

Registered Training Organisation 21977 RTO Manual

CHC81115 Graduate Diploma of Family Dispute Resolution

CHC81015 Graduate Diploma of Relationship Counselling

Mediation Training Course (CHCSS00142 Mediation Skill Set & AMDRAS)

**Information, Policies and Procedures for Nationally Accredited Training Courses
Provided by Relationships Australia Victoria**

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Relationships Australia Victoria – Training and Development

About Us

Relationships Australia Victoria (RAV) is a specialised provider of family and relationship services, with considerable expertise in delivering evidence-based programs and services for individuals, families and communities affected by social and wellbeing issues. We are the largest non-aligned provider of relationship and family support services in Victoria.

We provide a range of vocational education and professional development programs which support skills development within the relationship services sector and the wider workforce. Courses are designed around a range of issues, including family violence, child protection issues, high conflict family law disputes, property mediation, strengthening family relationships, parenting, conflict management and working with separated families.

Our Learning Philosophy

The following principles are intrinsic to RAV's approach to education and learning.

Building a People-Focused Environment

Valuing people and the quality of the relationships between them: this facilitates learning and provides the foundation for organisational effectiveness.

Recognising and Valuing Diversity

Building respectful relationships which recognise and encourage diversity and difference: teamwork and shared understanding are vital aspects of a learning culture and essential elements in working within the family and relationship services field.

Understanding Learning Practices

Learning occurs in many settings in addition to formal training sessions: our training incorporates learning practices that demonstrate understanding of and suit specific work roles and contexts.

Building on Strengths

Recognising existing strengths provides a positive framework for the identification of required new skills and knowledge. Without recognition of existing skills, the introduction of new skills can become a negative experience for the individual.

Guiding Adult Learners

Adult learning principles guide our learning strategies, ensuring that learning recognises and validates current experience, and that it is relevant, suitable, active and interactive.

Linking Workplace Learning to Formal Training

Individual learners can achieve nationally recognised competencies and work towards gaining formal qualifications through the application of formal learning into practical workplace contexts.

Our Values and Approaches

RAV recognises that students are unique and bring to the course a variety of relevant skills and knowledge that can be used as a foundation for further skill development. Throughout the course, RAV's trainers and assessors will help identify and further develop these abilities, working with individuals to enhance new skills.

Our aim is to provide learning situations and experiences that are relevant to specific learner requirements. The approach we take is a strengths-based didactic approach. This means our training is designed to assist students to build on their existing skills and knowledge and professional foundations, giving them opportunities to develop and demonstrate the requisite competencies, skills and knowledge. As our training is designed to facilitate emerging professional practice, we require students to behave in a professional and ethical manner, addressing any weaknesses identified by trainers and assessors. As such students retain responsibility for their emerging professional self.

We hope that learning will be a two-way process where you feel encouraged to appropriately share your needs and responses with trainers, assessors, and with other students.

Student Information

Acronyms

The following acronyms are used throughout this document:

AQF: Australian Qualifications Framework, which establishes and assures the quality of Australian qualifications from each education and training sector into a single comprehensive national qualifications Framework. For more information, refer to: <http://www.aqf.edu.au>

ASQA: Australian Skills Quality Authority: The government agency established in 2011 to support the National VET Regulator in their decision-making. ASQA is the national regulator for Australia's vocational education and training sector. ASQA's purpose is to ensure quality education and training so that students, employers, governments and the community can have confidence in the integrity of qualifications issued by training providers.

RAV: Relationships Australia Victoria

RAV LMS: Learning Management System Suite of learning materials, technologies and resources constructed on the Moodle Learning Management System.

RTO: Registered Training Organisation

VET: Vocational Education and Training, which is designed to deliver workplace-specific skills and knowledge, across a wide range of careers and industries.

For more information, refer to: <https://education.vic.gov.au/training/Pages/default.aspx>

VQF: VET Quality Framework: Set of standards and conditions used by the Australian Skills Quality Framework (ASQA), the national VET regulator, to assess whether registered training organisation (RTOs) under its jurisdiction meet the requirements for registration. They comprise of:

- The Standards for Registered Training Organisations
- The Australian Qualification Framework,
- The fit and Proper Person Requirements
- The financial Viability Risk Assessment Requirements
- The Data Provision Requirements

WISENET SMS: Student Management System: Commercial integrated student management system used by RAV to manage Student's enrolments, communication and reporting.

