



Code of Practice

As a Registered Training Organisation, **Col Joy Training Services** has agreed to operate within the guidelines of the Australian Quality Training Framework.

Legislative Requirements

Col Joy Training Services will meet all legislative requirements of State and Federal Government. In particular:

- Occupational Health and Safety,
- Workplace Relations
- Workplace harassment, victimisation and bullying
- Anti-discrimination (including equal opportunity, racial vilification and disability discrimination)
- Privacy
- VET
- Mine Site rules and regulations
- Legislation surrounding Apprenticeships and Traineeships should a need be identified.

Access and Equity

All employees (trainees inclusive) will be recruited in an ethical and responsible manner. Recruitment will acknowledge the requirements Col Joy Training Services and the requirements of the National Training Package/Curriculum associated with that appointment. Our Access and Equity Policy ensures that the selection and appointment processes comply with all relevant legislation including Equal Opportunity.

Refer to policy.

Quality Management Focus

Col Joy Training Services has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from employers, clients and employees for development of future/current training programs and business improvement.

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of client assessment results and qualifications. These will be appropriate to competence achieved and issued within national guidelines.



Our quality focus includes:

- Recognition of Prior Learning Policy (including Credit Transfer)
- fair and equitable Refund Policy
- Complaints and Appeal Policy
- Access and Equity Policy

CJTS will assist with client special needs which may include:

- Disability access
- Student welfare and guidance services
- Language Literacy & Numeracy assistance (LL&N)

We will take every opportunity to ensure that this information is disseminated, understood and valued by interested parties.

Each client/student receives prior to commencing, a course program and information sheet that clearly states:

- fees and charges,
- available payment methods
- training and assessment procedures
- vocational outcomes
- availability of RPL (Recognition of Prior Learning) and Credit Transfer

Statements of Attainment will be issued to all competent clients within 21 calendar days.

External Review

Col Joy Training Services actively participates in external monitoring and audit processes required by the state registering body. This includes audits for:

- compliance/quality
- on complaint
- registration and
- addition to scope.

Management and Administration

Col Joy Training Services has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisations sound financial position and preserves client's fees to training/assessment finalization. We have a Refund Policy which is fair and equitable.

Each client's records are managed securely and confidentially and can be made available on written request from the owning client. **Col Joy Training Services** holds appropriate insurance policies.



Marketing and Advertising

Col Joy Training Services markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

Col Joy Training Services has personnel with appropriate qualifications and experience to deliver and facilitate the training and assessment relevant to the training products offered. Assessments meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials are provided to ensure a conducive learning environment for clients.

International Students

Should the need arise **Col Joy Training Services** acknowledges that registration with CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) will be necessary and compliance with the following would be required:

- Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991.

Sanctions

Col Joy Training Services will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may be required to show cause as to why our registration as a Registered Training Organisation not be withdrawn.