

37. AOT Code of Practice

Policy Name:		AOT Code of Practice	
Document Reference:		P_G_37.1_V4	
Document Version:		4	
Authorising Officer:		Chief Executive Officer	
Document Location:		PolicyDoc (cloud based document management system)	
Publish Date:		21/06/2016	
Formal Review Date:		17/08/2019	
Related Legislation & Guidelines		Standards for Registered Training Organisations (RTOs) 2015	
Scope	Course Type	ALL	
Version Updates	Version 1	implemented	21/01/2013
	Version 2	Updates to formatting and document code	17/02/2016
	Version 3	Updates to formatting	21/06/2016
	Version 4	Minor updates to wording	17/08/2018
<p>Communication:</p> <p>All AOT policies, procedures and guidelines are saved in PolicyDoc (cloud based document management system) which is accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

1. Purpose

AOT has adopted policies and management practices to ensure it maintains high professional standards in the delivery of education and training services and which safeguard the interests and welfare of students.

2. Policy

- 2.1 No Third Party training and assessment services are provided on behalf of AOT.
- 2.2 Current and accurate information which allows the potential student to make informed decisions regarding training with AOT is provided through the AOT Student Handbook, Terms and Conditions which the student must agree to upon enrolment, and information on the AOT website, brochures and enrolment form.
- 2.3 All marketing of AOT courses (Refer Marketing Compliance Policy);
- i. Include the code, title and currency of the training product to which the student will be enrolled, as published on the National Register.
 - ii. estimated duration.
 - iii. that the courses are 100% online with a review of computer and internet requirements to enable course participation.
 - iv. Students are provided with Language Literacy and Numeracy assessment at the commencement of their qualification.
- 2.4 AOT provide a LLN assessment for all qualification enrolling students;
- i. Students receiving less than 70% will be offered immediate support through an automatic email which discusses the support services AOT provides and suggests support organisations.
 - ii. Students will then receive a LLN support call from the AOT completions team offering an appointment with the relevant trainer and assessor to provide an outline of the course requirements and offer personal assistance. (refer to LLN Policy).

- 2.5 AOT take seriously our obligations to each student and ensure the quality of our training and assessment in compliance with the Standards for Training Organisations (RTO's) 2015, and for the issuance of the AQF certification documentation. (Refer to Assessment Policy, Issuance Policy, Industry Consultation Policy, Validation and Moderation Policy, Professional Development and Currency Policy)
- 2.6 AOT ensure that the learning content and assessment tools undergo continuous improvement through student and trainer/assessor feedback. (Refer Continuous Improvement Policy). Students are encouraged to provide feedback at the end of their course and also throughout by using the 'Contact Us' form within their course.
- 2.7 AOT have a comprehensive Concerns and Complaints Policy which is made available to students on the AOT website and within the AOT Student Handbook. Each is recorded in the Concerns and Complaints Register.

3. Related Forms and Documents

AOT's Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within PolicyDoc and is accessible by all relevant staff.

4. Quality and Continuous Improvement

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- i. changes in regulatory, statutory, or contractual obligations,
- ii. results of internal quality assurance processes,
- iii. feedback received from staff.

Any recommendations to improve this document must be submitted to ceo@aot.edu.au.