



CODE OF PRACTICE
For
Deltawest Training

PURPOSE

To establish and maintain a set of procedures for distribution to the client, staff and other stakeholders as requested. This will ensure that:

- Clients are aware of important company policy and procedures that may affect their successful participation in training and/or assessment activities, and other similar interactions with Deltawest Training.
- Trainers/Assessors are aware of company policies and procedures,
- Clients may access the information from the company website, relevant details may be accessed at will, and
- Deltawest Training is seen operating an open in and transparent system.

SCOPE

This procedure applies to activities relating to good practice in all area of company interaction with the client and other stakeholders. In particular it is made available to potential stakeholders to enable them to make an informed decision about their own training and assessment needs through Deltawest Training.

RESPONSIBILITIES

Chief Executive Officer	Overall responsibility
All staff/contractors/Partnerships	Adherence to the Code as written

ACTION / METHOD

Note: This Code of Practice will reflect the actual copy as detailed on the website and as given to prospective clients. For uniformity, the numbering system will remain the same, commencing at Number # 01

CODE OF PRACTICE

- This Code of Practice adheres to the following ethical principles of:
 - Honesty
 - Openness
 - Compassion
 - Integrity
 - Fairness
 - Equity

HONEST DEALING

Principle

Deltawest Training supports the principle of honest and fair dealing. Deltawest Training will, at all times, do the utmost to ensure that clients, staff and partnerships alike are fully and accurately informed to permit them to make decisions in their best interests regarding their future relations with our organisation. This will, however, exclude information that might be considered commercially sensitive or personally confidential.

1. DISCLOSURE

- 1.1. Deltawest Training will disclose any communications relating to individual clients to those clients on request unless the matter is confidential.
- 1.2. Deltawest Training will ensure appropriate strategies are employed to ensure that clients are fully informed of their progress in any course.
- 1.3. The Chief Executive Officer will provide client information to training staff of Deltawest Training and/or partnerships on a need-to-know basis only.

2. CONFIDENTIALITY

- 2.1. Notwithstanding 1.3 above, Deltawest Training will not disclose details of any client to any party or other training institution unless:
- 2.2. That party is the HR Manager, or similar title, of the client's organisation or the person who paid the fee for the clients and trainees, or
- 2.3. Deltawest Training is required to do so under authority of Australian Law or Regulations, or
- 2.4. the client authorises, in writing, the release of the information requested, or
- 2.5. Prior to enrolment the client has approved the release of information, and/or
- 2.6. The client is an enrolled and financial client of another training organisation.

In all the above cases, **Deltawest Training** will provide the minimum information required for the purpose specified.

3. FEES

- 3.1 Rules and principles associated with Administration fees:
Administration services, including such items as issuance of a replacement qualification testamur will charged at \$100.00 per hour or per qualification testamur. This hourly rate will also apply for any additional duties involving additional coping or scanning of client records or documentation.
- 3.2 Withdrawals and refunds are set out in the appropriate documentation.

4. WELFARE AND GUIDANCE SERVICES

4.1 General Principle

Over and above contractual obligation to the client, Deltawest Training seeks to create a friendly and caring environment, attentive to legitimate needs of the client.

4.2 Detail

Wherever possible Deltawest Training will strive to ensure that clients have the best chance of success in their course through the provision of:

- Friendly, co-operative advice,
- Support on training and assessment issues,
- Monitoring of performance to determine if issues other than physical/academic ability are impacting on progress,
- Counselling on personal issues, if considered appropriate, and
- Referral to appropriate specialist assistance, if required.

Where language, literacy or numeracy issues may hamper progress, the client will be counselled on the minimum requirements to achieve competency. The Trainer/Assessor will advise the client of an appropriate course of action (including referrals) for remedial assistance. In cases where the language, literacy or numeracy issues are such that it impinges on the individual or group's safety and security, or the safe and efficient use of equipment, the client will be required to undertake remedial development before continuing with the training or assessment.

If clients are having particular difficulties, they may seek assistance from the Principal Trainer or be referred for more professional assistance. Contact can be made with the Principal Trainer by phoning Deltawest Training head office.

5. ASSESSMENT

5.1 General Principle

The principles of the Standards for RTOs will be adhered to in relation to competency-based courses Deltawest Training sets its standards to industry "best practice" requirements. In both competency and non-competency-based courses, training and assessment standards are set to ensure that successful clients are highly competitive with those of other training and educational institutions.

