

## **Ctrain's Code of Practice**

### **Ctrain is a Registered Training Organisation:**

*which takes special pride in the quality of the services it offers to its clients. We are committed to delivering training and assessment services to the best of our ability, with strict adherence to the National Standards for vocational education.*

### **Ctrain supports the integrity of Registered Training Organisations by:**

*Complying with all relevant state and national laws, including Privacy and Freedom of Information, Access and Equity, Anti-Discrimination, Apprenticeships and Traineeships and Occupational Health and Safety;*

*Behaving in a professional and ethical manner, with honesty, due care and diligence, and being accountable for our actions;*

*Avoiding practices and activities which may bring RTO services into disrepute.*

### **Ctrain is committed to ensuring client satisfaction. This is demonstrated through:**

*Treating all clients with respect and dignity;*

*Providing full assistance to help clients achieve their desired outcome;*

*Tailoring assistance to aid clients in different circumstances and from different backgrounds;*

*Providing high quality facilities and materials to assist in client learning;*

*Respecting our clients' privacy, whilst accurately recording and securely storing client records for their future reference;*

*Providing flexibility in our training and assessment delivery to cater for individual client needs;*

*Encouraging clients to give feedback, without fear of prejudice, to support our continuous improvement cycle.*

## **Introduction**

This handbook contains information about *Ctrain's* policies and client services. *Ctrain* is fully committed to the application of access and equity principles, so that clients, staff, members of other organisations and the public are treated fairly and with respect at all times.

## **Privacy and Freedom of Information**

*Ctrain* is committed to respecting the privacy of individuals in relation to the collection, storage, use and disclosure of personal information. No personal information will be disclosed without the written consent of the individual concerned.

*Ctrain* is also committed to providing individuals with ongoing rights to access information about themselves.

## **Access and Equity**

Access to *Ctrain* courses and programs is open to all and will not be limited by reason of race, gender, marital status, physical impairment or sexual preference. Within this context the only consideration given to the eligibility of a client to enroll in a course is the likely ability of the client being able to complete the course satisfactorily. An assessment of prerequisite competencies may be carried out to determine client suitability.

*Ctrain* is committed to upholding anti-discrimination principles during training and assessment activities. Please note that disability access may not always be available.

## **Anti-Discrimination Policy Statement**

*Ctrain* is committed to providing a workplace free from discrimination. *Ctrain* will not discriminate against people on the grounds of who they are related to or who they associate with; their age; having carer's responsibilities (caring for or supporting a child or other immediate family member); sexual preference; race (including colour, ethnic or ethno-religious background, descent or nationality); disability; gender (including sexual harassment or pregnancy) and transgender.

*Ctrain* will apply the principles of EEO in relation to harassment, bullying, victimization and racial vilification, and makes a strong commitment to ensuring that students and staff are not subjected to the unwanted attentions of others.

## Occupational Health and Safety

*Ctrain* is committed to ensuring the health, safety and welfare of clients, staff and visitors by providing a healthy and safe workplace and eliminating conditions and incidents which could result in personal injury or ill health. *Ctrain* activities conform to relevant State legislation, which is the NSW Occupational Health and Safety Act, 2002.

*Ctrain* expects staff and clients to comply with its occupational health and safety policies and procedures, and to conduct themselves in a safe manner, not placing themselves or others at risk. All employees must ensure they are familiar with their obligations under OHS and take all reasonable steps within their power to meet those obligations. OHS legislation also reinforces the duty of clients to help provide a safe environment by taking reasonable care of the health and safety of others.

Staff will:

- Provide a healthy and safe environment for other staff, clients and visitors;
- Provide suitable facilities and equipment for the safe and healthy conduct of activities;
- Ensure that clients receive the appropriate information, instruction and training to perform safely;
- Deal with health and safety issues raised by clients;
- Inform the Principal of all accidents that occur which may affect health and safety in the workplace;
- Review reports of incidents and accidents to ensure appropriate measures are taken to prevent recurrence;
- Comply with *Ctrain's* requirements for reporting of workplace injuries and illnesses.

In the first session of any course, the trainer will provide clients with information about:

- Emergency exit procedure;
- Location of nearest fire extinguishers;
- Location of first aid kit (with trainer);
- Location of nearest toilets.

## Reporting of Hazards, Injuries or Illness

If the trainer is aware of hazards which pose risks to the health and safety of the trainer or clients, he/she should advise the Principal in writing as soon as possible. If the trainer considers that there is an immediate danger to the trainer or clients, the session should be terminated until the premises have been made safe.

The trainer or other suitable person should report an injury or illness, occurring during training or assessment, in writing as soon as possible after its occurrence.

