



Code of Practice

Imperial College of Trades (ICT) is a Registered Training Organisation registered under the Training and Skills Development Act 2008 in the state of South Australia RTO number: 40287 and registered on Commonwealth register of Institutions and courses for overseas students(CRICOS number 03039E) under ESOS act. ICT ensures that at all times its operations comply with the Australian Quality Training Framework (AQTF) and other relevant commonwealth and state legislations.

- ICT markets and advertises its accredited courses to prospective students ethically, accurately and professionally.
- ICT informs its all prospective students of all the costs and charges they will incur throughout their course before they enrol.
- ICT informs its all prospective students before they enrol of eligibility criteria for enrolment, course contents, assessment procedures, student support services, the vocational outcome and their rights and obligations.
- ICT informs its overseas students, about visa process through pre-departure and post arrival support services including adherence to related student visa conditions.
- ICT has fair refund policy and procedures that are documented and provided to each student prior to enrolment. In the event that ICT is not able to fulfil its obligations to its students, ICT has measures in place to ensure that they either receive the service from another RTO or a refund according to its refund policy.
- ICT 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 are able to access their own records on request.
- ICT 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 ICT places on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experience is positive and free of discrimination, harassment or bullying.
- ICT student support ensures that all students are treated fairly and receive all reasonable assistance to successfully complete their course within expected duration of time.
- ICT policy caters for students deferment/ suspension and cancellation of enrolment.
- ICT maintains effective and efficient process for handling student complaints and appeals which is readily available to all students at no cost.

- ICT creates congenial training environment where all individuals are valued and respected and have opportunities to develop their full potential and provides literacy, numeracy and basic IT support where required.
- ICT is committed to provide quality training of currently accredited courses with a focus on industry needs. ICT training programs are developed in consultation with industry representatives to ensure that they are relevant to industry requirements.
- ICT regularly engage with relevant industry representatives to evaluate our training and assessment services to ensure the currency of our training with the industry trends.
- The trainers and assessors at ICT possess relevant qualifications, experience, skills and knowledge required to deliver training that is current to meet industry standards.
- ICT uses quality equipment, facilities and updated learning and assessment material to deliver its training.
- ICT issues Nationally Recognised Qualification or Statement of Attainment to students who successfully meet the course requirements.
- ICT regularly takes feedback from its students and staff on its training standards as a basis for continuous improvement.
- ICT recognises that students may hold skills and knowledge that are relevant to their expected course outcomes. ICT assists them to gain recognition for these skills and knowledge through a process called recognition of prior learning (RPL).
- ICT 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.
- ICT has in place appropriate systems to ensure sound financial and administrative practices and safeguards student fees paid in advance.
- ICT takes every opportunity to ensure that this Code of Practice is circulated, understood and valued by all ICT staff and students.