Nationally Recognised Training

Our nationally recognised training courses are built on a framework of competency-based workplace training and assessment and focus on the skills required to actually do the job.

Learning methods usually involve both on and off the job learning and allow flexibility for the recognition of prior learning (RPL). In this way we offer both new and experienced people the opportunity to gain professional recognition of their skills and knowledge.

Educational Pathways and Qualifications

Students may be enrolled in the following nationally recognised qualifications:

- CHC81115 Graduate Diploma of Family Dispute Resolution
- CHC81015 Graduate Diploma of Relationship Counselling
- Mediation Training Course (CHCSS00142 Mediation Skill Set & NMAS)

These courses have been developed identifying the underlying foundation core skills (as outlined in the Australian Core Skills framework) and the Core Skills for Work Developmental Framework (the CSfW), and in line with the AQF Qualifications Policy.

In order to obtain a full qualification, participants must successfully complete all the assessments to meet the requirements for that qualification.

Students who complete the assessment requirements for one or more single units of competency, and who subsequently withdraw from a course, will be awarded a Certificate of Attainment for those competences.

Further information: Useful websites include:

- <http://www.myskills.gov.au>
- <http://training.gov.au>
- <https://www.relationshipsvictoria.org.au/accredited-training/>

Unique Student Identifier (USI)

From 1 January 2015, students undertaking nationally accredited training with RAV (i.e. enrolling into VET courses) will need to set up a Unique Student Identifier (USI), which is a straightforward process. Once you create your USI you will need to provide it to us - send to Administration on ravtraining@rav.org.au. RAV is required to record and verify a USI for each student.

Further information: More information is on the website <http://www.usi.gov.au> and the following can assist you to apply:

- <http://www.usi.gov.au/Students/Pages/default.aspx>
- <https://www.usi.gov.au/documents/student-quick-guide>
- <http://usi.gov.au/Students/Pages/student-privacy.aspx>
- <http://usi.gov.au/Pages/privacy-policy.aspx>

Fees

Fees are charged for all nationally recognised training and recognition processes. Fees are either paid by the individual students or by a workplace as part of an agency or organisation professional development.

If applicable, an initial enrolment deposit of \$1000 will be deducted from the total course costs, which are payable via a set payment schedule throughout the semester. Each student is responsible for ensuring that further payments are made in accordance with the schedule.

There are a number of other circumstances where fees may become payable, including to support an application for Recognition of Prior Learning (RPL), to hold a deferred place in a subsequent course, as a penalty for late course payments, for replacement of learning resources which have not been returned or have been returned with damage, and/or where a student requests a duplicate copy of a Certificate or Statement of Attainment.

Further information: Please refer to *PP-08 Student Fees, Charges and Refunds* included in this manual.

Tuition Assurance Exemption Notice

As an education and Victorian Student Loans (VSL) provider RAV agrees to:

- provide quality training and assessment services
- provide access to suitable and appropriate learning resources
- as applicable, organise a work placement of the required number of hours for the applicable training package, or work with another organisation to arrange a placement which meets training package requirements

- issue a Certificate of Attainment at the satisfactory completion of course requirements as outlined in the RAV Student Certificate Issuing Policy.

In the event that the RAV Training and Development (including the RTO) ceases to exist, RAV agrees to, at no cost to the student:

- complete delivery of the training and work placement elements of the course including issuing of certificates and/or statements of attainment
- for RTO courses, place the student within another RTO.

Enrolment Process

In order to obtain formal certification or a statement of attainment, students must be formally enrolled. Following application to undertake a course, students will be required to complete and sign an enrolment form.

Refunds and Cancellations

Refunds are only payable in certain circumstances and subject to certain conditions

Students needing to defer or withdraw from a course must apply in writing on the relevant form, which can be downloaded from the RAV website.

Further information: Please refer to *PP-08 Student Fees, Charges and Refunds* included in this manual.

Structured Training Programs

RAV provides a range of structured training programs and workshops. These vary in duration from half a day to several days for courses that cover single competencies or small clusters, to whole qualifications offered over a year or more. All programs have an emphasis on the application of learning in the workplace and may include workplace assessment.

Learning Resources

RAV provides comprehensive learning resources for enrolled students for all Units of Competency, which are accessible through the Student Handbook located in the Learning Management System (LMS). Additional resources include access to the RAV Moodle, an online learning management system which is tailored to the learning requirements of each different course.