## Individuals

Each staff member and individual client is responsible for ensuring that his or her own work environment is conducive to good occupational health and safety by:

- Complying with occupational health and safety instructions;
- Taking action to avoid, eliminate or minimise hazards;
- Reporting hazards;
- Seeking information or advice where necessary.

## Provision of Client Support

During the course, and up until the final cut off for presentation of assessments items, a client will be supported by:

- Class sessions;
- Email service;
- Telephone support.

Clients are encouraged to use the support offered by *Ctrain*.

## Refund Policy

Clients are advised to choose a class carefully. *Ctrain* cannot refund a course fee unless it cancels the course. *Ctrain* regrets that it cannot accept responsibility for changes in students' personal circumstances, or work commitments. In any case, refunds may only be given if written notice is provided at least 10 working days before the commencement of the first class session. An administration fee of \$100 (GST inclusive) will apply.

Public courses may be cancelled if there are insufficient course participants. *Ctrain* will give 2 weeks' notice of any cancelled courses and arrange refunds or transfer enrolments to the next available course.

## Complaints, Grievances and Appeals Policy

A client who has a complaint or grievance is advised to raise the matter in the first instance with the course trainer/assessor, who will attempt to resolve the issue.

If the client is not satisfied with the response of the trainer/assessor, the client is advised to document the issue, clearly stating the facts, and submit this written document to the *Ctrain* Principal.

On receipt of a written complaint, the Principal will assign an independent staff member to hear the complaint/grievance. The staff member will:

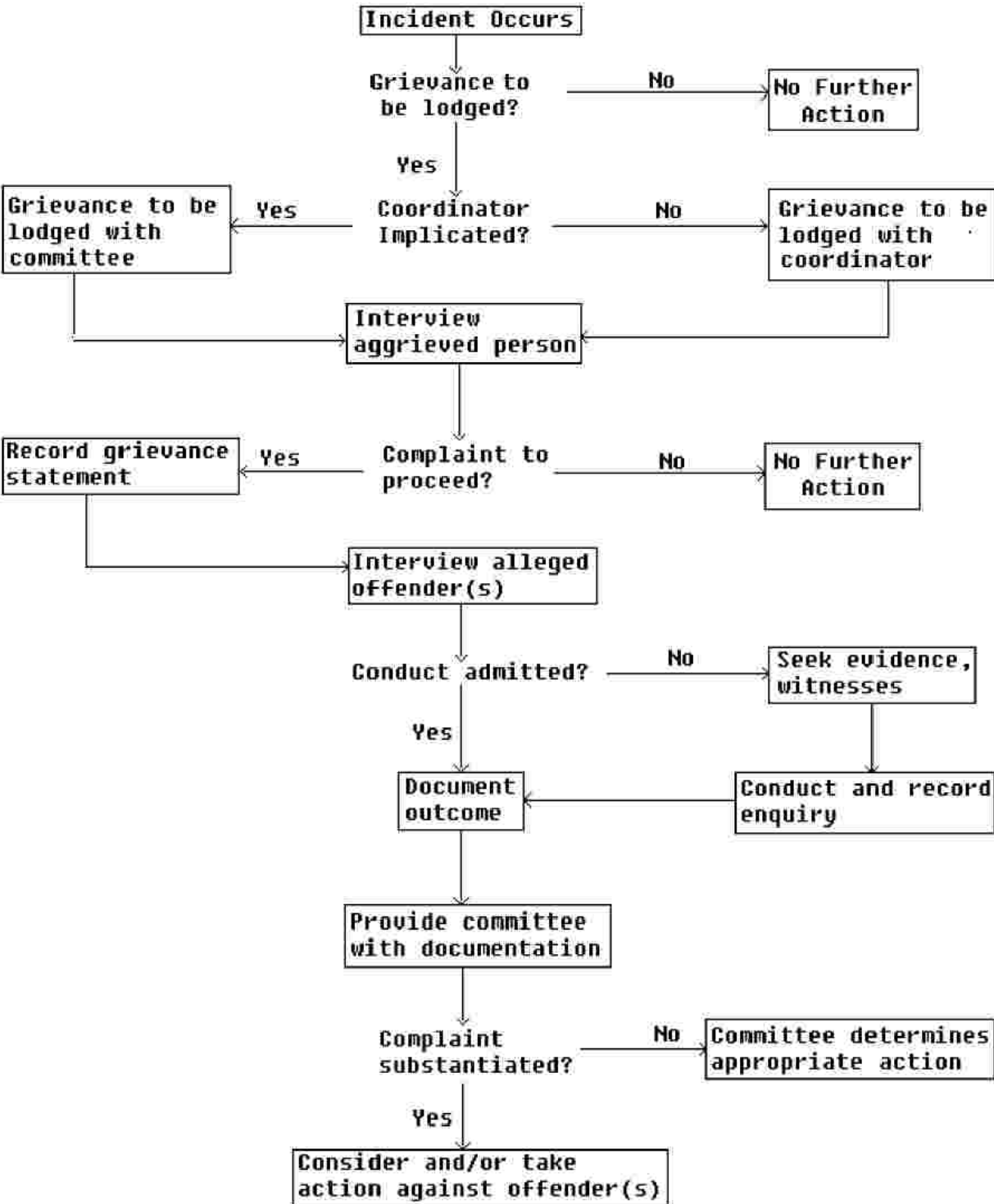
- Record the complaint in the Complaints File;
- Interview the complainant;
- Seek verification of the problem by interviewing all parties concerned;
- Resolve the issue in a fair manner;
- Record the outcome of the matter in the Complaints File;
- Provide the complainant with a written statement of the outcome.

