

ANTI-DISCRIMINATION & E.E.O. POLICY

CTC is an equal employment opportunity employer and is committed, in accordance with Federal, State and Territory legislation, to providing a work environment, for both employees and clients, free from discrimination and/or harassment due to (but not limited to):-

- race
- sex
- disability
- medical record
- religion
- age
- sexual preference
- marital status
- pregnancy

CTC's E.E.O. Policy is implemented in consultation with employees, and covers these areas:- recruitment, conditions of employment, training & development, promotion and termination.

Success for **CTC** and satisfaction for each employee will stem from our ability to be tolerant, work co-operatively and value differences in each other. Discrimination and harassment (i.e. unwelcome behaviour) in any form may hinder that success or satisfaction **and will not be tolerated in this workplace.**

All incidents of this nature will be treated seriously and be investigated fairly and impartially.

The **CTC** Managing Director is responsible for the implementation and reviewing of this policy & program, and investigating any matters brought to their attention regarding this policy & program.

ACCESS AND EQUITY POLICY

CTC incorporates into its operational procedures an access and equity program to ensure there is equitable access to education and training.

This Policy covers recruitment procedures aimed at both **CTC** staff and trainees, ensuring that all people have the opportunity to participate and gain successful outcomes.

The program takes into account and incorporates the principles for recognition of prior learning and credit transfer.

The **CTC** Managing Director is responsible for overseeing the implementation and communication of this policy, and that it is reflected in the activities of **CTC** staff, marketing & sales and services provided.

COMBINED TRAINING & CONSULTING (CTC) PTY LTD CODE OF PRACTICE

PREAMBLE

- 1.1 **Combined Training & Consulting Pty. Ltd. (referred to as CTC)**, being committed to ensuring the ongoing high standard in the provision of training and other services, has raised and implemented this Code of Practice and supporting documents.
- 1.2 All **CTC** staff members shall comply with the requirements of the Code of Practice and complementary Policies and Procedures.

CODE OF PRACTICE

2 **Provision of Training Services**

- 2.1 **CTC** has adopted policies and management practices which maintain high professional standards in the marketing and delivery of training services, and which safeguard the interests and welfare of trainees.
- 2.2 **CTC** shall maintain a learning environment that is conducive to the success of trainees. We have the capacity to deliver our accredited courses; provide suitably qualified trainers and assessors, adequate facilities and use appropriate methods and materials.

3 **Marketing**

- 3.1 **CTC** will market our training product with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

4 **Trainee Information**

- a copy of this code of practice;
- admissions procedures and criteria;
- a copy of the refund policy;
- total costs to the client;
- certification to be issued to trainees on

- completion of the course;
- competencies to be achieved by trainees;
- assessment procedures;
- grievance/appeal procedure;
- facilities and equipment; and
- trainee support services.

5 **Recruitment**

- 5.1 Recruitment of trainees shall be conducted at all times in an ethical and responsible manner and consistent with the requirements of the curriculum. **CTC** shall ensure that trainee selection and decisions comply with equal opportunity legislation. Selection and recruitment of trainers and trainees shall be in accordance with the **CTC** access and equity policy.

6 **Refunds**

- 6.1 **CTC** shall safeguard fees paid in advance by trainees.
- 6.2 A full refund, of fees paid in advance, shall be issued for cancellations made prior to 7 days in advance of the course. No refunds shall be issued for cancellations made less than 7 days prior to the course.

7 **Trainee Grievances/Appeals**

- 7.1 **CTC** has a fair and equitable process for dealing with trainee grievances/ appeals.

8 **Guarantee**

- 8.1 **CTC** has committed itself to honour all guarantees outlined in this Code of Practice and the supporting documents. We understand that should we fail to meet these obligations, our registration as a Training Organisation may be withdrawn.

CTC CLIENT CONFIDENTIALITY POLICY

CTC recognises that it has and will become privy to both sensitive and commercial information about the clients we serve.

The procurement of this information is generally required to enable **CTC** to provide the client, site and process specific safety training and consulting that is meaningful and pertinent to that client.

The acquiring of this information puts **CTC** in a position of trust with the client and demands that **CTC** keeps confidential all such information.

