

## Code of Practice

### Introduction

This Code of Practice outlines how we deliver outstanding service and provide quality training to our clients.

### Marketing and pre-enrolment information

Marketing of our training courses is accurate and ethical.

We ensure prospective clients are fully informed of all terms and conditions relating to the proposed training program prior to enrolment, including clearly specifying the services to be provided and the related fees, charges and refund policies.

### Access, equity and client selection

Clients are selected and training courses are delivered in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity Legislation and Anti-Discrimination Legislation.

We ensure that all clients have equitable access to the benefits of training and assessment regardless of gender, age, religion, culture, employment background, linguistic background, marital status, location, socio-economic background, impairment or short/long term disability, sexual preference, family responsibility or political conviction.

Where places on a course are limited, offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

### Client Code of Conduct

We expect clients enrolled in our courses will:

- follow the directions of the trainer/assessor
- be adequately prepared for and fully participate in all training sessions
- advise their trainer/assessor as soon as possible if they are unable to attend any sessions or need to leave early for any reason. In accordance with cancellation policies provided on enrolment, cancellation fees may apply.
- be free of the influence of alcohol or drugs
- smoke only in designated areas
- pay all fees and charges when due
- not disrupt the learning of any other client
- advise the trainer of any issues/concerns in a timely manner

We may apply penalties for any breach of the above code which may include counselling, termination of tuition, or seeking compensation for any loss or damage incurred.

### Trainers and assessors

Our trainers/assessors hold the necessary training and assessment qualifications as specified by the Australian Skills Quality Authority (ASQA). We make sure all trainers/assessors have relevant industry knowledge/experience and keep up to date through continuous professional development and regular contact with industry. Our trainers/assessors are sensitive to the individual differences and learning needs of clients.

### **Training and assessment practices**

We deliver training in an environment that is conducive to effective learning for our clients. We prefer face-to-face training delivery in small classes for theory components but realise clients busy schedules and we are always prepared to look at appropriate, alternative quality training options. Practical skills are trained in a 'hands-on' fashion in a real or simulated work environment,

Our assessment practices are always valid, reliable, flexible and fair. We generally conduct assessments by asking clients to answer written or verbal questions and observing competence in the relevant task in a real or simulated work environment. For workplace-based trainees, we work in conjunction with supervisors to ensure that the required workplace competency standards are met.

Where competence is not met, we provide additional training and support to students for them to achieve a successful outcome.

We ensure that all training and assessment is conducted in a manner that meets the endorsed requirements of the relevant Training Package(s) and/or accredited course. We have regular and ongoing contact with industry where we validate the quality of our training program outcomes.

### **Recognition of Prior Learning (RPL)**

RPL is available to clients both on enrolment and throughout our training courses.

At enrolment, clients have the opportunity to apply for RPL for any Units of Competency in the program. The trainer/assessor will work with the client to gather the evidence required to grant RPL. If RPL is not granted, the trainer/assessor will provide clear information about the reasons for the decision and training required to meet the required standard.

Our trainers approach every training session with a 'show me what you know' philosophy, establishing current knowledge and skills prior to proceeding with training. This makes all of our training and assessment focussed on the learner, training only in the areas required while recognising skills and knowledge already gained.

### **Mutual recognition**

We recognise the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.

### **Learning support**

Our trainers/assessors provide for all clients:

- materials and resources, assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed
- reasonable adjustments to assessment tasks to cater for clients with language, literacy and numeracy difficulties
- opportunities for additional practice, support and tuition

On a case by case basis, we will work with clients to identify other organisations or programs where additional support beyond our resources and capabilities is required for successful completion of the training program.

**Issuance of qualifications**

We issue qualifications and statements of attainment to clients that meet the required outcomes of a qualification or unit of competency, in accordance with the Australian Qualifications Framework and accredited by the Australian Skills Quality Authority (ASQA).

**Record keeping and privacy**

We maintain complete and accurate records of training and assessment results as well as financial records of course fees collected. We collect this information to provide you with training and assessment services, keep you informed of our other services that may be of interest to you and to fulfil our reporting obligations as a Registered Training Organisation.

Clients may access their records on request. Personal information is held securely and confidentially and only disclosed to 3<sup>rd</sup> parties as required by law or with the client's consent.

**Continuous improvement**

We always strive to improve our services and therefore request and welcome feedback from all clients on the services they have received.

**Training guarantee**

We guarantee that all students will receive the training services they have enrolled to complete. Our enrolment form is our contractual obligation to deliver training services to you, subject to and in accordance with our standard terms and conditions.

**Complaints and appeals**

Clients may appeal an assessment decision or lodge a complaint about our services either directly to the trainer/assessor concerned or to a member of our client service team.

We treat all complaints and appeals seriously and undertake to resolve them to the mutual satisfaction of both parties as quickly as possible. Matters will be escalated to management and ultimately to the CEO until a mutually acceptable resolution to the issue is found.

Where a complaint or appeal cannot be satisfied, an appropriately qualified external and independent mediator will be called on to facilitate a resolution. Clients also have the right to contact the Office of the Training Advocate: post GPO Box 320 Adelaide 5001, web [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au) or telephone 1800 006 488.

**Authorised by:**

Director - Allan Miller Transport Training

*Peter Simmons*