

CODE OF PRACTICE ALLENS TRAINING



CODE OF PRACTICE IN ASSOCIATION WITH OUR POLICY STATEMENTS

Our Code of Practice is a working document, interconnected with our Policy statements and our Student Information book. These documents describe our courses and aim to give each student clear information about the desired outcomes.

The following Code of Practice is drawn from our Policy Statements. It is a concise statement that informs students of their rights and responsibilities in accordance with required standards.

As a Registered Training Organisation, Allens Training has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Access and Equity Policy-

Our Access and Equity Policy will ensure that course entry requirements, assessment or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability, philosophical background or age, with the exception that we offer courses for adults, defined as persons over 14 years old.

Administrative & Records Management-

Allens Training has a comprehensive administrative and records management system, which is implemented in electronic and paper formats.

Appeals Policy-

Allens Training has a comprehensive appeals policy dealing with student appeals of results. It gives students the opportunity to appeal and provides guidelines on how to register an appeal.

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AQF Qualification Policy

Allens will comply with the AQF qualifications framework.

Assessment Policy-

All assessment must meet the assessment criteria of the training package or accredited course on which the program is based. All assessment materials must be appropriate to students' needs and program delivery methods.

Back Up Policy-

All data systems are backed up and stored off site according to our back-up policy

Business Plan

Allens has a current business plan, which describes our mission, goals, financial and operational functions, and processes. The business plan also defines strategies for achieving our mission and goals, and these strategies are the foundation for operational procedures. The implementation of the business plan is reviewed on an ongoing basis, with annual formal updates.

Client Selection/Enrolment

Allens provides accurate, relevant and up-to-date course information for students in the form of a student handbook, which is available at every course.

Collection of Personal Information

Any personal information collected by Allens will stay confidential and will not be made available to any other source

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Compliance with Government Regulations

Allens Training complies with all relevant local, State and Federal government regulations and complies with WorkCover requirements.

Computer Policy

Access to administration computers will be restricted to those staff members who need access to fulfill their job functions. Passwords will be used to restrict access to non-confidential records.

We will only use registered software on our computers.

Only one back up copy of original software will be made, at time of purchase. Original and backup copies will be stored separately in a safe place, preferably offsite.

Copyright laws relating to software will be applied.

Anti-virus software will be installed on all computers and will be updated regularly. Disks supplied by outside organisations shall be checked for viruses before use.

All information will be backed up regularly. Backup copies will be stored offsite.

Customer Complaints

Allens has a comprehensive policy in regard to customer complaints, including incidents. We have a system to handle the complaint as well as an independent arbitrator if required.

Customer Relations Policy

To achieve complete customer satisfaction, Allens ensures that procedures are followed to maintain the highest standards of training and delivery.

Learning & Assessment Strategies

Each course held by Allens will follow endorsed delivery and assessment

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strategies.

Document Control Policy

Allens enforces document control for documents in paper or electronic format. All documents carry version numbers. A paper trail or records are kept for 30 years.

Duty Statements

All employees, including instructors, have duty statements.

Emergency Evacuation Procedure

At the commencement of every course, the emergency exits must be pointed out, the emergency meeting point must be identified, and a copy of the Emergency Evacuation Plan must be made available.

Equal Opportunity

All staff and students have the same and equal opportunity in all facets of training with Allens.

Financial Management Policy

Financial management will be based on accurate information from systems and procedures that protect and ensure full accountability for government and community funds.

Proper books of account, in manual or computerised format, shall be properly maintained and shall conform to the recommendations of the auditor and to Australian Accounting Standards.

Harassment Policy

No staff or students are to be subjected to harassment, in any form, in any manner.

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Hold Up Procedure

Allens will train their staff in procedures for dealing with a hold up incident.

Incident Reporting

This procedure describes how staff and students can report any incident that occurs whilst training with Allens.

Instructor Competency in Delivery and Assessment

Allens will ensure that trainers are competent. Allens will hold training workshops for trainers as required.

Insurance Policy

Allens will comply with the AQF requirements for maintaining all insurances.

Internal Audits

Allens will conduct internal audits for the following:

Procedures

Training

AQTF requirements

Internal Monitoring

Allens will continually monitor its operations.

Lines of Authority

The lines of authority and responsibility are clearly marked and contained in the policy.

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Logos Used

The AQTF standards for logos will be followed and appropriate logos will be used.

Mission and Vision

Our First Aid Medical Advisory Committee will meet once a year to set the guidelines for the following year and to review customer surveys.

OH&S Policy

The safety of staff and students is of primary importance in all activities carried out by Allens. Allens observes all occupational health and safety legislation. Copies of the relevant Act are available to staff and students. Trainers must incorporate OH&S considerations into their training plans and training delivery. Students must be advised of the OH&S requirements of their programs and must be supervised according to those requirements.

Opportunities for improvement

Our First Aid Medical Advisory Committee will meet once a year to set the guidelines for the following year and to review customer surveys. Helen Allen will meet with major stakeholders to look at opportunities for improvement.

Planning Policy

Each year, a planning day will be allocated to plan for the coming year. The planning process must be consultative and all stakeholders should have opportunities to participate.

Refund Policy

We offer a 100% money back guarantee on course contents and delivery. Our guarantee allows our refund policy to operate without conflict. We stand by our ability to set high standards.

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Risk Management

Allens is committed to reducing risks and has an effective OH&S program.

RPL Policy-Recognition of Prior Learning

RPL is available for all VETAB accredited subject modules except first aid. This is a WorkCover exception.

Staff Code of Conduct

Allens' staff members are required to act in a professional manner in accordance with the staff Code of Conduct.

Staff Dispute Policy

Allens has a dispute policy to resolve disputes between staff members.

Student Information

A student handbook is available to ensure that the students are familiar with company policies.

Version Control Policy

All documents carry a version number, which is recorded in a version manual.

Women's Issues

Allens is committed to achieving gender equality for staff and instructors, and to maintaining a hospitable environment in the classroom for our instructors.

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Staff Training and Development

Allens Training strives to keep all staff up-to-date on all issues relevant to their job. Staff training and training seminars are held annually or bi-annually.

Recognition of Qualifications issued by other RTOs, including Credit Transfer

This policy ensures the recognition and acceptance by Allens Training of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs. This policy enables students to receive national recognition of their achievements. Allens will grant a student credit towards a qualification based on outcomes achieved by the student in courses or training packages with another Registered Training Provider.

Staff Recruitment and Induction

The purpose of this policy is to establish guidelines for the recruitment, screening and selection of personnel for Allens Training.

Scope of Registration

Allens Training will only issue AQF qualifications and Statements of Attainment that are within its scope of registration.

Marketing and Advertising

Allens Training is committed to using ethical practices for advertising and marketing our products and services.

Legislation

Allens Training complies with all relevant local, State and Federal government legislation covering this type of training. Staff should be aware of the organisation's own policies and procedures in regard to this legislation. Allens Training will meet all legislative requirements of State and Federal government.