



CODE OF PRACTICE

1. Policy Statement

- 1.1 Greenacres Training Services is committed to promoting a professional and ethical Registered Training Organisation that complies with all 12 Standards for Registered Training Organisations under the Australian Quality Training Framework.

2. Scope

- 2.1 This policy applies to and includes all staff employed by/seconded to undertake delivery and assessment services on behalf of Greenacres Training Services.

3. Legislation

- 3.1 Federal Disability Services Standards - Standard 8 (Service Management)
- 3.2 NSW Disability Services Standards - Standard 8 (Service Management)
- 3.3 Standards for Registered Training Organisations- Australian Quality Training Framework. Standard 6
- 3.4 Commonwealth Disability Discrimination Act 1992
- 3.5 Commonwealth Human Rights and Equal Opportunity Act 1986
- 3.6 Commonwealth Racial Discrimination Act 1975
- 3.7 Commonwealth Sex Discrimination Act 1984

4. Overview

- 4.1 To ensure that staff members have a clear understanding about their behaviour within the work place including the community, the following guidelines have been prepared to assist in this process.
- 4.1.1 All staff must comply with the above legislation and treat all customers/participants equitably, with respect and free from harassment or abuse.
- 4.1.2 All customers/participants are to be provided with individual support to determine their individual needs with regards to undertaking the course of their choice. Completion of the enrolment form and learner profile together with an orientation interview are undertaken at this time.
- 4.1.3 Staff discuss individual needs with the customer/participant and reach mutual agreement of the means to meet the identified needs throughout the training and assessment

period. This agreement must be within the resources available to Greenacres Training Services. If resources are not available in-house, for example an interpreter for a participant from a non-english speaking background, support will be provided in the form of referrals to the appropriate agency.

- 4.1.4 Customers/participants should be given priority and prompt attention.
- 4.1.5 Staff development will be fostered and appropriate training will be sourced for staff of Greenacres Training Services relating to cultural diversity and cultural appropriateness and other access and equity issues.
- 4.1.6 Professional boundaries are to be maintained with service customer/participant at all times (even outside office hours).
- 4.1.7 Customers/participants files are to be maintained in locked filing cabinets if not in use. Confidential computer disks should be returned to a locked storage area when not in use.
- 4.1.8 Flexible payment options must be made available to those participants for whom financial constraints result in significant barriers to participating in Vocational Education and Training. Fees are included in the Greenacres Training Services marketing brochures.
- 4.1.9 When planning assessment with customers/participants, the assessor must consider factors that may significantly affect the candidate's capacity to demonstrate competence such as;
 - remote location
 - custodial situations eg. no access to a computer
 - cultural background
 - disability
 - language, literacy and numeracy

Reasonable adjustments must then be planned for, documented on the assessment record and implemented to ensure that such factors do not impede the candidate's performance.

- 4.1.10 All assessments will be assessed as Competent © or Not Yet Competent (NYC). Participants receiving a NYC result will be provided with clear instructions regarding re-assessment. Private briefing will also be conducted as appropriate with the candidate by the Assessor.

- 4.1.11 A range of pathways to achieve the relevant Unit of Competency or Training Package Qualification must be offered to the customer/participant. These may include;
- recognition of current competency
 - recognition of prior learning
 - classroom based learning
 - workplace based learning
 - distance education
- 4.1.12 Recognition of Prior Learning (RPL) is available to participants who feel that they have already achieved specific competencies within an AQF qualification or accredited course. Guidance will be provided on an individual basis to support the application process. The Greenacres Training Service Staff Handbook details the procedures to undertake with regards to RPL.
- 4.1.13 We have a documented procedure for appeals regarding an assessment decision as well as clearly defined Complaints and Grievance Procedures. These are located in the Trainee Handbook that is available on the Greenacres Training Service website and in a hard copy version.
- 4.1.14 Staff members are to be suitably dressed with neat casual clothing or clothing that is appropriate for the program. Shoes should also have enclosed toe and heel areas and be appropriate for the activities to be carried out.
- 4.1.15 Staff members must not smoke in Greenacres Disability Services buildings, Association vehicles or in the immediate vicinity of other persons.
- 4.1.16 Staff members must not consume alcohol or illicit drugs during work time.
- 4.1.17 Staff members must not commit a felony offence on or off the job.
- 4.2 A breach of any of these items would lead to disciplinary action being taken against the staff member concerned.