To maintain this high degree of confidentiality **CTC** as an organisation and all individual **CTC** personnel will be bound by the following criteria

- Not to divulge to any person or organisation, outside of **CTC** any specific documentation, records, performance, incident, financial, personnel or commercial information gained or made privy to.
- This includes divulgence either by verbal, hard copy or electronic transfer.
- Specific permission, given by a person authorised by the client to do so, must be obtained first before **CTC** can pass that client's name as a referee or reference to another person, organisation or client.
- All **CTC** personnel are accountable to the Managing Director for compliance to the requirements of this policy.

This client confidentiality policy is in line with the **CTC** core ethic of integrity and the professionalism we aspire to.

RECOGNITION OF PRIOR LEARNING (RPL) POLICY

As **CTC** provides short courses, ranging from half day to five days in duration, on very specific Occupational Health & Safety based topics that do not lead to qualifications under the Australian Qualifications Framework (AQF), RPL is in many cases impractical to provide cost effectively (to either party).

For this reason, **CTC** shall only offer RPL in the VETAB Accredited courses included in our scope of registration.

The RPL processes and evidence requirements may include: -

- Providing copies of certificates from other RTOs,
- Providing copies of current certificates from recognised providers for part of the course in question (e.g. first aid certificate),
- Completing the assessment tasks from the course in question,
- Certified copies of work samples completed by the applicant.

Specific RPL requirements shall be discussed with applicants on a case by case basis to ensure that the nature and range of evidence asked for meets the specific nature of the competencies gained in the courses.

ADMISSIONS PROCEDURE

CTC is involved in training in topics covered under Occupational Health and Safety legislation. The OH&S Act, and its supporting regulations, specifies a requirement for suitable training and instruction for all personnel in areas relevant to that person's duties and workplace.

CTC accepts and encourages admission of all personnel to training courses relevant to their situation, in accordance with the **CTC** anti-discrimination, equal opportunity and access & equity policies.

Each course provided is aimed at a specific target group, which is identified and discussed by **CTC** and the client, prior to booking the training.

Some courses provided by **CTC** do require a certain level of physical and psychological fitness. These requirements are discussed initially with the client, and again with course attendees at the outset of each course.

Any prerequisites shall also be discussed at this time, ensuring that all attendees have sufficient knowledge, skills and experience to be reasonably expected to gain successful outcomes.

It is the responsibility of the client employer to ensure that all employees receive adequate instruction and training in relevant OH&S topics.

APPEALS PROCEDURE

Where a trainee fails to meet the assessment requirements and is deemed to be "not yet competent" or "requires further training", the trainee has a right to appeal. The appeals process shall follow the steps outlined below to the step at which an agreement is reached:-

- The trainer/assessor shall discuss the assessment with the trainee/candidate, explaining why this decision was reached and determining why the candidate does not agree.
- The trainer/assessor shall discuss the assessment with the trainee/candidate and their supervisor (or the client representative that organised the training with **CTC**).
- The **CTC** Director(s) and trainer/assessor shall discuss the assessment with the trainee/candidate and client representative.
- The **CTC** Director(s) and trainer/assessor shall discuss the assessment with the client management and any client personnel they wish to have present.

It is obviously preferable to reach an agreement in the shortest possible time, with the least possible disruption to both **CTC** and the client. **CTC** shall not, however, under any circumstances, lower the standards or alter the assessment methods, conditions or criteria outside the bounds of reasonable adjustment just to appease the client.

This procedure shall be carried out by the **CTC** trainer/assessor and, if required, the **CTC** Director(s).

A documented record of all discussions and the outcomes of these discussions shall be taken. In cases where the appeal goes further than step 1 above, these records shall be forwarded to the client and a copy held in the **CTC** job file.

Should a course attendee be judged as "not yet competent" or "requires further training", **CTC** shall recommend further training and re-assessment in the areas in which the deficiency was found. Such further training and re-assessment shall be organised for the most suitable time for both parties (if the client wishes to go ahead with it). Any return trips required should be dealt with as another job, with a negotiated price (the **CTC** Directors shall be involved in these negotiations). This is

particularly important in cases where the client is outside the Sydney metropolitan area.

Copies of all records relating to specific jobs shall be retained in the appropriate job file for not less than 30 years.

REFUND POLICY

CTC shall safeguard fees paid in advance by trainees.

A full refund, of fees paid in advance, shall be issued for cancellations made prior to 7 days in advance of the course. No refunds shall be issued for cancellations made less than 7 days prior to the course.