Recognition of Qualifications Issued by Other RTOs

RAV recognises Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations in Australia. National recognition obligations are reflected in our organisational policies and procedures, involving recognition of the qualifications and Statements of Attainment issued to any person in all states and territories of Australia.

Academic Credits

A credit is an exemption from enrolment in a particular part of a course as a result of previous study, experience or recognition of a competency currently held. This term includes academic credit and recognition of prior learning.

Students may request total credit for a whole unit or course/program based on study in an identical unit or course/program at another institution. Suitable documentation such as a Statement of Attainment must be provided when applying for credit transfer.

Evidence of competence from prior learning may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient, and be confident that the student is currently competent.

Further information: Please refer to *PP-07 Recognition of Prior Learning* and *PP-13 Credit Transfer* included in this manual.

Assessment

RAV uses a range of assessment methods to determine competency. Assessment is based on the collection of evidence of student's skills, knowledge and attributes, as they relate to the requirements of the qualification. RAV uses multiple techniques to draw out different types of evidence. These may include interviews, written questions, direct observation, structured activities, third party feedback, portfolios, and the review of documents or products created as part of the course work.

Each student has the responsibility to demonstrate the skills and knowledge in accordance with the assessment requirements for each unit of competency. Students are expected to submit their assessments in accordance with the submission schedule and be available to meet work placement obligations.

Further information: Please refer to *PP-16 Student Placements* and *PP-18 Plagiarism* included in this manual.

Student Records

RAV students are allocated a student number. RAV maintains student records which includes assessment results. It is important that students notify RAV of any changes to their enrolment details, such as name, address or other contact details, via the Change of Personal Details Form which can be obtained from Administration.

Students wishing to access their student record may do so at any stage. Students must contact their course coordinator to set up a mutually agreeable time for this to occur.

Victorian Student Numbers (VSN) (if applicable) must be provided to RAV by the student. The VSN is a nine-digit student identification number that is assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students up to the age of 25 in Vocational Education and Training Institutions. The VSN is unique to each student and is used as a key identifier on all student's records until they reach the age of 25.

Participation and Progress

RAV aims to provide high quality learning in which all students and staff can participate safely and effectively. Students and trainers are partners in this learning.

As an adult learner, each student holds responsibility for their own learning. The training is designed to facilitate emerging professional practice and requires students to work to develop competencies, actively participate in learning opportunities, listen to feedback and address any weaknesses identified by supervisors/trainers. In addition, students are expected to follow up any questions they have that arise during the program.

RAV will provide students with learning support in the form of handouts, readings, personal guidance and assessment tasks, as well as verbal and written feedback on students' progress.

Students whose training is sponsored or paid for by an organisation should note that RAV will provide information about their progress to the sponsoring organisation. This may include information about attendance, participation and assessment results.

Student Support

RAV offers support to all students to increase access to training and achieve successful completion of assessments. This includes flexible training and assessment practices, opportunities to discuss difficulties and needs with the relevant program leader/course coordinator and assistance with understanding course materials. RAV will provide and maintain, as far as possible, a safe learning environment for all students and this may mean that individual requirements are balanced against the wellbeing of the student group as a whole.

RAV offers programs and services which are relevant, accessible, fair and inclusive. We aim to redress past disadvantage and improve the position of particular groups in society which includes:

- Aboriginal and Torres Strait Islander people
- culturally and linguistically diverse communities
- people with physical or intellectual disabilities
- geographically isolated people
- LGBTIQ+

Students requiring assistance with their learning and participation in our programs are supported through:

- wheelchair access, amenities and designated parking at RAV
- Translation and Information Service
- language, literacy and numeracy support
- one on one tuition
- one on one intensive student support
- email and telephone contact.

Students requiring further information about these support services should contact the relevant program leader/course coordinator.

RAV provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

Facilities

Transport

RAV Central Office, the venue for RTO courses, is accessible by the number 75 Tram, and the Alamein Train (with a short walk from either the Burwood or Hartwell Railway stations). Car parking for students is NOT provided, however, free parking is available in the surrounding streets a short walk away from Central Office.

A Smoke-Free Environment

Smoking is not permitted inside the building. Please check with the program leader/course coordinator for information on location of designated smoking areas, away from the building.

Learning Environment Behaviour

RAV is committed to creating an environment that is free from harassment and discrimination due to gender, cultural background, sexuality or physical disability. In line with the Student Code of Conduct, all students are expected to behave in ways which do not impact on the welfare or learning environment of another student.

