candidates to access appropriate support agencies through links on the Queensland Department of Education and Training website.

## Fees, Charges and Refunds

Candidates pay an agreed fee upon enrolment. Should a candidate withdraw from the course then the following applies:

- Submit a written application for a refund (A \$20.00 administration charge shall be deducted from the course fee);
- Send a substitute candidate; or
- Transfer your registration to another course within six (6) months.

## Access to Records

A candidate can request access to their records however, as records are private and confidential, they are not available to a third party without first receiving written approval from said candidate. This request must be sent directly to the parent RTO (Royal Life Saving Society Queensland Inc. [RLSSQ]).

Candidates may also require the parent RTO (the Royal Life Saving Society Queensland Inc.) to re-issue copies of their qualification, this will be done at a fee to be advised at the time of the request.

## Disciplinary Actions

All candidates, Trainers and Assessors are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on and off-the-job training and assessment.

Consumption of drugs or alcohol during the course is not permitted.

Any breaches of current workplace practices and legislation will result in a verbal warning. Further breaches will result in having to “show cause” as to why they should not be excluded from further participation in the program or remain on staff.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available to all candidates. Those wishing to be assessed in this manner must provide sufficient evidence of competence in the form of a JP or CDec certified and current competency code/s equal to, or of a higher degree, then the competency they are claiming credit against.

Applications will only be considered if done so in writing prior to enrolment. Please email your application and supporting evidence to: [contactus@alohaconsulting.com.au](mailto:contactus@alohaconsulting.com.au)

## Recognition of Current Qualifications

Aloha Consulting recognises qualifications or Statements of Attainment issued by other Registered Training Organisations.

Certified copies (copies witnessed and signed by a JP or CDec) should be presented prior to enrolment so these qualifications or Statements of Attainment can be applied to the program being enrolled in.

Notwithstanding, recognition of qualifications or Statements of Attainment by another RTO does not guarantee a RPL. Other RTOs may have differing units of competencies that Aloha Consulting will not recognise or provide RPL.

## Medical Conditions/Warrant of Fitness

All courses require candidates to undertake assessments of a physical nature, as such, candidates must warrant their own health, fitness and ability to successfully complete all assessments. Aloha Consulting strongly advise candidates consult with their doctor or health care provider before your course, likewise, in the event you have any health-related or medical concerns, do not delay obtaining a medical opinion.

Candidates also accept, in the event of an injury or illness during the course, Aloha Consulting staff will organise appropriate first aid and/or medical treatment without delay. Any and all costs associated with this treatment and/or action is the responsibility of the candidate.

## Digital Recordings/Photographs

From time-to-time, Aloha Consulting (or bona fide representative of) will capture digital images and/or audio of candidates participating within their courses. These recording are used by Aloha Consulting for marketing and/or promotional purposes and shall be void of candidate's names, whether published or not.

From time-to-time, Aloha Consulting (or bona fide representative of) will capture digital images and/or audio of candidates participating within those courses. Unless a candidate objects at the time of enrolling, said candidate expressly grants the right to Aloha Consulting to digitally record images and/or audio for marketing and/or promotional purposes. Note, the name of a candidate will not be published nor linked to any recording.

## Complaints, Feedback and Appeals

Whether you're making a suggestion, paying a compliment or making a complaint, your feedback is the key to improving our products and services.

If you would like to lodge a complaint or appeal a decision, the first approach should be to discuss the matter with your Trainer/Assessor. Keep in mind, you have the right to have representation (a third party) throughout this process. If a satisfactory resolution cannot be reached, the Trainer/Assessor will advise you to email [contactus@alohaconsulting.com.au](mailto:contactus@alohaconsulting.com.au) with all relevant details, thereafter, our CEO will arbitrate the matter. In terms of timing, the process will meet or exceed the following timelines:

Within two (2) business days—Aloha Consulting shall acknowledge receipt of your complaint/appeal.

Within five (5) business days—Aloha Consulting shall respond to your complaint/appeal via email (from the date of acknowledgement). Notwithstanding, Aloha Consulting may request further time to respond to your complaint/appeal or to seek further information to assist its investigation.

Within ten (10) business days—Aloha Consulting will make every attempt to resolve your complaint (from the date of acknowledgement). For complaints exceeding this timeframe, Aloha Consulting shall ensure you are kept informed of the steps being taken to resolve the complaint/appeal and/or reasons for the delay or further investigation.

Note, the following will not be registered as complaints:

- A request for service; or
- A request for information.

If an unsuccessful outcome still results, the candidate will be advised to lodge the complaint through the Australian Skills Quality Authority (ASQA): <https://www.asqa.gov.au/complaints>

Should you wish to make a suggestion, good or bad, or simply want to pay us a compliment, please tell us about it by emailing: [contactus@alohaconsulting.com.au](mailto:contactus@alohaconsulting.com.au)

## How Do I Enrol?

After reviewing the course information and this Code of Practice, please register your intent to participate within your selected course by emailing: [contactus@alohaconsulting.com.au](mailto:contactus@alohaconsulting.com.au)

Once your email has been received, Aloha Consulting shall contact you with upcoming options for your chosen course.