

MTA GROUP TRAINING SCHEME CODE OF PRACTICE

INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by The MTA Group Training Scheme Incorporated, a Registered Training Organisation registered in South Australia by the Training and Skills Commission.

For the purposes of this Code **"trainee"** refers to any person, participating in education or training delivered by this organisation. A **"client"** is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

PROVISION OF TRAINING AND ASSESSMENT SERVICES

Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.

Our organisation maintains a learning environment that is conducive to the success of trainees.

Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.

Our organisation monitors and assesses the performance and progress of its trainees.

Our organisation ensures that teaching staff is not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.

Our organisation ensures that assessments are conducted in a manner, which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.

Our organisation is committed to access and equity principles and processes in the delivery of its services.

ISSUANCE OF QUALIFICATIONS

Our organisation issues qualifications and statements of attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate National Guidelines and acknowledging that qualifications are nationally recognised.

MARKETING OF TRAINING AND ASSESSMENT SERVICES

Our organisation markets and advertises its products and services in an ethical manner.

Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

Our organisation accurately represents recognised training products and services to prospective trainees and clients.

Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.

FINANCIAL STANDARDS

Our organisation has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

Our organisation has a refund policy that is fair and equitable and this policy is made available to all trainees and clients.

Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and copies of the documentation are made available to the trainee/client.

Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

PROVISION OF INFORMATION

Our organisation supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.

Our organisation supplies this information to trainees and clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

RECRUITMENT

Our organisation conducts recruitment of trainees at all times in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

Our organisation ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

SUPPORT SERVICES

Our organisation provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

GRIEVANCE MECHANISM

Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for trainees to appeal against decisions that affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' grievances.

For this purpose, our organisation has a grievance policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.

Where a grievance cannot be resolved internally, our organisation advises trainees and clients of the appropriate legal body (Training Advocate/Quality Directorate) where they can seek further assistance.

RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

QUALITY CONTROL

Our organisation seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

STUDENT RIGHTS, RESPONSIBILITIES AND APPEALS

The student has the right to:

- Quality training
- Work in an environment which meets Occupational Health and Safety standards.
- Have all personal details and results treated in a confidential and professional manner.
- Obtain training in a harassment free environment.
- Have access to course information.

Students shall be expected to:

- Conduct themselves in a professional manner.
- Behave responsibly and with consideration for others at all times.
- Dress in a neat and safe manner.
- Be punctual.
- Notify absences in a proper manner.
- Abide by generally accepted work practices.

STUDENT PROCEDURE FOR REPORTING A GRIEVANCE

What is a Grievance?

A grievance is any type of problem, concern or complaint related to work or the work environment which causes concern or distress and which is believed by the person raising them to affect their work or progress. A grievance may arise from any decision, act or omission which is perceived as wrong, unjust or discriminatory.

Reporting Procedure

Before initiating the grievance procedure, you are encouraged to try to resolve any grievance/problem directly with the person(s) concerned. If this is not possible or appropriate, then you should proceed to Step 1 of the grievance procedure.

You should raise the grievance with the person(s) concerned as soon as possible.

Step 1

Where you have been unable to resolve the grievance, you should take the matter up with The MTA-GTS Operations Manager. If the grievance involves the Operations Manager, then the matter should be raised with the General Manager Training and Employment.

Step 2

If you believe the grievance has not been resolved to your satisfaction during step 1, you may refer the matter to the General Manager Training and Employment. The General Manager Training and Employment may require you to put the grievance in writing.