A client who wishes to appeal against the decision made by the independent staff member is advised to state in writing the reasons for the appeal, and submit the appeal to the *Ctrain* Principal.

The Principal will review the case, ensuring that principles of fairness were adhered to. The appellant will be given an opportunity to put the case in person to the Principal whose decision will be documented and recorded. A copy will be given to the appellant.

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# Grievance Handling Process



## Appeal against Result

A client has a right to appeal against a decision made by *Ctrain* in regard to an assessment result. The client is advised to:

- Resubmit all relevant written assessment items;
- Document and submit an account of any non-written assessment items.

Any such resubmissions will be re-assessed by a different assessor within *Ctrain*.

The outcomes of the re-assessment will be fully documented in any case where the original assessment decision is to stand. This outcome will be given to the client personally, and follow up counselling provided if required.

## Timeframe for Completing RPL Applications and Assessments

Once you receive *Ctrain's* RPL kit you have 6 months to hand in your portfolio of evidence for assessment. An additional fee of \$200 will apply to portfolios submitted after this 6 month period.

Once you complete the classroom activity for a particular course or qualification you have 6 months to hand in all the assessments tasks relevant to the course or qualification. An additional fee of \$100 per unit of competency will apply to any material submitted after 6 months from the last day of the course or qualification.

## Welfare and Guidance

*Ctrain* recognises that clients may, from time to time, face difficulties in their lives which impact on their capacity to complete the course in which they enrolled.

Wherever possible, *Ctrain* will assist clients by:

- Discussing with the client the difficulties they are facing;
- Providing flexibility allowable within the National Standards in relation to assessment;
- Helping the client locate suitable welfare and/or guidance organisations.

## Flexible Learning and Assessment

*Ctrain* offers a traditional classroom based format for the presentation of its courses, and expects that students will attend all such classroom sessions. Some assessments will take place during the class sessions, but most will be completed by the student outside of class. When considered appropriate by *Ctrain*, variations to this format may be undertaken to suit a particular client's needs.

## Student Rights and Responsibilities

*Ctrain* advises students to be aware of their rights and responsibilities as stated in relevant NSW and Australian legislation, in particular the *Privacy Act*, the *Freedom of Information Act*, the *Apprenticeship and Traineeship Act*, the *Occupational Health and Safety Act*, the *Anti-Discrimination Act* and the principles of *Access and Equity*. Any student who feels that they have been unfairly treated is encouraged to raise the matter with *Ctrain* staff, who are committed to resolving such matters. Equally, students are expected to behave in a manner that is not offensive to fellow students or staff of *Ctrain*. Courtesy and politeness are expected of all students.

## **Student Discipline**

*Ctrain's* student discipline policy reflects the principles of fairness outlined in the Access and Equity guidelines and procedures. Any behaviour perpetrated by a student that is barred by the legislation covering workplace behaviour, will be pointed out to the student. Initially, the student will be informally counselled to refrain from displaying the behaviour. If the behaviour is repeated, a formal request for the behaviour to be discontinued may be issued. If the behaviour persists, the student may be asked to leave the course.

Rules regarding plagiarism are strictly enforced by *Ctrain* staff. Offenders will jeopardise their results if they copy the work of others.

## **Language, Literacy and Numeracy**

A client's language, literacy and numeracy skills may be assessed by *Ctrain* for the purpose of ascertaining the client's likely ability to cope with the requirements of the course the client is planning to enrol in.

Assessment will be by:

- Phone interview to informally assess spoken English skills;
- A request to write a short explanation as to why the client has chosen the particular training [appears on the enrolment form].

Where a client is deemed not to have sufficient language, literacy and numeracy skills to satisfactorily complete the course, advice on acquiring these skills will be offered to the client.

## **Replacement Certificates/Statements of Attainment**

A fee of \$100 plus GST is payable if you request a duplicate copy of your certificate or statement of attainment.

## **Employability Skills**

Employability skills are embedded in training and assessment. Information on employability skills can be obtained by visiting this website and keying in the national code for the relevant qualification: <http://employabilityskills.training.com.au>