

## POL-ADM-12 Code of Practice

### IRONWOOD INSTUTUTE

Imperial Education Group Pty Ltd trading as Ironwood Institute is a Registered Training Organisation registered in the state of South Australia (RTO 40287) and registered on the Commonwealth Register of Institutions and Courses for Overseas Students under the ESOS act (CRICOS 03039E). Ironwood Institute always ensures that its operations comply with the relevant commonwealth, state, and local legislation.

### CORE VALUES

- Ironwood Institute markets and advertises its accredited courses to prospective students ethically, accurately, and professionally.
- Ironwood Institute informs it's all prospective students of all the costs and charges they will incur throughout their course before they enrol.
- Ironwood Institute informs it's all prospective students before they enrol of eligibility criteria for enrolment, course contents, assessment procedures, student support services, qualification outcome and their rights and obligations.
- Ironwood Institute informs its overseas students, about the visa process through pre-departure and post arrival support services including adherence to related student visa conditions.
- Ironwood Institute has a fair refund policy and procedures that are documented and provided to each student prior to enrolment. If Ironwood Institute is not able to fulfil its obligations to its students, Ironwood Institute has measures in place to ensure that they either receive the service from another RTO or a refund according to its refund policy.
- Ironwood Institute ensures that the academic, financial, and other records of its students are maintained completely and accurately. These records are managed to maintain confidentiality and will not be provided to third party unless authorised by students or required under law. Students can access their own records physically or via their student portal.
- Ironwood Institute is committed to principles of access and equity and does not unlawfully discriminate against students based on their race, colour, sex, religion, national origin, birthplace, age, disability, marital/family status or any such factor. The obligations Ironwood Institute places on our staff and students are to protect their health, safety and welfare and ensure as far as possible that their learning experience is positive and free of discrimination, harassment, or bullying.
- Ironwood Institute student support ensures that all students are treated fairly and receive all reasonable assistance to successfully complete their course within expected duration of time.
- Ironwood Institute caters for students' deferment/ suspension and cancellation of enrolment.
- Ironwood Institute maintains effective and efficient process for handling student complaints and appeals which are readily available to all students at no cost.
- Ironwood Institute creates a congenial training environment where all individuals are valued and respected and have opportunities to develop their full potential and provide literacy, numeracy and basic IT support where required.

- Ironwood Institute is committed to provide quality training of currently accredited courses with a focus on industry needs. Ironwood Institute training programs are developed in consultation with industry representatives to ensure that they are relevant to industry requirements.
- Ironwood Institute regularly engages with relevant industry representatives to evaluate our training and assessment services to ensure the currency of our training aligns with the industry trends.
- The trainers and assessors at Ironwood Institute possess relevant qualifications, experience, skills and knowledge required to deliver training that is current to meet industry standards.
- Ironwood Institute uses quality equipment, facilities and updated learning and assessment material to deliver its training.
- Ironwood Institute issues Nationally Recognised Qualifications or a Statement of Attainment to students who successfully meet the course requirements.
- Ironwood Institute regularly takes feedback from its students and staff on its training standards as a basis for continuous improvement.
- Ironwood Institute recognises that students may hold skills and knowledge that are relevant to their expected course outcomes. Ironwood Institute assists them to gain recognition for these skills and knowledge through a process called recognition of prior learning (RPL).
- Ironwood Institute recognises successfully completed relevant units of competency with another Registered Training Organisation in Australia and credit these towards completion of your qualification through course credit transfer.
- Ironwood Institute has in place appropriate systems to ensure sound financial and administrative practices and safeguards student fees paid in advance.
- Ironwood Institute takes every opportunity to ensure that this Code of Practice is circulated, understood, and valued by all Ironwood Institute staff and students.