


ISSUE	001	<i>Prime Skills P/L</i> CODE OF PRACTICE	
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1.0 OBJECTIVE

The objective of this policy is to outline the access and equity principles that will provide timely and appropriate information, advice and support services to assist clients to identify and achieve their desired outcomes.

2.0 SCOPE

This policy applies to all activities carried out within Prime Skills.

3.0 ACTIONS & RESPONSIBILITIES

- 3.1 Prime Skills is committed to providing quality training and development services and to achieve this we abide by this code of practice to meet client needs and expectations and nationally recognised quality outcomes.
- 3.2 We are committed to providing the best possible training and development services and to ensure that any client and trainee issues are dealt with appropriately.
- 3.3 We are committed to developing the best possible staff and to ensure that all staff understand and meet the expected standards of work as per their job description/ outline.
- 3.4 We ensure that all process, procedures and training meet legal and statutory requirements, including the principles of mutual recognition.
- 3.5 We provide the opportunity for people to have their skills, knowledge and current competence assessed in line with AQTF 2007 ESSENTIAL STANDARDS and the CONDITIONS OF REGISTRATON.
- 3.6 We ensure that records, including all learning and assessment strategies, are keep in line with AQTF and RTO standards.
- 3.7 We ensure that our assessment strategies meet the principles of fairness, equity, validity, reliability and fairness.
- 3.8 As part of our quality approach we will ensure that all fees and charges are clear and we will refund any money or fees for which training was not satisfactory or incomplete.
- 3.9 We maintain a policy of access and equity for all trainees regardless of physical, language, sex, religious, race, numeracy, any other issue or perceived problem that could possibly disadvantage the trainee.