

CODE OF PRACTICE

Educational Standards

1. **Training Works** will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of trainees.
2. **Training Works** will maintain a learning environment that is conducive to the success of trainees. **Training Works** has the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.
3. **Training Works** will maintain systems for recording and archiving trainee enrolments, attendance, competition, assessment outcomes, recognition of prior learning, grievances, qualifications and statements of attainment issued.
4. **Training Works** will treat all personal records of clients confidentially.

Course Delivery

5. **Training Works** will, prior to course commencement, give trainees all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Trainees will also be given access to a current copy of the course curriculum.
6. **Training Works** will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the State Training Board guidelines for customising courses.

Staff

7. **Training Works** will ensure that all trainers have:
 8. demonstrated competencies at least to the level of those being delivered;
 9. demonstrated achievement of at least Certificate IV from the Training Package for Assessment and Workplace Training or has demonstrated the equivalent competencies; and

10. industrial experience that is current and relevant to the particular course or modules that they are involved in delivering.
11. **Training Works** will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person with relevant qualifications and experience.

Training Environment

12. **Training Works** will only provide its services to venues that comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
13. **Training Works** will only provide its services where training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials, Certificates and Statements of Attainment

14. **Training Works** will issue statements of attainment to trainees who satisfactorily complete the requirements of the accredited units on its Scope of Registration. Statements of attainment will include the provider's name, the name of the person receiving the statement, the name and number of the accredited unit, the number of the statement, the date issued and the signature of a company director. Where appropriate, modules completed and/or national competencies achieved will be identified.
15. **Training Works** will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations (RTOs).

Quality Assurance and Improvement

16. **Training Works** has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Marketing

17. **Training Works** will market its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous

statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

18. **Training Works** will not state or imply that modules other than those on its scope of registration are recognised by the State Training Board.

Recruitment and Selection

19. **Training Works** will provide accurate, relevant and up-to-date information to trainees prior to commencement. This will include, but not be limited to:
 20. copy of code of practice;
 21. scope of registration;
 22. certification to be issued to the trainee on completion, or partial completion of the course;
 23. competencies to be achieved during training;
 24. assessment procedures;
 25. arrangements for the recognition of prior learning;
 26. recognition of qualifications issued by other RTO's
 27. grievance/appeal procedure;
 28. facilities and equipment;
 29. trainee support services;
 30. application process, enrolment form and selection criteria;
 31. fees and costs involved in undertaking training;
 32. fee refund policy.

Access and Equity

33. **Training Works** is committed to treating all clients, staff and trainees with respect, dignity and courtesy.
34. All complaints will be dealt with in a timely, sensitive and impartial manner.
35. **Training Works** will only provide services to employers /clients whose trainee application and selection processes are explicit and defensible, comply with access and equity principles, and who treat all staff with equal merit. This includes, but is not limited to, the following groups of people:
 36. People with a disability
 37. Indigenous people
 38. Women
 39. People from non-English speaking background and
 40. People in rural and remote areas.

Trainee Grievances/Appeals

41. **Training Works** has a fair and equitable process for dealing with trainee grievances/appeals.

Recognition of Prior Learning

42. Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired.
43. It includes competencies gained through formal study, work experience and other 'life' experience.
44. **Training Works** aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

Guarantee

45. **Training Works** will:

46. maintain adequate and appropriate insurance, including public liability, and professional indemnity;
47. advise the Office of Training and Tertiary Education (OTTE) in writing within 10 working days of any change to the information contained in the application for registration;
48. allow the Office of Training and Tertiary Education or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration;
49. supply OTTE with delivery details for each course and module in the scope of registration, including trainee information in accordance with OFTE-AVETMISS requirements;
50. resolve any grievances conveyed by students to the Office of Training and Tertiary Education fairly and equitably;
51. in the event of **Training Works** ceasing operations, all records of student results will be sent to OTTE for archiving.

Sanctions

52. **Training Works** accepts that failure to meet the obligations of this code, the conditions of registration as a private provider of vocational education and training or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.

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