

Allstaff Training Consultants

CODE OF PRACTICE

1. INTRODUCTION

Allstaff Training Consultants is a South Australian based Registered Training Organisation regulated by the Australian Skills Quality Authority. This Code of Practice provides the basis for fair and effective delivery in the marketing, operation, financing and administration of education and training services. It ensures compliance with the relevant legislation and with the Australian Qualifications Framework policies and objectives.

For the purposes of this Code “trainee” refers to any person participating in education or training delivered by this organisation. A “client” is a person or organisation who may enter into a contract with this organisation for the delivery of education and training services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 Our organisation 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 trainees and/or clients.
- 2.2 Our organisation maintains a learning environment that is conducive to the success of trainees including, as far as practicable, tailoring learning and assessment strategies to meet individual needs.
- 2.3 Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.4 Our organisation monitors the performance and progress of its trainees.
- 2.5 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.6 Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7 Our organisation is committed to access and equity principles and processes in the delivery of its services and will not unlawfully discriminate against trainees/clients. Our staff will at all times ensure as far as possible that learning experiences are positive and free of discrimination and harassment.

3. INDUSTRY ENGAGEMENT

- 3.1 Our training and assessment staff continuously engage with industry representatives to ensure their skills and knowledge reflect current industry practice.
- 3.2 Strategies for training and assessment are developed in consultation with industry. Where training or assessment occurs in a workplace, evidence of performance will be included as part of the assessment process.
- 3.3 Regular evaluation of our training and assessment services with relevant industry representatives ensures that our graduates have the skills and knowledge to perform to the standard required in the workplace.

Allstaff Training Consultants

4 ISSUE OF QUALIFICATIONS

- 4.1 Our organisation issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook.
- 4.2 Our organisation recognises the AQF qualifications and Statements of Attainment issued by other RTOs.

5 MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1 Our organisation markets and advertises its products and services in an ethical manner.
- 5.2 Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 5.3 Our organisation accurately represents its training programs and services to prospective trainees and clients.
- 5.4 Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5 No false/misleading comparisons are drawn with other training organisations/qualifications.

6 FINANCIAL STANDARDS

- 6.1 Our organisation has a refund policy that is fair and equitable. This policy is made available to all trainees and clients prior to enrolment.
- 6.2 Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client. Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

7 PROVISION OF INFORMATION

- 7.1 Our organisation supplies accurate, relevant and up-to-date information to prospective trainees and clients.
- 7.2 Our organisation supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8 RECRUITMENT

- 8.1 Our organisation conducts recruitment of trainees at all times in an ethical and responsible manner.
- 8.2 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.
- 8.3 Our organisation ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and

Allstaff Training Consultants

agents, as appropriate.

- 8.4 Our organisation conducts assessments of trainees/clients prior to enrolment to determine current skills and knowledge through the process of Recognition of Prior Learning.

9 SUPPORT SERVICES

Our organisation provides appropriate protection for the health, safety and welfare of trainees (including minors) through the provision of relevant support services and academic/personal counselling.

10 COMPLAINTS

- 10.1 Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' complaints.
- 10.2 For this purpose, our organisation has a complaints handling policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaints handling process is made known to trainees at the time of enrolment.
- 10.3 Where a complaint cannot be resolved internally, our organisation advises trainees and clients of the appropriate body where they can seek further assistance.

11 RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request. Access to these records is managed in accordance with privacy legislation.

12 QUALITY CONTROL

- 12.1 Our organisation seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.
- 12.2 Our organisation is committed to continuously improving the services it offers based on trainee/client feedback and also through its consultation with industry representatives.