5.2 Detail

- 5.2.1 All assessments are open and transparent and not just influenced by factors such as performance against elements and performance criteria from units of Training Packages.
- 5.2.2 Assessment processes applied comply with National Assessment Principles and are **valid, fair, reliable, flexible, and consistent**.
- 5.2.3 Commitment to validity ensures that due allowances are provided to clients who are legitimately disadvantaged in assessment due to physical, linguistic or other barriers and, as far as possible, alternative assessment will be provided within the constraints of reliability and allowable adjustments. However, OHS requirements will not be compromised and where necessary, doubt as to the client's apparent disabilities will be referred to **Work safe WA**, or other applicable Government bodies, for a decision on whether it is safe to allow the client to undertake the training or assessment.
- 5.2.4 Deltawest Training ensures its Trainers, Assessors, Management, and associated personnel are kept informed of industry best practice standards in comparable training establishments to ensure standards *are, at all times, equivalent or better*. *Liaison with appropriate industry networks* ensures this.
- 5.2.5 Deltawest Training ensures its Trainers & Assessors are aware of and comply with Policies and Procedures Relating to the Recognition of Qualification issued by other RTO's. They will recognise the suitable and applicable qualifications issued by other RTO's.
- 5.2.6 Clients are permitted a maximum of one free workplace (or skills recognition) re-assessment where they have been unable to demonstrate competency to meet appropriate standards. In most cases, consistent with the principles of competency-based assessment, clients may be permitted several re-attempts without charge. However, in cases where more than two assessments are required, or where it appears the client is not making the effort, the Chief Executive Officer of Deltawest Training may grant permission for further assessment, without further cost to the client.

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- 5.2.7 Notwithstanding the above, re-assessment will only be permitted to the extent that it does not conflict with the assessment principles or specific requirements of the applicable Training Package. Deltawest Training can provide literacy and numeracy Instructors, as well as referrals to workplace counsellors and professional psychological services, where appropriate. **Note:** A cost to the client's expense may likely occur.

6. FEEDBACK

6.1 General Principle

Feedback on clients' progress is essential to the development of clients. Deltawest Training are committed to providing honest feedback in a constructive, consistent and fair manner.

6.2 Detail

- 6.2.1 Where Deltawest Training courses are competency based, clients will be informed of their attainment of each Element of a Unit, either verbally or with appropriate documentation.
- 6.2.2 Deltawest Training ensures Trainers and Assessors are kept informed of skills training standards in comparable institutions to ensure standards are, at all times, equivalent or better.

7. FLEXIBILITY

7.1 General Principle

Deltawest Training is mindful of maximising the progress of each individual client and adopts a positive attitude to tailoring training solutions for individual clients.

7.2 Detail

- 7.2.1 Deltawest Training explores flexible training delivery and assessment solutions designed for individual and groups of clients.
- 7.2.2 Application of Skills Recognition (Recognition of Prior Learning – RPL, and Recognition of Current Competencies – RCC), will be consistent with national assessment standards, including Mutual Recognition principles.
- 7.2.3 Eligibility for entry to training programs will be applied equitably, taking into account the client's assessment, training and work history, attitude, motivation and apparent learning capacity.
- 7.2.4 The exceptions to the above will be where they conflict with specific requirements of Training Package guidelines, Australian Law or Regulation. Ref: AQTF 2010 and the Standards for NVR Registered Training Organisation 2011.

7.3 Assessor Qualifications and Assessment Instruments

- 7.3.1 Deltawest Training Assessors must be fully qualified against National and International Standards and must have the appropriate knowledge, practical experience and qualification prescribed for the unit being assessed. When appropriately qualified and experienced Assessors are not available, a qualified Assessor may work with appropriately experienced and qualified trainers, facilitators and supervisors to complete assessment activities. This ensures flexibility in the assessment process.

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- 7.3.2 A copy of the unit/s of competency assessment tools (minus the answers), which may be used for the training, will be provided to clients during Briefing Sessions.

7.4 No Guarantee

Deltawest Training does not guarantee that clients will achieve a successful outcome following the training and/or assessment. However, Trainers/Assessors will make reasonable efforts to allow the client to achieve the outcomes advertised.

