



Document Name	Code of Practice
Document No.	FM-24
Reviewed by	Systems Manager on 15/03/07
Authorised by	Corporate Leader on 30/03/07
Disclaimer	It is the responsibility of the recipient to identify and/or control superseded documents

1. Introduction

This Code of Practice is designed to provide the basis for good practice for the marketing, operation, financing and administration of education and training services by training providers registered in South Australia by the Quality Branch of the Department of Further Education, Employment, Science and Technology.

The Directors and Staff of Workright® Australia have a commitment to recognise this Code of Practice as the **minimum** requirement of our organisation.

For the purposes of this Code, "Trainee" refers to any person, participating in education or training delivered by Workright® Australia.

2. Provision of Education and Training Services

- 2.1 Workright® Australia will adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of Trainees.
- 2.2 Workright® Australia will maintain a learning environment that is conducive to the success of the Trainees
- 2.3 Workright® Australia will have the capacity to deliver the courses for which it has been registered, provide adequate facilities and use methods and materials appropriate to the learning needs of the Trainees.
- 2.4 Workright® Australia will monitor and assess the performance and progress of its Trainees as well as access and equity principles.
- 2.5 Workright® Australia will ensure that Teaching staff and Facilitator/Trainers are not only suitably qualified but are also sensitive to the cultural and learning needs of Trainees, and will provide training for its staff as required.

3. Marketing of Education and Training Services

- 3.1 Workright® Australia will market its educational services with integrity and accuracy, avoiding vague and ambiguous clauses.
- 3.2 No false or misleading comparisons will be drawn with any other provider or course.

4. Financial Standards

- 4.1 Workright® Australia will put in place measures to ensure that trainees receive a refund of fees for services not provided, including services not provided as a result of the financial failure of Workright® Australia.
- 4.2 Workright® Australia will adopt a refund policy that is fair and equitable.

-
- 4.3 Workright® Australia will ensure that the contractual and financial relationship between the Trainee and Workright® Australia as is fully and properly documented, and that copies of the documentation are made available to the Trainee.

Documentation shall include: the rights and responsibilities of trainees, costs of training , payment arrangements, refund conditions and any other matters that place obligations on trainees.

5. Provision of Information

- 5.1 Workright® Australia will supply accurate, relevant and up-to-date information to prospective Trainees regarding Policies for RPL, OHSW, Access and Equity, Grievances, Reimbursements/Discounts
- 5.2 Workright® Australia will supply this information to Trainees before it enters into written agreements with trainees and will review regularly all information provided to trainees to ensure its accuracy and relevance.

6. Recruitment of Trainees

- 6.1 Recruitment of Trainees will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 6.2 Workright® Australia will ensure that the educational background of intending Trainees is assessed by suitably qualified staff and/or agents, and provide for the training of such staff and agents as appropriate.

7. Support Services

- 7.1 Workright® Australia will provide adequate protection for the health, safety and welfare of Trainees and, without limiting the ordinary meaning of such expression, will include adequate and appropriate support services in terms of academic and personal counselling.

8. Grievance Mechanism

- 8.1 Workright® Australia will ensure that Trainees have access to a fair and equitable process for dealing with grievances and will provide an avenue for Trainees to appeal against decisions, which affect the Trainee's progress
- 8.2 Every effort will be made by Workright® Australia to resolve Trainees' grievances. To this end, a member of staff will be identified to Trainees as the reference person for such matters. In addition, the grievance mechanism as a whole will be made known to Trainees at the time of enrolment.
- 8.3 If, in the unlikely event we have not resolved the matter, we will refer your complaint to the Training and Skills Commission for a ruling. A participant can approach the Quality Branch of the Department of Further Education, Science and Technology (08 8226 3065) independently of Workright® Australia.

9. Record Keeping

- 9.1 Workright® Australia will keep 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 will provide copies of these records to trainees on request.

Workright® Australia Mission Statement

To assist individuals and corporations towards achieving their highest potential, and to help make Australia the safest place in the world to work.

TRAINING POLICY

In order to realise our Mission, the management of Workright® Australia recognise that the ongoing training and development of our own staff is of paramount importance.

Workright® Australia takes pride in the delivery of training, which is up-to-date, effective and relevant to the participants. To ensure that this continues, the training must be delivered in a manner appropriate to the workplace of the individual trainees.

Identifying specific client training needs, delivering training which fulfils their objectives then satisfying the client's ongoing training requirements can only be achieved by a dedicated, highly skilled and motivated team.

Workright® Australia is committed to training their staff to ensure that all personnel have the necessary dedication, knowledge, skills and motivation to perform their role within the organisation.

This will, in turn, ensure that our Mission is achieved and our clients continue to gain the benefits from utilising our services.

QUALITY POLICY STATEMENT

Workright® Australia ensures quality through the accomplishment of our Mission. To achieve our Mission we must deliver relevant, up-to-date training, which benefits both employees and employers.

The management and staff of Workright® Australia recognise that to enable the Workright® Training System to maintain a reputation for providing high quality, relevant, up-to-date training which makes a difference in the workplace, we must endeavour to continually assess our training materials and course content.

Ongoing review and assessment ensures that quality continues to improve by using the current policies and practices adopted by the industries that we serve. Only in this way will you the client, see training through the Workright® Training System as an investment and not a cost.

GRIEVANCE POLICY

Workright® Australia is committed to the ongoing improvements that will enhance the service that is provided to you, the client.

Should you have any grievance with the way in which Workright® Australia has conducted business with you, we will be pleased to listen to what you have to say. By doing so, hopefully, we will improve our service which, will in turn, benefit everyone accessing training through Workright® Australia.

In the first instance any grievance should be discussed with the Facilitator/Trainer. If they cannot resolve the problem to your satisfaction, it will then be referred to the Training Manager. If the Training Manager was your first point of contact or if the issue is still not resolved to your satisfaction, then the General Manager shall endeavour to resolve the matter.

If, in the unlikely event we have not resolved the matter, we will refer your complaint to the Training and Skills Commission for a ruling. A participant can approach the Quality Branch of the Department of Further Education, Science and Technology (08 8226 3065) independently of Workright® Australia.

Workright® Australia hereby gives an assurance that no discrimination shall be made against an individual or organisation lodging a grievance. We view all criticism and suggested improvements as ways that will allow us to improve our service to you.

Luceille Outhred
Corporate Leader