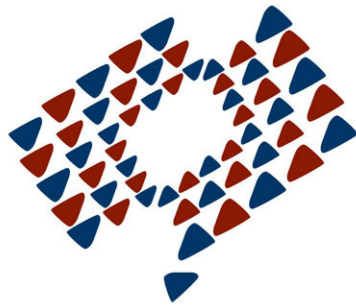


CODE OF PRACTICE



AccessGroupTraining

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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.

GENERAL INFORMATION

CODE OF ETHICS

1. Access Group Training shall at all times act with integrity in dealings with all students, members of the community and competitors.
2. 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.
3. The Company will ensure
 - (a) the accuracy of any promotional advertising material
 - (b) maintenance of adequate records
 - (c) provision of adequate facilities in which to conduct training programs
 - (d) the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - (e) formulate and comply with acceptable refund policy
4. The Company undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
5. The Company shall refrain from associating with any enterprise that could be regarded as acting in breach of this code of ethics.

Access Group Training promotes the highest ethical and professional standards and believes that sustainable success can only be achieved through adherence to a strong set of values and focus on the stakeholders of our business described below:

Our People – Our leadership and management philosophies and strategies are designed to facilitate the realisation of each person’s full potential. We treat each other fairly, with respect for individual dignity. We adhere to the highest standards for the safe operation of our business and the protection of our people. We accept personal responsibility for our actions and the consequences that flow from them.

Our Customers provide our livelihood and are the focus of everything we do. We need to understand our customers’ needs and consistently deliver better solutions than our competitors.

Our Trainees & Apprentices – we will act ethically and aim to monitor and supervise new apprenticeship activities so as to facilitate the attainment of competencies and vocational outcomes for each apprenticeship/trainee.

Our Community - we need to understand the needs and aspirations of our community through networking and consultation to foster its ongoing development.

Our Competitors – we respect our competitors and their business affairs and are committed to the highest ethical standards in all our dealings with them and our mutual clients.

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.

In regard to provision of Group Training Services, Access Group Training has an obligation to provide the Trainee / Apprentice with the best opportunity to undertake the qualification/training and AGT needs to take into consideration whether our own or an alternate Registered Training Organisation would provide the best learning outcome for the individual (where applicable).

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

HUMAN RESOURCE MANAGEMENT

The following principles for sound and fair Human Resource Management shall be observed:

1. all selection processes shall be based on a proper assessment of merit;
2. there shall be no unlawful discrimination against employees, students or persons seeking employment on the ground of sex, sexual preference, marital status, pregnancy, race, physical or intellectual impairment, age or any other ground, nor shall any form of unjustifiable discrimination be exercised against employees, students or clients;
3. employees shall be afforded equal opportunities to secure promotion and advancement in their employment;
4. employees shall be employed in worthwhile and constructive employment and be afforded proper access to training and development;
5. employees shall be afforded reasonable avenues of redress against improper or unreasonable administrative acts; and
6. employees shall be provided with safe and healthy working conditions.

STAFF SELECTION

Before recruiting staff the required competencies for the vacancy are identified. From this initial assessment employment advertisements are developed which contain the required competencies as part of the selection criteria. Applicants are then interviewed and where possible we ensure the interview panel ensures gender balance. At the discretion of the selection committee, the committee may proceed to call referees, prior to the finalisation of the shortlist. Decisions will be reached by consensus following an objective assessment of candidates against the selection criteria.

STAFF QUALIFICATIONS

Staff selected to deliver training/assessment must have relevant technical expertise and assessment/training qualifications as well as empathy with participants.

PROFESSIONAL DEVELOPMENT

AGT is committed to the professional development of all staff members, which is viewed as an important means of ensuring that the services provided to clients are of the highest possible quality while improving staff performance and management practice. We also recognise the great benefits to staff morale in developing the knowledge, skills and attitudes to meet current and future work challenges and is an important means of developing career paths for staff. Access to training and development activities is equal for all staff regardless of gender, ability or ethnicity.

Training will be developed in the following areas:

- a) Activities that prepare the employee to respond to the demands of their existing position and future work challenges.
- b) Induction of new staff.

For all personal development activities a *Professional Development Request* form should be completed with supporting documentation and approved by your supervisor or a member of the management team prior to course commencement.

FEEDBACK, EVALUATION & PERFORMANCE APPRAISAL

AGT actively seeks staff and client feedback and regularly undertakes evaluations of all course/qualifications and activities to achieve continuous improvement. We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of course/qualifications/traineeships. Any grievances or deficiencies are documented on a Request For Improvement to ensure appropriate follow up action is taken.

