



REGISTERED TRAINING ORGANISATION 52508

FOR USE BY TRAINING WORX (AUST) PTY LTD

Based on the Standards for Registered Training Organisations 2015

1. INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by TRAINING WORX (AUST) PTY LTD, when operating as a Registered Training Organisation registered in Western Australia by the Training Accreditation Council (TAC).

For the purposes 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 partnership arrangement with the registered training organisation for the delivery of training and assessment services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 TRAINING WORX (AUST) PTY LTD 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.
- 2.2 TRAINING WORX (AUST) PTY LTD maintains a learning environment that is conducive to the success of trainees.
- 2.3 TRAINING WORX (AUST) PTY LTD 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.
- 2.4 TRAINING WORX (AUST) PTY LTD monitors and assesses the performance and progress of its trainees.
- 2.5 TRAINING WORX (AUST) PTY LTD ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.6 TRAINING WORX (AUST) PTY LTD ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7 TRAINING WORX (AUST) PTY LTD is committed to access and equity principles and processes in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

As a Registered Training Organisation (RTO) operating in compliance with the 2015 RTO Standards, **TRAINING WORX (AUST) PTY LTD** is responsible for setting in place quality assurance processes to ensure that nationally recognised certification methods and outcomes are consistent with recommendations and guidelines set out within training packages and also meet the specifications of AQF and TAC and are in line with relevant details from the 2015 RTO Standards.

4. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 4.1 TRAINING WORX (AUST) PTY LTD markets and advertises its products and services in an ethical manner.
- 4.2 TRAINING WORX (AUST) PTY LTD gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 4.3 TRAINING WORX (AUST) PTY LTD accurately represents recognised training products and services to prospective trainees and clients.
- 4.4 TRAINING WORX (AUST) PTY LTD ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 4.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

5. FINANCIAL STANDARDS

- 5.1 TRAINING WORX (AUST) PTY LTD 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.
- 5.2 TRAINING WORX (AUST) PTY LTD has a refund policy that is fair and equitable, and this policy is made available to all trainees and clients prior to enrolment.
- 5.3 TRAINING WORX (AUST) PTY LTD 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, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

6. PROVISION OF INFORMATION

- 6.1 TRAINING WORX (AUST) PTY LTD supplies accurate, relevant and up-to-date information to prospective trainees and clients.
- 6.2 TRAINING WORX (AUST) PTY LTD supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

7. RECRUITMENT

- 7.1 TRAINING WORX (AUST) PTY LTD conducts recruitment of trainees at all times in an ethical and responsible manner.
- 7.2 Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 7.3 TRAINING WORX (AUST) PTY LTD 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.

8. SUPPORT SERVICES

TRAINING WORX (AUST) PTY LTD 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 counselling.

9. GRIEVANCE MECHANISM

- 9.1 TRAINING WORX (AUST) PTY LTD 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 TRAINING WORX (AUST) PTY LTD to resolve trainees'/clients' grievances.
- 9.2 For this purpose, TRAINING WORX (AUST) PTY LTD has a grievance policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.
- 9.3 Where a grievance cannot be resolved internally, TRAINING WORX (AUST) PTY LTD advises trainees and clients of the appropriate body where they can seek further assistance.

10. RECORD KEEPING

TRAINING WORX (AUST) PTY LTD 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 provides copies of these records to trainees on request.

11. QUALITY CONTROL

TRAINING WORX (AUST) PTY LTD seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

INFORMATION TO BE PROVIDED TO TRAINEES BY THE REGISTERED TRAINING ORGANISATION PRIOR TO ENROLMENT

- Copy of the Code of Practice
- Client selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assessment
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Staff responsible for access and equity
- Recognition of prior learning (RPL) and credit arrangements