We ask students who experience either harassment or discrimination in the course of training to approach the trainer, assessor or the Senior Manager Training and Development, so that we can address any concerns. The formal Student Complaints procedure can be used if the student wishes.

Further information: Please refer to *PP-09 Student Code of Conduct* and *PP-10 Student Complaints* included in this manual.

Academic Decisions

RAV will ensure that students have access to a fair and equitable process for dealing with any complaints they may have in relation to a decision made by the RTO. RAV will provide students an opportunity to appeal against assessment decisions which they believe to be unfair and affect the student's progress. Every effort is made by RAV to resolve students' complaints. The reference person for such matters is the Senior Manager Training and Development.

Further information: Please refer to *PP-11 Student Grievance and Appeals* included in this manual.

Plagiarism and Cheating

Plagiarism, the presentation of the works of another person/other persons by a student as their own, including the failure to properly acknowledge that person/those persons either intentional or unintentional, is a practice which contradicts the values of RAV.

RAV regards academic honesty — the principle that a student's work must be original, authentic, and properly developed and completed — as a key ethical foundation for underpinning the professional lives of students. Any means used to obtain an unfair academic advantage or to assist another student to do so is considered to be academic misconduct and to amount to cheating. The detection of plagiarism can occur in a number of ways, including inconsistencies between the standard of work submitted by a student across various assessments, suspicion by the assessor, over-familiarity of content, allegation by a third party, or other method that is brought to an assessor's attention.

RAV expects that all participants produce their own independent work and comply with standard conventions for authorship. In addition, all forms of intellectual material are to be used appropriately and with full acknowledgment to authors. The consequences to plagiarism may vary according to the perceived intention and extent.

Further information: Please refer to *PP-18 Plagiarism* included in this manual.

Provision of Training and Assessment Services

RAV has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and staff.

We:

- maintain a learning environment that is conducive to student success
- have the capacity to deliver and assess the qualifications for which we are registered, and use methods, materials and facilities appropriate to the learning and assessment needs of students
- monitor and assess the performance and progress of our students
- ensure that teaching staff are suitably qualified and sensitive to the cultural and learning needs of students
- provide training for our staff as required
- ensure that assessments are conducted so as to meet the endorsed components of the relevant training package/s and or accredited courses
- are committed to access and equity principles and processes in the delivery of our services.

Trainers and Assessors

In order to ensure that our training is current and embedded in industry practice, RAV appoints trainers and assessors who:

- have the vocational competencies at least to the level being delivered and/or assessed
- have current industry skills directly relevant to the training and assessment being provided

- have current knowledge and skills in vocational training and learning that informs their training and assessment
- are able to demonstrate that they hold the skills and knowledge required by industry
- meet any additional competency requirements detailed in Training Packages or as determined by regulatory or licensing bodies.

Recruitment of trainers and assessors who meet these requirements supports our overall assurance of quality.

Issue of Qualifications

RAV issues Qualifications and Statements of Attainment and Record of Results to students who meet the required outcomes of a qualification or Unit of Competency, in accordance with the Australian Qualifications Framework (AQF) Implementation Handbook.

RAV will normally issue AQF certification documentation to a student who has been assessed as satisfactorily completing and meeting the relevant requirements of the training program in which they are enrolled within 30 calendar days of that assessment, provided that all agreed funds the student owes to the RTO have been reconciled and all borrowings have been returned or replaced.

Replacement documentation may be replaced upon payment of an administration fee.

Further information: Please refer to *PP-08 Student Fees, Charges and Refunds* and *PP-23 Certificate Issuing* included in this manual.

Marketing of Training and Assessment Services

The RAV RTO will develop marketing materials that accurately represent its services and ensure that training products included on the scope of registration are presented in line with VET Quality Framework and Australian Skills Quality Authority requirements.

RAV:

- markets and advertises its products and services in an ethical manner
- gains written permission from a student before using their information or in any marketing materials
- accurately represents recognised training products and services to prospective students
- ensures that it does not make false or misleading comparisons in relation to any other training organisation or qualification
- conducts recruitment of students at all times in an ethical and reasonable manner
- ensures that the educational background of prospective students is assessed by suitably qualified staff and/or agents and provides for the training of such staff and agents, as appropriate.

Further information: Please refer to *PP-25 Marketing* included in this manual.

Work Health and Safety

RAV aims to provide a safe environment for assessment and learning.

