

Code of Practice

▶ Our Commitment to You

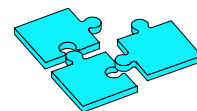
Corporate Training Solutions (the RTO) and our Training Partners (people who deliver our training) are committed to integrating Access and Equity principles within all our services that we provide to our learners. All staff recognise the rights of learners and provide information, advice and support that is consistent with this, our Code of Practice and our scope of registration as a nationally recognised training organisation.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints or grievance to supervisor/trainer or equity officer, or complete our Complaints and Appeals form.

Our Guarantee to You

We are committed to providing a pleasant, friendly environment for the duration of your selected course of study. Further, we guarantee you our full support for the whole duration of your course of study through to your completion.



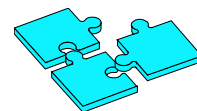
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▶ Information & Support Services

Course information including content and vocational outcomes

At the beginning of the course your trainer will give you information about:

- Requirements to receive a qualification
- Award issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- Where you can get extra help with your learning
- Course timetable
- Course content
- Emergency evacuation procedures
- Your obligations as a trainee with this RTO and the Training Partner.



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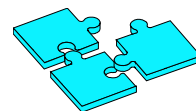
Flexible learning and assessment procedures

Our training and assessment procedures are flexible and are designed to take into account your needs.

We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that the training and assessment you receive from us is done in accordance of the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.



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Assessment Procedures

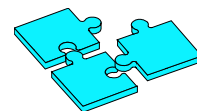
Assessment is conducted in a simulated workplace and involves the collection of sufficient evidence to demonstrate you are competent. This may include:

- Measurement of services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate.

Assessment methods may involve you in:

- Demonstrating your skills including kneeling on the floor to perform CPR
- Providing a service
- Answering written and/or oral questions
- Participating in group discussions
- Making oral presentations to the group

We encourage you to check the development of your skills and knowledge and indicate to your trainer when you are ready for assessment. The outcomes of assessment are Competent or Not Yet Competent. If you are assessed as Not Yet Competent you can request a re-assessment.



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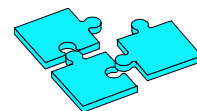
▶ Information & Support Services

We provide and support the following services within our training organisation:

- **Provision for language, literacy and numeracy assessment**

We provide provisions for language, literacy and numeracy assessment on request. We also monitor the needs of our client's language, literacy and numeracy skills through our induction process, application & enrolment forms, and interviews.

Applicant trainees are expected to have proficiency in spoken and written English and also to be numerate to a basic level. (Where these requirements are unmet the applicant is counselled to seek advice and assistance from a provider of language and numeracy education.)



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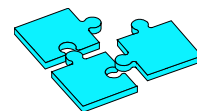
We provide and support the following services within our training organisation:

- **Recognition of Prior Learning (RPL) arrangements**

We have a clearly documented RPL process. If you believe that you already have the skills and knowledge that will be covered in some / all of the units you are enrolling to study, either through previous study or through work experience, then contact your Training Partner or the National Training Manager on 02 9772 2175 to discuss how to proceed with an RPL application.

- **Complaints and Appeals**

Should you have a complaint or wish to appeal an assessment decision we have a documented procedure that covers how to initiate a complaint or appeal. contact the National Training Manager on 02 9772 2175 to discuss how to proceed. Should you have a complaint or grievance with the National Training Manager contact an Australian Skills Quality Authority representative on 1300 701 801



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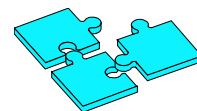
▶ Information & Support Services

We provide and support the following services within our training organisation:

- **Records Maintenance and Student Privacy**

Corporate Training Solutions abides by the National Privacy Principles. Your information will only be disclosed to persons and organizations as required by law and otherwise not disclosed to anyone outside the RTO without your consent. Your records are confidential and available to you only and on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

We keep copies of your records for a period of 30 years. You must bare the cost for re-issue of records and awards. This fee is currently \$5.50



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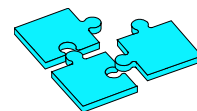
▶ Information & Support Services

We provide and support the following services within our training organisation:

- **Mutual Recognition**

We recognise and accept the credentials issued by another registered training organisation based in any State/Territory of Australia. This can include a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma.

As part of this recognition we verify the authenticity of all documents with the issuing organisation.



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Fees

Information on fees is included in the course promotional materials such as course brochures and flyers and is also available through our website. This information includes:

- Course fees plus any other additional costs such as administration fees, materials fees and any other charges
- Payment terms, including the timing and amount of fees to be paid
- Any non-refundable deposit/administration fee

Refund Policy

As a learner you (or your employer) pay an agreed fee upon enrolment of a course of study. A 100% refund of any monies paid prior to commencement of any course may be claimed if a request is received in writing prior to course commencement.

On attending the course a 50% refund is available if you have valid reasons for withdrawal or decide the course is not for you. After this time no refunds will be given for monies paid.

Certificates of Attainment etc. will not be issued to students with unpaid account balances.