8. REFUND POLICY and PROTECTION of Fees Paid in Advance.

Refund Policy for Fee Paying Clients

- 8.1 Deltawest Training does not collect fees in advance. However, if the requirement does occur the following refund policy and fee protection will apply:
- 8.2 Capping of Fees paid in advance. (Option 4 TAC Guideline)
- 8.3 For this option Deltawest Training can arrange a Bank Guarantee, however additional cost will be forward on to the client for this service, banking, and administration fee.
- 8.4 Refund Chart Below:

	Reason for Refund	Notification Period	Minimum Refund
1.	Clients withdraw	More than 10 days before course commences	Full Refund.
2.	Clients withdraw	Within 10 days prior to the course commencing	Full Refund less 15% administrative fee
3.	Clients withdraw	Within 48 hours prior to the course commencement	No Refund given.
4.	Clients withdraw	After the course commences.	Pro-rata payment This will be calculated by dividing the total cost of the qualification by the amount of units remaining and refunding the balance of the units not completed.

Note: Deltawest Training retains the right to negotiate with individuals who, due to financial hardship, may require special consideration, without establishing a precedent.

9. COMPLAINTS, AND APPEALS PROCEDURES

9.1 Complaints Procedures

- 9.1.1 Deltawest Training will attempt to resolve complaint issues on an individual case basis, if they arise. Where this does not resolve the matter, one external person as agreed to by both parties will hear the dispute.
- 9.1.2 Should the dispute remain unresolved by this mechanism, or by the panel appointed for this purpose, then either party may request a Conciliator recommended by the Department of Education Science and Training (DEST) Western Australia. The decision of this Conciliator will be binding on all parties.
- 9.1.3 An Appeals Process will deal with issues relating to:
Deltawest Training services and facilities
- the content and standard of courses
 - refund policy matters, requests for refunds etc
 - training matters – quality and client progress
 - welfare of clients
 - training accommodation provided or arranged by the training provider.
 - any matters considered by the Chief Executive Officer to be appropriate.
- 9.1.4 The jurisdiction of the Western Australian Court system is the legal authority to deal with issues referred through the courts.
- 9.1.5 Disciplinary action against Trainers/Assessors will result from breaches of current workplace legislation, including:
- Harassment of any nature
 - Fraudulent activity or falsification of documents
 - Illegal activity, including use of alcohol or drugs.

9.2 Appeal Procedure

In the case of an appeal against an assessment result, the client may make application to the Trainer/Assessor concerned, who will attempt in the first instance to resolve the disputed assessment. Where, as a result of the appeal, the student is not satisfied, a written appeal is to be forwarded within 7 days to the Chief Executive Officer of, Deltawest Training for consideration. The Chief Executive Officer may gain assistance from another suitably qualified person in considering the appeal. The Chief Executive Officer may reject the appeal, require a reassessment, support the appeal, or deal with the matter in any other appropriate way. The outcome of the Trainer/Assessor and Chief Executive Officer considerations detailing the reasons for the decision will be given in the form of a written statement to the client as soon as practical.

Where an appeal is made against an assessment completed by, Deltawest Training a non-refundable fee of \$100 for the independent review will be charged to the applicant.

At any time during the appeal process, the applicant for assessment may request another Assessor be appointed. The Chief Executive Officer of Deltawest Training must approve this request. Additional costs incurred may be charged to the applicant.

Clients should not be deterred and are not to be counselled from exercising their right to appeal against an assessment where they feel they have been wrongly assessed. In the majority of cases, minimal costs of \$100 would be incurred. The costs will be advised during the initial appeals interview, for which there will be no charge. The decision related to fees for appeals or change of Assessor, will be made by the Chief Executive Officer when applying the principles of fairness and equity and the relative legitimacy of the claim. The process for appeal should be finalised within a 3-month period.

10. ASSESSMENT AND ISSUANCE OF QUALIFICATIONS

10.1 Formal Assessment Required

Deltawest Training requires its own clients to undergo a formal assessment process prior to receiving any form of qualifications issued under the Australian Qualifications Framework (AQF). Qualified Assessors follow the criteria for assessment included in the Assessment Tools. These tools have been developed in line with the units of competency, performance criteria, required skills and knowledge of the Training Packages or industry/enterprise standards.

For each unit or course, the assessment requirements that clients are to achieve to be awarded a [Statement of Attainment](#) or [Certificate of Competency](#) are clearly explained in the Client Learner Manual, as applicable. A copy of the Assessment Tool (less answers to questions), which will be used for the assessment, will be provided to clients during the Briefing Session. (Workbooks).

10.2 Trainer/Assessor Qualifications

Deltawest Training, Trainers and Assessors must have the specialist knowledge skill, and experience with a minimum of at least two years practical experience relevant to the content of Training Packages they are dealing with. In addition, Trainers and Assessors must possess as a minimum, Certificate IV in Training and Assessment to TAA40104 or TAE40110 qualification and experienced in delivering training and assessments in a number of industry settings and context.