It is important that students maintain their own occupational health and safety while participating in learning, assessment and work placements, including avoiding common areas of potential injury:

- sitting incorrectly in chairs
- engaging in physical activities that are not within physical capabilities
- lifting furniture inappropriately.

Staff and students should work together to protect their health and safety and that of others, in observing safe work procedures and practices, and reporting potential hazards, incidents and issued to RTO staff. Students are

required to cooperate with RTO Management and Staff in the event of a hazardous situation, or with respect to actions taken to comply with OHS legislative requirements.

Further information: Please refer to *PP-19 Occupational Health and Safety* included in this manual.

Financial Standards

RAV has measures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

RAV has a refund policy that is fair and equitable, and this policy is made available to all students prior to enrolment.

RAV ensures that the contractual and financial relationship between the student and organisation is fully and properly documented, and that copies of the documentation are made available to the student, including the Student Fees, Charges and Refunds Policy, Certificate Issuing Policy, the Student Agreement and Student Placement Agreement.

Provision of Information

RAV supplies accurate, relevant and up to date information to prospective students prior to enrolment and regularly reviews all such information to ensure its accuracy and relevance.

Record Keeping

RAV keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due and provides copies of these records to students on request. All records are kept secured and regularly backed up, with only designated personnel having access.

Quality Control

RAV seeks feedback from our students about their satisfaction with the training and assessment services they have received and uses this to improve our services in accordance with student and industry expectations.

Further information: Please refer to *PP-14 Feedback* and *PP-17 Continuous Improvement* included in this manual.

Student Rights and Responsibilities

Students undertake Nationally Registered Training within a legislative and regulatory framework which confers rights and protections, and imposes responsibilities upon them when they are participating in coursework, assessment and intern activities. All students should be aware of the requirements of each of the following legislative instruments.

Legislation	Relevant Objectives	Implication	RTO Policy Reference	External reference
<i>Occupational Health and Safety Act 2004 and Regulations 2007</i>	to eliminate, at the source, risks to the health, safety or welfare of employees and other persons at work	Students must protect their own health and safety and that of their colleagues, including taking reasonable care for those who may be effected by their acts or omissions within the RTO, complete OH&S incident report forms in the event of an accident or injury, and cooperate with RTO and RAV Management with respect to any actions taken to comply with a requirement imposed under OHS legislation or regulation.	PP-19 Occupational Health and Safety	http://www.worksafe.vic.gov.au
<i>Equal Opportunity Act 2010</i>	to eliminate discrimination, sexual harassment and victimisation, to the greatest possible extent	RAV RTO will not tolerate any form of discrimination or harassment of our staff, supervisors, students, interns or contractors by any party.	PP-10 Student Complaints, PP-20 EEO, Harassment and Discrimination	https://www.humanrights.vic.gov.au/legal-and-policy/ Federal legislation including Australian Human Rights Commission Act 1986, Age Discrimination Act 2004, Disability Discrimination Act 1992, Racial Discrimination Act 1975, Sex Discrimination Act 1984
<i>Racial and Religious Tolerance Act 2001</i>	to promote racial and religious tolerance by prohibiting certain conduct involving the vilification of persons on the ground of race or religious belief or activity, and to provide a means of redress for the victims of racial or religious vilification	Students must exercise religious and racial tolerance at all times during all course activities. RAV RTO will not tolerate any form of discrimination or harassment of our staff, supervisors, students, interns or contractors by any party.	PP-10 Student Complaints, PP-20 EEO, Harassment and Discrimination	https://www.humanrights.vic.gov.au/legal-and-policy/

