



# CODE OF PRACTICE

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## Access Group Training: Code of Practice

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## **Access Group Training: Code of Practice**

### **STATEMENT OF PURPOSE**

Access Group Training, a Registered Training Organisation (RTO) and Group Training Company, is committed to integrating Access and Equity principles within all services that we provide to our clients. All staff recognise the rights of students/clients and provide information, advice and support that is consistent with our core business values and this Code of Practice.

Our primary responsibility is to meet the needs of students/clients with respect to skills, knowledge and personal qualities that inspire them to learn, to accept responsibility for their learning and to demonstrate initiative in a changing society. The individual is always at the centre of the learning process. Regardless of cultural background, gender, sexuality, disability or age we support a learning environment that is fair, considerate and free from discrimination and harassment.

We seek to achieve excellence in all that we do and to deliver the highest level of quality and service to our clients. We strive to enable every staff member and participant to recognise the full potential of their abilities and realise their ambitions. We try to respond rapidly and effectively to the changing needs and requirements of our industry.

If, at any time, we are not abiding by our Code of Practice then we ask that you report your complaints or grievance to your supervisor/trainer/workplace assessor.

### **CODE OF ETHICS**

Access Group Training shall at all times act with integrity in dealings with all learners, employers and members of the community.

The company shall adopt such policies and practices to ensure that the quality of training programs offered are relevant and in accordance with accepted training standards.

The company will ensure:

- the accuracy of promotional advertising material
- maintenance of adequate records
- provision of adequate facilities in which to conduct training programs
- the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
- a fair and transparent fees and refund policy

The company undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

The company shall refrain from associating with any enterprise that could be regarded as acting in breach of this code of ethics.

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### **CONFLICTS OF INTEREST**

All staff, contractors, board and committee members must not take improper advantage of the position to gain direct or indirect personal advantage, which might cause detriment to the company. If an individual is uncertain as to whether a conflict of interest exists they should discuss the related matter with their supervisor or senior management team member. To resolve any conflicts of interests that occur, or could occur options include:

- Recording the details of the disclosure and taking no further action because the potential for conflict is minimal or can be eliminated by disclosure or effective supervision;
- Relinquishing the personal interest; or
- Severing the arrangement between the individual and the company.

Disputes over alleged conflicts of interests may be resolved through the company's normal grievance handling procedures.

### **COMPLIANCE WITH LEGISLATIVE REQUIREMENTS**

AGT monitors Commonwealth and State/Territory laws and legislation to ensure compliance. All staff are provided with an induction session which covers policies and procedures, including legislation that significantly affects their duties and industry specific legislation and regulatory requirements relating to Trainees/Apprentices industries, and they have an obligation to comply. In particular, legislation covering EEO, Discrimination, Harassment, Privacy, Work Health and Safety and Copyright obligations.

### **PRIVACY & CONFIDENTIALITY**

Access Group Training (AGT) is committed to protecting the privacy of personal information. We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery. AGT will exercise strict control over consent, clarity and confidentiality of information. If a third party requires staff or client information we will obtain written consent from the relevant staff member or client prior to the release of any information.

### **ACCESS AND EQUITY**

All Access Group Training policies, procedures and practices are designed to maximize the opportunities of all individuals and groups in terms of employment, advancement, participation and access.

All forms of discrimination are prohibited including gender, pregnancy, race, colour, nationality, religion, marital status, disability, homosexuality and age.

All student and staff recruitment is based on meeting selection criteria in a fully disclosed manner. This criteria focusing on the specific requirements for fulfilling a staff or student position are clearly identified.

## **Access Group Training: Code of Practice**

### **HUMAN RESOURCE MANAGEMENT**

All staff are employed or contracted on the basis of having the required skills, qualifications, experience and aptitude for the position available.

All Access Group Training training staff must hold relevant competencies and knowledge at an equivalent or higher level than that which is being instructed. Training staff must possess the required relevant industry experience, current qualifications, minimum TAE40110 Certificate IV in Training and Assessment.

All positions have ascribed duties and responsibilities as outlined by Position Descriptions and the acceptance of any position obligates the staff member to abide by all Codes of Practice and Policies and Procedures.

All staff will be inducted into Access Group Training and directed to the required handbooks and manuals containing Policies and Procedures.

### **ACCURACY AND INTEGRITY OF MARKETING AND BUSINESS REPRESENTATION**

All staff and contractors representing Access Group Training must at all times act with integrity in dealings with all learners, employers, other stakeholders and members of the community. AGT acts in accordance with relevant legislation, which prohibits businesses engaging in misleading or deceptive conduct and in accordance with the Standards for NVR RTOs concerning the Accuracy and Integrity of Marketing.

AGT will ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo must be used only in accordance with its conditions of use.

### **SERVICE PROVISION**

We provide and support the following services within our Code of Practice:

#### **CLIENT SELECTION, ENROLMENT & INDUCTION / ORIENTATION PROCEDURES**

Our enrolment process is documented in our student and employment handbooks. We conduct induction sessions for all staff, students and contractors. Entry and client selection requirements vary with different courses and are provided in course promotional material.

#### **COURSE INFORMATION (INCLUDING CONTENT & VOCATIONAL OUTCOMES)**

Specific course/qualification brochures are available on our website at [www.agt.edu.au](http://www.agt.edu.au) or in hard copy where requested. Please ask if you require additional information for any of our courses/qualifications. Customised training plans are developed for learners. Training and Assessment Strategies are available for all of the qualifications within our current scope of registration and provide course information, content and vocational outcomes.

#### **FEES & CHARGES (INCLUDING REFUND POLICY & EXEMPTIONS WHERE APPLICABLE)**

Information on fees, charges and refund policy is clearly documented within specific brochures, student handbook, website and agreements.

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### **RIGHTS AND RESPONSIBILITIES OF PARTICIPANTS**

Individual participants have the right to be treated fairly and equitably, and have the responsibility to respect the rights of one another and of AGT staff. Participants will receive a copy of our Student Handbook and will be made aware of our Code of Practice which sets out the requirements and obligations placed upon both AGT and the participant.

### **WORK HEALTH AND SAFETY**

Access Group Training is committed to providing a safe and healthy workplace for all students, employees, contractors and visitors and adheres to relevant government legislation. Individuals have a responsibility to take care of the health and safety of themselves and others and to comply with company work, health and safety policy and risk management procedures. All accidents or unsafe working practices or conditions must be immediately reported to an AGT supervisor.

### **WELFARE & GUIDANCE SERVICES**

We will endeavour to provide welfare and guidance to all students/clients. This includes:

- Work Health and Safety
- Review of payment schedules when requested
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Drug & alcohol referral to assistance providers
- Living Away From Home Assistance referral to service providers

### **FEEDBACK AND EVALUATION**

AGT actively seeks staff and client feedback and regularly undertakes evaluations of course/qualifications and activities to achieve continuous improvement. We monitor compliance with RTO standards, our policies and procedures and general satisfaction of our clients through the use of evaluations at the commencement, midpoint and/or completion of courses. Learners/clients are encouraged to not only complete the formal evaluations forms but also to provide any verbal or written feedback at any time.

### **APPEALS, COMPLAINTS & GRIEVANCE PROCEDURES**

It is recognised that instances could arise where clients/staff may seek to redress a grievance or wish to appeal against assessment results. We have a documented procedure that covers any appeals, complaints or grievances. Should any person have an appeal, complaint or grievance refer to the Student Handbook or contact the supervisor or our office for more detailed information.