

# Code of Practice PL008

## 1. Purpose

This Code of Practice outlines Shafston International College's commitment to delivering high-quality, ethical, and compliant training and education services to all students. It applies to all courses across all campuses and sets out the standards of practice that students, staff, and stakeholders can expect from Shafston.

## 2. Registration and Regulatory Framework

Shafston International College is a registered provider operating under:

- Standards for RTOs 2025 — the primary regulatory framework for registered training organisations in Australia;
- Education Services for Overseas Students Act 2000 (ESOS Act);
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018);
- Australian Qualifications Framework (AQF);
- CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students).

Shafston holds the following registrations:

- RTO Code: 45694
- CRICOS Provider Code: 03917H

Shafston is committed to full compliance with its obligations under the Standards for RTOs 2025 and all applicable legislation. Our registration is maintained through continuous improvement and regular review of all policies, procedures, and delivery practices.

## 3. Training and Assessment Quality

Shafston is committed to delivering training and assessment that:

- Meets the requirements of the Standards for RTOs 2025, including Standards 1 (Training and Assessment) and 2 (Industry Engagement);
- Is delivered by qualified, current, and industry-relevant trainers and assessors;
- Reflects current industry practices and meets national training package or accredited course requirements;
- Provides assessment that is valid, reliable, flexible, and fair;
- Issues qualifications and statements of attainment in accordance with the AQF.

Shafston recognises the training qualifications and statements of attainment issued by other registered training organisations in accordance with the AQF Mutual Recognition Principles.

## 4. Access and Equity

All students will be recruited in an ethical and responsible manner consistent with the requirements of the relevant training package or accredited course. Shafston's Access and Equity Policy ensures:

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- No student will be disadvantaged on the basis of race, colour, ethnicity, national origin, gender, age, sexual orientation, disability, religion, or any other protected attribute;
- Student selection decisions comply with relevant equal opportunity and anti-discrimination legislation, including the Anti-Discrimination Act 1991 (QLD) and the Age Discrimination Act 2004 (Cth);
- Appropriate support is available to students with additional learning needs.

Suitably qualified staff will assess the extent to which each applicant is likely to achieve the stated competency standards and outcomes of their chosen course, based on their qualifications, experience, and LLN (Language, Literacy, and Numeracy) levels.

### 5. Student Support Services

Shafston provides a comprehensive range of support services to assist students in achieving their learning goals and adjusting to life in Australia. These include:

- Orientation and pre-arrival information;
- LLN support and digital literacy assistance;
- Academic support, counselling, and intervention strategies;
- Welfare and personal support services;
- Under 18 welfare management and supervision;
- Complaints and appeals processes;
- Critical incident management and support;
- Accommodation referral and homestay management;
- Access to external support services including crisis and mental health resources.

### 6. Student Rights and Responsibilities

Shafston upholds the rights of all students to:

- Receive accurate and honest information about courses, fees, and conditions prior to enrolment;
- Study in a safe, inclusive, and respectful learning environment free from discrimination, harassment, and bullying;
- Access fair and transparent complaints and appeals processes;
- Have their personal information managed in accordance with the Privacy Act 1988;
- Receive training and assessment services as described in their written agreement.

Students are expected to:

- Behave honestly, respectfully, and in accordance with the Student Code of Conduct (CPL020);
- Maintain satisfactory attendance and course progress as required by their visa conditions and course requirements;
- Notify Shafston of any changes to contact details or circumstances affecting their study;
- Meet their financial obligations as set out in their written agreement;
- Use digital tools, AI, and online resources ethically and in accordance with Shafston's Academic and General Misconduct Policy.

## 7. Fees, Refunds, and Financial Practices

Shafston will provide all students with a written agreement prior to enrolment that clearly sets out all fees, refund entitlements, and financial obligations. Shafston will:

- Collect and hold student fees in accordance with the ESOS Act 2000 and the Tuition Protection Service (TPS) requirements;
- Process refunds in accordance with its published Refund Policies;
- Not demand or receive fees beyond the amounts specified in the written agreement;
- Maintain appropriate financial management practices to ensure it can meet its obligations to students.

## 8. Complaints and Appeals

Shafston is committed to resolving student complaints and appeals in a fair, timely, and transparent manner. All complaints and appeals are managed in accordance with the Complaints and Appeals Policy and Procedure (OPOL009).

Students have the right to:

- Lodge a formal complaint or appeal within 20 business days of the relevant event;
- Access external review through an independent body if not satisfied with Shafston's internal process;
- Have their complaint or appeal acknowledged within 5 business days and resolved within 20 business days.

Complaints or appeals related to CRICOS registration or national standards may also be referred to the relevant regulatory authority.

## 9. Continuous Improvement

Shafston has a strong commitment to continuous improvement across all aspects of its operations. Feedback from students, staff, industry partners, and other stakeholders is actively sought and incorporated into future planning and delivery. Shafston will:

- Regularly review and update all policies and procedures;
- Monitor and act on student outcomes data;
- Conduct annual self-assessment against the Standards for RTOs 2025;
- Engage with industry to ensure training remains relevant and current.

## 10. Campuses

Shafston International College currently operates from three campuses:

- Brisbane: 188 Shafston Avenue, Kangaroo Point QLD 4169
- Gold Coast: 72 Nerang St, Southport QLD 4215
- Sydney: L2/72 Mary Street, Surry Hills, NSW 2010

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All campuses operate under the same regulatory registrations and are subject to the same standards and policies.

## Document Control

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\*\*\*END OF POLICY\*\*\*

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