



As a Registered Training Organisation, (RTO), we at Radcliffe Holdings Pty Ltd trading as **Scope Vision**, RTO Code: 4685, ensure that our policies and management practices are developed and maintained to the highest professional standard for the marketing and delivery of training and assessment services, to safeguard the interests and welfare of all clients and learners.

At **Scope Vision**, we have adopted a 'client focus' quality assurance attitude to provide consistent, high quality training and assessment services, products and operations.

Our comprehensive policies and procedures incorporate all aspects of operational management and customer relations. These policies and procedures are made available to all staff to assure the quality of service provision. They include internal monitoring and review processes that are based on continually requested client feedback.

The Standards for RTO's 2015 provides the basis of the organisation's quality assurance policy and procedures and drives practices within the RTO.

### Marketing

We will market our training and assessment services and educational products in line with the Standards for RTO's 2015 marketing protocols of integrity, accuracy and professionalism.

### Information Provided to Learners

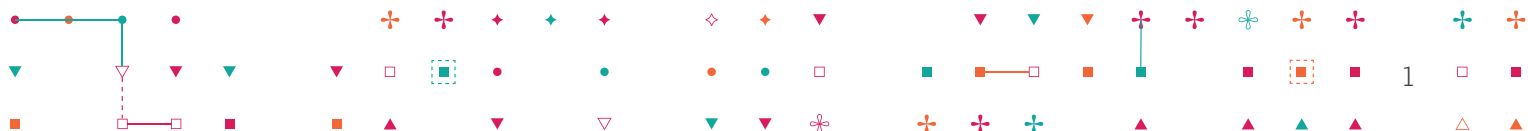
Learners will be provided with sufficient and accurate information, detailing the units of competency and industry standards to be achieved. This information will be in the form of a Learning and Assessment Plan and shall include pre-course information, employability skills, assessment procedures and learning outcomes to be achieved. In addition learners are provided with ongoing support and information for the duration of their enrolment.

### Access and Equity

All learners will be granted access to learning irrespective of race, gender, age, physical impairment or marital status. Scope Vision is an equal opportunity employer and we are committed to creating an environment of equal opportunity in the delivery of our services. Recruitment of learners is not restricted in any way other than the dictates of the various Industry Training Package pre-requisites.

### Client Selection/Enrolment

Scope Vision has a fair and equitable client selection/enrolment process. Learner selection is based upon the order of enrolment forms being received by the company and class numbers are determined by the facilities available for that program. Availability of 'places' will be advised upon enquiry being lodged with our Administration Office.





**Recognition of Learning**

Scope Vision will provide all learners with the opportunity to apply for recognition of the skills they possess no matter how they were achieved. The RTO has the capacity to provide Recognition of Prior Learning (RPL). A copy of our Recognition Pathways Learner Guide is available on our website [www.scopevision.com.au](http://www.scopevision.com.au).

**Provision of Training and Assessment Services**

We strive to maintain a learning environment that is conducive to the success of all learners. We have the capacity to deliver and assess selected units of competence and qualifications within our “scope of registration”. Our current scope of registration is available at [www.training.gov.au](http://www.training.gov.au) RTO Code 4685. We provide excellent learning materials and facilities as well as delivery and assessment methods appropriate to the needs of participants and Training Package requirements.

We ensure that all Scope Vision trainers are suitably qualified as required by the National Training Packages. All training and assessment staff hold current Training and Assessment or higher qualifications. Professional development activities are provided by the RTO for its staff to ensure they maintain both training and industry expertise.

The performance and progress of all learners is monitored and assessed. We ensure that assessments are conducted in a manner that meets the requirements of the various Training Packages Assessment principles.

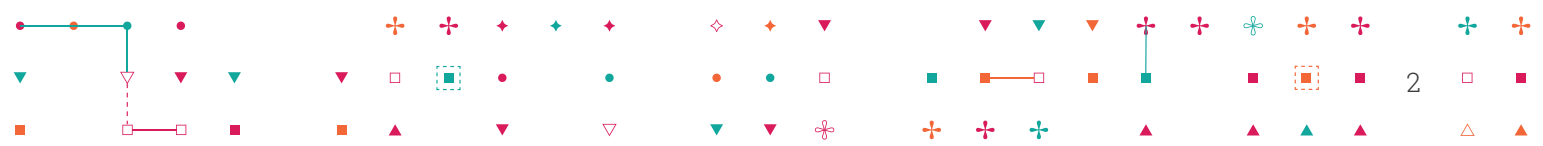
We provide ongoing support and assistance to learners where required to help them achieve success. Learners are provided with direct access to trainers and assessors for guidance and support, Mentoring/coaching sessions are available as required.

**Issuance of Qualifications**

All learners who meet the requirement of the various Training Package units of competence or the specified learning outcomes of Qualifications that they are enrolled in will be issued a Certificate/ Statement of Attainment

**Appeal Mechanisms**

Scope Vision ensures that all learners have a fair mechanism for appealing assessment decisions. The appeals process applies to both competency assessment outcomes and decisions made in respect to recognition pathway decisions. Our comprehensive policy documentation is readily available to all learners from our website [www.scopevision.com.au](http://www.scopevision.com.au).





