

CODE OF CONDUCT TRAINING SERVICES

1. INTRODUCTION

This Code of Conduct provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Adelaide Training and Employment Centre Inc. (ATEC). As a Registered Training Organisation registered in Australia with the Australian Skills Quality Authority (ASQA), ATEC is responsible for the quality of training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of Australian Qualifications Framework (AQF) certification documentation.

For the purpose 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/agreement with the registered training organisation for the delivery of education and training services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

ATEC:

- 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.
- Maintains a learning environment that is conducive to the success of trainees.
- 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.
- Monitors and assesses the performance and progress of its trainees.
- Ensures that training staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and provides training for our staff as required.
- Ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and /or accredited courses.
- Is committed to access and equity principles and processes in the delivery of its services. The ATEC Access and Equity Policy (SUP-POL-011) provides our framework for the development of policies and strategies that are aimed at achieving equal educational and vocational outcomes.
- Provides a forum for a diverse range of stakeholders in the provision of training and assessment services
- Responds to requests for extended training curricula with a professional appraisal of our capability in regard to our staffing profile, resources and facilities so as not to compromise our standards of practice.

3. ISSUANCE OF QUALIFICATIONS

ATEC 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 requirements.

4. RECOGNITION OF QUALIFICATIONS, ISSUED BY OTHER RTO's

ATEC:

- ATEC recognises the AQF Qualifications and Statements of attainment issued by other RTO's (credit transfer).

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- Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.
- ATEC's RPL (recognition of prior learning) process recognises what a person has already learned from other courses, life experiences, work experience or training.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

ATEC:

- Markets and advertises its products and services in an ethical manner.
- Gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- Accurately represents recognised training products and services to prospective trainees and clients.
- Ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- Ensures no false or misleading comparisons are drawn with any other training organisation/qualifications.

6. FINANCIAL STANDARDS

ATEC:

- Has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- Has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment/entering into an agreement with ATEC
- 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, payments arrangements, refund conditions and any other matters that place obligations on trainees or clients.

7. PROVISION OF INFORMATION

ATEC:

- Supplies accurate, relevant up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this code.
- Supplies this information to trainees and clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

8. ENROLMENT PROCESSES

ATEC:

- Conducts recruitment of trainees at all times in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the Qualification, proficiency and aspirations of the applicant are matched by the training opportunity offered.

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- 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 agents, as appropriate.

9. SUPPORT SERVICES

ATEC provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counseling.

10. GRIEVANCE MECHANISM

- ATEC ensures that trainees and clients have access to a fair and equitable process for dealing with grievances 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' grievances.
- For this purpose, our organisation has a grievance policy ([SUP-POL-006](#)), a complaints procedure ([SUP-PRO-DOC-010.1](#)) and an assessment appeals procedure ([TRN-PRO-DOC-016](#)) for the resolution and/or disposition of complaints and appeals related to the provision of services. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.
- Where a grievance cannot be resolved internally, our organisation advises trainees and clients of the appropriate legal 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 provide copies of the records to trainees/clients on request
- Our organisation will ensure that any information pertaining to training records is not released to a third party without the permission of the relevant trainee/client.

12. QUALITY CONTROL

The quality and continuous improvement of our services are underpinned by the management principles of ISO 9001:2008 Quality management systems principles and processes that establish processes for:

- Gathering customer satisfaction feedback through training evaluations, client surveys, and industry engagement strategies that range from industry representation at Board of Management level to visiting trainees and employers at their workplaces and industry validation and consultation.
- Focusing on improving the degree to which ATEC services meet customer requirements, on improving the effectiveness of ATEC processes, and on improving the perceptions of our customers as to how well their needs have been met.

Lynne Austin
CHIEF EXECUTIVE OFFICER

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ATTACHMENT A

INFORMATION TO BE PROVIDED BY THE ADELAIDE TRAINING AND EMPLOYMENT CENTRE INC. TO CLIENTS, BEFORE ENTERING INTO A CONTRACT TO UNDERTAKE TRAINING:

1. Student selection, enrolment and induction
2. Course information , including content and vocational outcomes
3. Fees and charges, including refund policy and protection of student funds: [TRN-POL-004 Fees & Refunds](#)
4. Provision for special needs, eg language literacy and numeracy assistance if required, through our LSS programme.
5. Student support, welfare and guidance services: [SUP-POL-011 Access and Equity Policy](#)
6. Flexible learning & assessment as set out in the Copy of the TRN-POL-001 Code of Conduct – Training Services
7. Appeals and Complaints: [SUP-POL-006 Grievance Policy](#)
8. The training center's expectations and disciplinary: [TRN-POL-003 Workshop Safety](#)
9. Staff responsibilities as set out in the Copy of the TRN-POL-001 Code of Conduct - Training Services
10. Arrangements for recognition of prior learning (RPL), AQF qualifications and statements of attainment issued by other Registered Training Organisations: [TRN-POL-002 Recognition of Prior Learning](#)