Legislation	Relevant Objectives	Implication	RTO Policy Reference	External reference
<i>Working with Children Act 2005</i>	to assist in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them are subject to a screening process.	The student must undertake Working with Children Check prior to attending any premises as requested by RAV, and ensure it is current and valid for the duration of the course and placement.	PP-6 Student Enrolment, Deferral, Withdrawal and Termination, PP-9 Student Code of Conduct	https://www.legislation.vic.gov.au/in-force/acts/working-children-act-2005/063
National Police Check	to identify any 'disclosable court outcomes' which may impact on an individual's ability to work or participate in a work placement within the FDR environment	The student must undertake a National Police Check prior to course commencement and/or prior to attending any premises as requested by RAV, and ensure it remains current and valid for the duration of the course and placement.	PP-6 Student Enrolment, Deferral, Withdrawal and Termination, PP-9 Student Code of Conduct	https://www.police.vic.gov.au/national-police-records-checks
Victorian Information Privacy principles (<i>Privacy and Data Protection Act 2014</i>)	To protect the privacy of personal information held by organizations	Personal information about students collected by RAV is protected. Students must also handle client information in accordance with these requirements during their placement	PP-4 Privacy, PP-05 Student Confidentiality	https://www.cpdp.vic.gov.au/ Federal legislation including Privacy Act 1988, Australian Privacy Principles 2015
<i>Student Identifiers Act 2014</i>	to provide for student identifiers and access to transcripts relating to vocational education and training, and for related purposes	Students must apply for a USI and provide this to RAV on enrolment, in order to participate in the course and to receive Statements of Attainment and Qualifications	PP-6 Student Enrolment, Deferral, Withdrawal and Termination, PP-9 Student Code of Conduct	https://www.legislation.gov.au/Details/C2016C00412
<i>Victorian Education and Training Reform Act 2006</i>	To regulate the delivery of vocational education and training within the state of Victoria and to ensure that a high standard of education and training	All aspects of the RTO are delivered within this framework	PP-1 Governance	http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/575C47EA02890DA4CA25717000217213/\$FILE/06-024a.pdf

Legislation	Relevant Objectives	Implication	RTO Policy Reference	External reference
	is provided for all Victorians			
<i>Copyright Act 1968</i> as amended	An act relating to the protection of copyright	Students and staff may only reproduce a fair amount of a published literary work for the purposes of study: - 10% of the number of pages in the edition; or - if the work or adaptation is divided into chapters—a single chapter	PP-9 Student Code of Conduct, PP-18 Plagiarism	https://www.legislation.gov.au/Details/C2014C00291
<i>Public Records Act 1973</i>	To regulate the preservation and management of public records of the state	Student records will be maintained and retained consistent with legislative and regulatory requirements. RAV will ensure that the ASQA has access to retained student assessments and qualifications records should the RTO cease operations.	PP-27 Retention of Student Work PP-28 Control of Records	http://www.legislation.vic.gov.au/
<i>Standards for RTOs 2015</i>	To ensure that the rights of students are protected and their obligations known	Students are to make themselves aware of the RTO policy framework as outlined in the RTO Program Manual.	PP-6 Student Enrolment, Deferral, Withdrawal and Termination PP-8 Student Fees, Charges and Refunds PP-09 Student Code of Conduct	https://www.asqa.gov.au/students

RAV Training and Development Policies and Procedures

The following pages provide excerpts of RAV Training and Development policies and procedures to provide students with an overview of the RAV RTO operations and expectations.

For copies of complete policy documents, please contact our friendly Training and Development Team by emailing ravtraining@rav.org.au or calling (03) 8573 2222.

Doc #	Policy/Procedure
T&D-PP-01	Governance
T&D-PP-02	Policy Development and Review
T&D-PP-03	Version Control
T&D-PP-04	Privacy
T&D-PP-05	Student Confidentiality
T&D-PP-06	Student Enrolment, Deferral, Withdrawal and Termination
T&D-PP-07	Recognition of Prior Learning
T&D-PP-08	Student Fees, Charges and Refunds
T&D-PP-09	Student Code of Conduct
T&D-PP-10	Student Complaints
T&D-PP-11	Student Grievances and Appeals
T&D-PP-12	Industry Consultation
T&D-PP-13	Credit Transfer
T&D-PP-14	Feedback
T&D-PP-15	Student Assessment Validation and Moderation
T&D-PP-16	Student Placements
T&D-PP-17	Continuous Improvement
T&D-PP-18	Plagiarism
T&D-PP-19	Occupational Health and Safety
T&D-PP-20	EEO, Harassment and Discrimination
T&D-PP-21	Recruitment, Induction and Professional Development
T&D-PP-22	Use of Third Party Providers
T&D-PP-23	Certificate Issuing
T&D-PP-24	Transition of Training Packages
T&D-PP-25	Marketing
T&D-PP-28	Control of Records
T&D-PP-29	Student Support
T&D-PP-30	Quality Framework 2016 and mapping document
T&D-PP-31	Team Chart
T&D-PP-32	AMDRAS Accreditation
T&D-PP-33	AMDRAS and Mediator Complaints
T&D-PP-34	Privacy, Record-Keeping and Data Security
T&D-PP-35	Security of Learner Information Policy
T&D-PP-36	Cultural Safety, Diversity and Inclusion Policy
T&D-PP-37	Student Wellbeing and Support Policy

