

Our Code



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- x We will maintain appropriate systems and processes for recording student and trainee information regarding, for example, enrolments, attendance, results, qualifications, complaints and outcomes.
- x We will not knowingly make false or misleading statements to applicants, students, trainees, host employers and partners.
- x Our marketing will be professional and we will use all best endeavours to meet compliance requirements.

Quality service delivery

- x Each trainee, student and host employer will have a designated contact person (or people) within the company to support successful completion of traineeships and qualifications.
- x We will endeavour to develop positive working relationships at all times.
- x We will provide a range of contact options (telephone, email, Skype) and will respond quickly and diligently to queries and contact.
- x Our staff hold relevant qualifications, such as Certificate IV in Training and Assessment for educators, and have relevant industry experience and currency. Learning and development is supported for all staff.
- x We monitor service delivery outcomes, and work to improve our service offerings where appropriate.
- x We will seek advice and feedback from stakeholders in relation to our service delivery.

Confidentiality

- x We will respect and protect the confidentiality of personal and professional information provided by applicants, students, trainees, host employers and partners, to the extent required by law.
- x We will maintain and dispose of records securely in accordance with relevant laws and compliance requirements.

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