**Complaints / Grievance Mechanism**

The management of the RTO makes every effort to resolve a learner or client grievance through the application of our Complaint and Grievance Policy. We are committed to ensuring that learners and clients have access to a fair and equitable process for dealing with grievances and complaints. Our policy provides that an appropriate advisory body will be identified to advise the participant of where they can seek further assistance, at no cost to the learner, should a suitable outcome not be agreed upon by all parties. Our comprehensive policy documentation is readily available to all learners from our website [www.scopevision.com.au](http://www.scopevision.com.au).

**Fees And Charges**

Scope Vision operates in accordance with the Standards for RTO's 2015 and as such, endeavours to make entrance into all advertised courses financially viable for all learners by offering different payment options. Fees charged by Scope Vision are outlined on each course or qualification enrolment flyer. Completion of an enrolment form by a learner and acceptance of the enrolment by Scope Vision constitutes an agreement to honour the contract outlined. Our comprehensive policy documentation is readily available to all learners from our website [www.scopevision.com.au](http://www.scopevision.com.au).

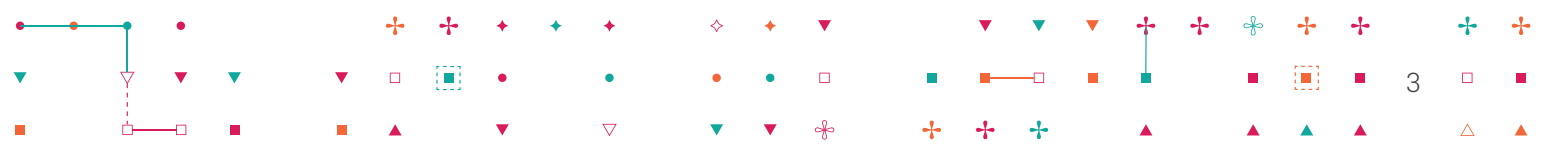
In the event that you require a duplicate copy of your Statement of Attainment or Qualification a \$25.00 fee is payable. Scope Vision ensures that the financial relationship established with funding agencies or client organisations are properly recorded and monitored.

**Refund And Cancellations**

Scope Vision has a Refund and Cancellation Policy designed to be fair and equitable for the learner and the Registered Training Organisation (RTO). At its foundation is the timing of the withdrawal or cancellation and the surrounding circumstances. Learners must advise Scope Vision in writing of their intention to withdraw or cancel. This written notice should clearly outline the reasons. The scale of refund is determined by the amount of notice given. Applications for withdrawal or cancellation must be made in writing to the General Manager of Scope Vision, PO Box 301 Guildford WA 6935. Our terms and conditions are in place to provide Scope Vision sufficient time to advertise our course availability. By completing an enrolment form or Purchase Order a learner is agreeing to our terms and conditions. A full copy of our Policy is available from our website [www.scopevision.com.au](http://www.scopevision.com.au).

**Record Keeping**

Scope Vision keep complete and accurate records of the attendance and progress of all learners and make these records available to learners upon request. Security and confidentiality of these records is guaranteed in accordance with Privacy Act requirements and the Standards for RTO's 2015.





### Work Health Safety (WHS) & Statutory Requirements

Scope Vision ensures that systems are in place to protect the health and safety of all personnel and learners through the development and maintenance of procedures to promote learner and employee involvement in the communication on health and safety issues. This includes the provision of support services in academic counselling.

### Scope Vision OHS Policy Overview

#### SCOPE VISION:

- demonstrates effective management of health and safety through risk assessments conducted on all learning venues.
- evaluates and manages changes to processes, equipment, organisation and personnel to ensure that safety and environmental risks remain as low as practicable.
- promotes a health and safety system which ensures that employees and stakeholders are not, as far as reasonably practicable, exposed to risks which may affect their health whilst at learning venues or the workplace.
- provides a system for the reporting and investigating of incidents to enable efficient and effective implementation of appropriate controls to prevent recurrence.
- ensures compliance with health and safety performance standards, good practice and legislative requirements and is communicated to all employees and stakeholders.
- is periodically reviewed to ensure relevance, in line with our business.

### Expected Learner Behaviour

1. Learners have a responsibility to behave appropriately including showing respect towards other learners, staff and clients. Harassment of any nature will not be tolerated (see bullying extract below).
2. Learners are expected to attend and participate in training programs as agreed at enrolment. Valid reasons with relevant documentation should be provided for non-attendance.
3. Scope Vision facilitators will expect that the use and handling of tools, machinery and equipment will be carried out in a safe and appropriate manner, according to WHS guidelines.
4. Mobile phones are to be switched off during training sessions, unless by prior arrangement with the facilitator.
5. Learners unable to meet the above requirements will be referred to the program coordinator. Continued disregard for these guidelines may result in referral to Scope Vision management for further action.
6. Please ensure information that you feel may need to be known by the course facilitator regarding your individual needs, (i.e. disability or special needs) is offered prior to the course commencing.

Scope Vision does value your attendance and will try to ensure that your learning experience does not cause any unnecessary discomfort, to you, your peers or the facilitator, whilst undertaking our programs.

### Violence To Staff - Bullying

Workplace bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates, degrades or humiliates an employee or learner, possibly in front of co-workers or co-learners. Scope Vision has a zero tolerance policy towards workplace bullying.