Trainers & Assessors are to ensure they keep current and up to date with all their qualification, license & tickets. They will also be required to plan and initiate their own personal developments in their field of specialty.

When necessary, if Deltawest Training or partnership organisations are inducting new Trainers and/or Assessors, they will be under supervision until meeting the minimum Deltawest Training requirements.

10.3 Skills Recognition

A process is in place to enable clients to apply for recognition of competencies in addition to any qualifications they already possess. The process for Skills Recognition is:

- Applicants for Skills Recognition will receive a comprehensive “Guide to Gathering Evidence”. Web site. www.deltawest.com.au or info@deltawest.com.au this can be requested through the company The Guide indicates the evidence requirements against the performance criteria for each unit of competency, and other relevant information, including the Appeals system.
- Applicants indicate their acceptance of the Guide and its content by a signed declaration on the Application within the Briefing Guide. This is faxed or posted to Deltawest Training. Applicants can complete a self-assessment against the performance criteria and prepare a portfolio of evidence to support their claims.
- Applicants advise their readiness for assessment to the Principal Trainer, or the allocated Assessor.
- The Assessor may meet with them in the applicant’s workplace to review the evidence provided, however in most cases the evidence is posted. Deltawest Training
- Following the review of evidence, the Assessor may:

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- Provide recognition against the competencies claimed, or
 - Recommend provision of additional evidence (this may include attending other training), or
 - Arrange an interview to obtain additional evidence and verify what is being provided, or
 - Arrange for a practical demonstration of some aspects of the Units being applied for.
- Following the review, interview, practical demonstration and/or provision of additional evidence, the Assessor determines whether Skills Recognition will be given for a unit or units.
 - Applicants are advised as soon as the decision has been made.
 - Applicants have the right to appeal against the assessment decision in accordance with the procedure at [Clause 9](#) of this Code of Practice.

10.4 Access to Records

Clients and candidates may have access to their records and can receive a photocopy, on written application. **NOTE:** An Administration fee will apply for this service.

11. CERTIFICATION ON QUALIFICATION OR ATTENDANCE OF COURSE

11.1 Statement of Attainment

Statement of Attainment will be issued as follows:

- Statement of Attainment for successful completion of a unit or units of competency,
- Where a candidate has been trained, assessed, and deemed competent in the operation of the nominated machine or equipment. The Make, Model, Type, Brand, Size, Attachments, and any other information relating to this machine or equipment are displayed on the statement of attainment. On the reverse side of this certificate is information relating to where and when the training and assessments took place, such as; Site, Location, Company Name, Asset Number of Equipment and any other relevant information.

11.2 Full Qualification

A qualification will be issued as follows:

- A Qualification upon completion indicates that the individual is competent in all units of competency,
- Where a candidate has been trained, assessed, and deemed competent in the operation of the nominated units. The candidate's name, Certificate Code, Relevant Industry are displayed on the qualification certificate. On the reverse side of this certificate is information which relates to The Unit Code, Unit Title and Elective Units completed.

11.3 Certificate of Attendance

Certificate of Attendance will be issued as follows:

- A Certificate of Attendance upon completion indicates that an individual is recognised for their participation in attending a course.
- The Candidates name, Title of Course and Unit code are displayed on the certificate. On the reverse side of this certificate is the Theory components of the Course completed.

11.4 Replacement of qualification testamur

- Where a candidate has lost or misplaces a Statement of Attainment, Qualification or Certificate of Attendance issued by Deltawest Training, a replacement qualification testamur can be issued, providing adequate proof of ID is supplied, and the candidate's original course documentation has been checked and confirmed. An Administration & Printing Fee of \$25 per Statement of Attainment, Qualification or Certificate of Attendance will apply for this service.

12. ACCESS AND EQUITY

Deltawest Training supports equal opportunity within the parameters of the requirements of the company and appropriate legislation and as such is committed to opening all courses to any person who wishes to participate regardless of:

- sex, marital status or pregnancy;
- family responsibility, family status;
- race, religious or political convictions;
- impairment or age;
- disability

Provided that the client meets the minimum entry requirements when and where stipulated in the program and/or the Training Packages.

Where pre-requisites are not listed any client is able to attend and partake in the training as long as they are able to complete the requirements of the course. When a client cannot complete a training requirement the company may suggest and/or offer alternative arrangements until they are able to finish the training.