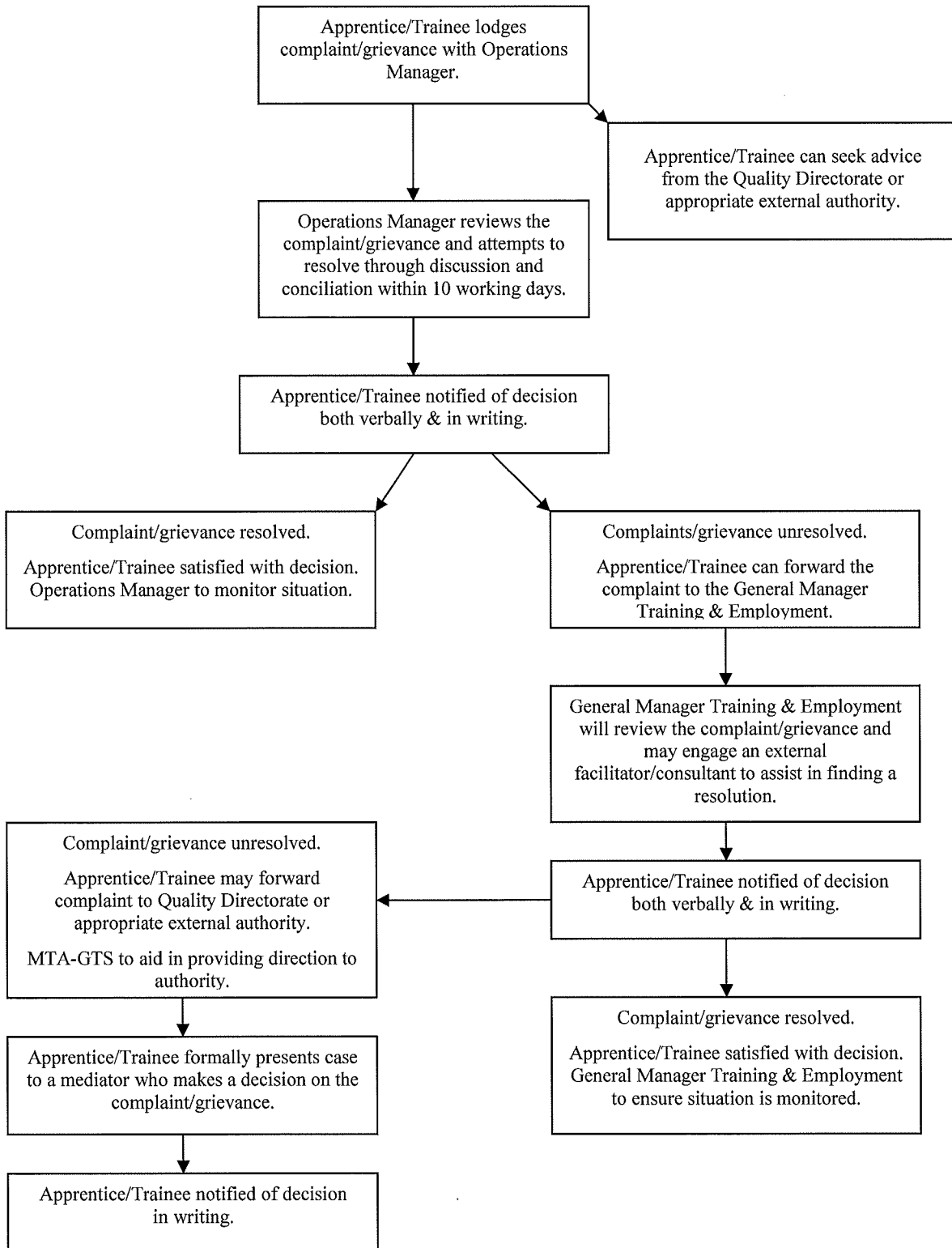
Step 3

If management have not followed the procedure set out above (11. Grievance Procedure) you may appeal the final decision and ask management to conduct a review. The General Manager Training and Employment may engage an external facilitator/consultant to investigate, provide advice and guidance, and resolve the matter. You are notified of the decision in writing.

If the matter is still not resolved to your satisfaction you may lodge a formal complaint in writing to or seek advice from the following organisations:

- Industrial Relations Commission
Ph – (08) 8207 0999
PO Box 8046
Station Arcade
Adelaide SA 5000
- Training Advocate
Ph - 1800 006 488
GPO Box 320
Adelaide SA 5001
- Quality Directorate
Ph – (08) 8226 3065
GPO Box 320
Adelaide SA 5001
- Traineeship and Apprenticeship Services (TAS)
Ph – 1800 673 097
GPO Box 320
Adelaide SA 5001
- MEGT (Australian Apprenticeships Centre)
Ph – 08 8424 3200
PO Box 85
Hindmarsh SA 5007

APPRENTICE/TRAINEE GRIEVANCE FLOW CHART



PROVIDERS RIGHTS AND RESPONSIBILITIES

The provider has the right to:

- Expect the student to conduct themselves in a mature manner and behave responsibly with consideration for others.
- Suspend or cancel students (consistent with current employment practice) who do not comply with their responsibilities.

The provider is responsible to:

- Deliver curriculum as set out.
- Provide safe working conditions.
- Maintain control of program delivery.
- Ensure all student assessment results and personal details are handled in a competent and confidential manner.

RECOGNITION OF PRIOR LEARNING (RPL)

People who consider they already possess the competencies developed through some or all of these modules, shall be granted credit upon substantiation of that claim.

The Recognition of prior Learning process acknowledges such knowledge through:

- Formal training (conducted by industry or educational institutions in Australia or O/S).
- Work Experience (informal training).
- Life experience.

Assessment of competency for the purpose of R.P.L may comprise any of the following:

- A challenge test (oral, written & or practical).
- Evidence of previous formal study.
- Work experience.