USE OF ASSETS, FACILITIES & EQUIPMENT

Access Group Training employees, contractors and associates are expected to be efficient and economical in their use of resources, including their own work time. They should be scrupulous in their use of public property and all assets, facilities and equipment whether owned by Access Group Training or other companies. Access Group Training is committed to safeguarding, maintaining and developing its assets, facilities and equipment through effective use, review and improvement of its resources.

COMPLIANCE WITH LEGISLATIVE REQUIREMENTS

AGT monitors Commonwealth, 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, Occupational Health and Safety and Copyright obligations.

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 and orientation sessions for all staff, students and contractors. Entry and client selection requirements vary with different courses and are provided in course promotional material.

AGT provides an induction program for new staff members/contractors, which introduces new personnel to the organisation and provides staff with the support and information necessary to effectively take up their duties. Staff will be provided with a duty statement, information about their rights and responsibilities under relevant legislation and AGT's code of practice. Group Training employees are provided with a copy of the National Code of Good Practice for New Apprenticeships which outlines responsibilities and obligations.

COURSE INFORMATION (INCLUDING CONTENT & VOCATIONAL OUTCOMES)

Specific course/qualification brochures or flyers may be available, whilst training plans are developed 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 and through our student handbook and on our web-site.

PRIVACY & CONFIDENTIALITY

Access Group Training 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.

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.

OCCUPATIONAL HEALTH & 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 occupational health and safety policy and risk management procedures. All accidents or unsafe working practices or conditions must be immediately reported to an AGT supervisor. Staff/contractors or field officers conducting monitoring visits with Trainees or Apprentices on building sites must hold a OH&S Greencard qualification, if they do not hold this qualification then monitoring visits must out be carried off-site.

STAFF RESPONSIBILITIES FOR ACCESS/EQUITY & EQUAL OPPORTUNITY ISSUES

Access Group Training provides equal opportunity and affirmative action in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff are expected to act in accordance with our Code of Practice and all students/clients are made aware of their rights and responsibilities through this Student Handbook. We recognise the principles of Access and Equity and the rights of all people to be treated in a fair and equitable manner.

DISCIPLINARY PROCEDURE

To ensure all employees, contractors and course participants receive equal opportunities and gain the maximum benefit from their time with us, we have disciplinary rules that may be applied. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session, course or premises.

Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or drugs

Any person who is asked to leave has the right of appeal through the grievance process.

LEVELS OF CLIENT SERVICE

We seek to achieve excellence in all that we do and to deliver the highest level of quality and service to our clients. We try to respond rapidly and effectively to the changing needs and requirements of our industry with a continuous improvement ethic. In particular, we are obliged to meet or exceed the minimum standards for flexible-workbased Training for Apprenticeships and Traineeships and Group Training

ASSISTANCE & SUPPORT SERVICES

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

PROVISION FOR LANGUAGE, LITERACY & NUMERACY ASSESSMENT

We provide provisions for language, literacy and numeracy assessment on request. We also monitor the needs of our participant's language, literacy and numeracy skills through our induction process, application and enrolment forms and interviews. We make provisions for special needs and/or support on request or when needs are identified.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

Flexible learning strategies and assessment procedures are documented within our assessment kit and form part of our learning and assessment strategies.

CLIENT SUPPORT

We offer both our in-house and external students support including:

- Recognition of Current Competency as assessment of Prior Learning (RPL)
- Flexible learning options
- One-on-one tutoring
- Website information
- Alternative assessment strategies
- Training premises accessible for people with disabilities
- Other support assistance as required

People with special needs such as disability will be accepted as participants. Wherever possible we provide training premises which are accessible for people with disabilities.

CULTURAL RELEVANCE

Any individual is welcome to participate in AGT training programs, irrespective of cultural background. Participants who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the participant will be acknowledged and allowance made for their observance.

WELFARE & GUIDANCE SERVICES

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

- Occupational 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

RECOGNITION OF PRIOR LEARNING (RPL) & MUTUAL RECOGNITION ARRANGEMENTS

Our Recognition of Prior Learning (RPL) and Current Competency (RCC) process is clearly documented in our RPL policy. All participants are provided with information about the RPL process and are offered the opportunity to apply for RPL on an individual basis prior to the course commencement so that the individual needs and skills are determined before the course starts. All assessment of RPL applications are reviewed by staff who are qualified to conduct the assessment, from time to time, or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.

We acknowledge and support Mutual Recognition and will accept the credentials issued by any other registered training organisation in any State/Territory of Australia.

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.