Therefore, access to the Training Packages included in the company's scope are not limited based on age, gender, social or educational background, race, language, or religion. The delivery modes are designed to meet the needs of individual and cultural differences to meet the defined competencies required.

Current examples being used for delivery mode includes clients completing training through self-paced learning, face-to-face delivery, and skills recognition.

13. RIGHTS AND RESPONSIBILITIES

13.1 Work and Study

Clients, staff and contractors at Deltawest Training and associated partnerships have a right to study and work in an environment free from harassment, discrimination or threatening behaviour. This right is accompanied by everyone's responsibility to:

- respect the rights of others.
- respect difference and diversity
- respect people's rights to privacy and confidentiality

The right for clients to have a say is balanced with the responsibility to listen to others. Clients can expect Trainers/Assessors and support staff to:

- Treat them in a fair and non-discriminatory way, and
- Be professional in performing their duties.

Clients have a responsibility to:

- Observe site rules or behaviour guidelines set by Trainers/Assessors or other company representatives,
- Behave in a manner that does not interfere with the learning of others, and
- Conduct themselves in a responsible manner while in training or within an industry environment.

Violence, intimidation, and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

13.2 Occupational Health, Safety and Welfare (OHS&W)

Deltawest Training and associated partnerships are committed to maintaining a safe and healthy environment for staff, students, and visitors. This means that staff, students, and visitors have a responsibility to conform to the policies implemented by the Training Provider. All staff/contractors are aware of these policies, and will be discussed with students during orientation, as appropriate.

Clients have a responsibility to:

- Observe Occupational, Health, Safety and Welfare requirements
- Ensure they are not, by use of alcohol or drugs, in a state which may endanger their own or others' safety.

Notwithstanding any of the above, neither Deltawest Training nor its Staff, Contract Trainers/Assessors are liable in any way for the health and safety of clients in the client's own place of work

13.3 Examples of unacceptable behaviour

Unacceptable behaviour includes, but is not limited to the following descriptions:

- Disobeying any reasonable direction by Staff of Deltawest Training or associated Contractors, partnership Trainers/Assessors
- Discrimination and harassment
- Bullying and intimidation
- Making racist or sexist comments
- Assaulting or attempting to assault anyone while on Deltawest Training or associated partnership premises or in the workplace, while meeting with a Deltawest Training or associated partnership Trainer/Assessor
- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Viewing or distributing offensive material via the Internet, e-mail or other means
- Illegal use of drugs or alcohol
- Vandalising or causing wilful damage to Deltawest Training or associated partnership property
- Endangering the safety of themselves or others

13.4 Consequences of unacceptable behaviour

Where behaviour is disruptive or unacceptable, disciplinary action may be taken.

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- A Trainer/Assessor may ask a client to leave the training area or refuse entry to a training area if behaviour is considered disruptive or dangerous.
 - A student may be withdrawn from a **Deltawest Training** or associated partnership course by the Principal Trainer, for behaviour that threatens the safety of others, interferes with the duties of staff or other clients' study, or damages or threatens **Deltawest Training** or associated partnership's property.
 - The police may be contacted in cases of possible criminal behaviour.

13.5 Dress Code

Clients attending training programs and assessments need to be appropriately attired to suit the training / assessment activities, as detailed in Training/Assessment plans.

Dress codes for Trainers and Assessors will be appropriate for their involvement in these activities in support of the client requirements.

14. PRIVACY STATEMENT

Deltawest Training has created this privacy statement to demonstrate commitment to privacy. The details below disclose the information gathering and dissemination practices for the company website and dealings with clients in general, in accordance with current administrative practices.

14.1 Queries, Forms and Online Surveys

The company may use client contact information from the queries, forms, and online surveys to send the client information and promotional material about the company. Users will have the option to not receive future mailings.

Financial information collected will be used to qualify the client, to invoice the client for products and services, and for other similar purposes. Profile data may be collected at the web site and through course administration and enrolments. The company may use this data for such purposes as course design or venue planning. The company will use this data to tailor the visitor's experience at the web site, showing them content that is thought they might be interested in, and displaying the content according to their preferences. This information will not be shared with other companies or organisations.

14.2 Links

The company web site contains links to third party sites. Deltawest Training is not responsible for the privacy practices or the content of third-party web sites.

14.3 Security

The company administrative practices and the associated web site will have in place appropriate security measures in line with the increase in information being provided, as services increase, to protect the loss, misuse and alteration of the information under company control. All forms requiring sensitive data input will be encrypted using secure socket layer, or similar, technology. (Future Use)