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## REGISTERED TRAINING ORGANISATION 52508

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### Code of Good Training Practice:

TRAINING WORX (AUST) PTY LTD has a **Training and Assessment Code of Practice** to guarantee you quality service and good practice in all areas of its training services. Good practice applies to the way we market our services, operate our business, manage our finances, and administer our training programs. For your information, a copy of this Code of Practice is available for all training program participants. If you wish to read this document, please request a copy from your trainer or assessor.

### Entry into Training Courses:

Entry into training courses is made on the basis of you being able to meet the requirements which are set down for **TRAINING WORX (AUST) PTY LTD**.

TRAINING WORX (AUST) PTY LTD will ensure that these are explained to you and that you meet these standards prior to training course enrolment.

A Pre-course plan/discussion is required to be completed before commencing any Nationally Recognised courses with TRAINING WORX (AUST) PTY LTD

In all other respects, TRAINING WORX (AUST) PTY LTD provides places on a first in – first served – basis to ensure fairness in access to training opportunities.

### Training Course Information:

**Details of the training courses, links to nationally recognised training, fees, content, assessment methods and certification** will be explained to you before your training course enrolment.

If you have any questions, please ask your trainer at any time prior to enrolment or in the training course.

### Fees, and Charges:

All information on fees payable for training courses will be given to you prior to enrolment in accordance with our **fees and refund policy**.

### Refunds

TRAINING WORX (AUST) PTY LTD **does not** collect Training Course Fees in advance that are more than \$1500 from Individuals. Business/Corporate Clients pay training course fees in full on commencement.

Payment is in accordance with the payment structure contained in the Course fees and information provided.

### Making Training Courses Meaningful:

All training materials, training programs and assessments are written in Plain English to help you understand these materials – and you should tell your trainer or assessor if you have any special learning needs.

**Appeals, Complaints and Grievance Procedures:**

TRAINING WORX (AUST) PTY LTD has systems in place to protect you, other training participants as well as trainers and assessors from:

- ◆ bullying;
- ◆ victimisation;
- ◆ racial vilification;
- ◆ discrimination on any grounds;
- ◆ harassment;
- ◆ unfair treatment
- ◆ unprofessional behaviour; and
- ◆ unfair assessment decisions or processes.

**Grievance procedures are available to protect you (and others).**

Please notify your trainer or assessor if you have any complaints.

**Discipline:**

Discipline in the form of counseling, dismissal or suspension and will only be used by TRAINING WORX (AUST) PTY LTD where there are serious breaches of professional ethics or unacceptable standards of behaviour which adversely impact on the rights or safety of other trainers or trainees.

**Equity and Fairness:**

Disability and equity inclusive policy and procedures are also available to assist and support training course participants as well as trainers, assessors, administrative and management staff within TRAINING WORX (AUST) PTY LTD when operating as a Registered Training Organisation (RTO)

**Recognition of Prior Learning (RPL)**

If you have some skills and knowledge due to previous experience or because you have attended other training courses and/or programs, you should bring this to your trainer's or assessor's notice.

It is possible that you may reduce the time required for training and you may even gain full Statements of Attainment if your trainer/assessor verifies your competence through assessment against national industry standards.

**Recognition:**

Statements of Attainment issued by other RTOs will be accepted:

- if your competencies are still current (up-to-date)
- if the ratings and types of equipment used, work tasks and conditions are the same as those for which you hold certification.

If you already hold certification, you should check with your trainer or assessor who will advise you of currency and recognition in terms of nationally recognised training arrangements.

**Confidentiality and Security of Records and Outcomes:**

Information you provide by way of program registration, prior experience, and competency demonstrated during assessments, and standards achieved will be maintained for a period of 30 years in accordance with the Standards for RTOs 2015. These will be maintained in a secure environment and confidentiality will be maintained.

Should you wish information about your achievements be known to your employer or other parties, you will need to provide authorisation for this to occur.

You may have access to your records at any time; however re-issue of lost certification will incur an administration cost advised at the time of application.