

WHY HAVE A CODE OF CONDUCT?

Work Savvy Training is committed to providing high quality, student focussed services. We also want to ensure that all students have a safe and professional learning environment.

Our Code of Conduct outlines what behaviour is appropriate, and what conduct is not appropriate. It provides everyone with a clear understanding of what behaviour is acceptable across our organisation.

Call us on 1300 764 828 with any questions about our Code of Conduct policy.



Work Savvy Pty Ltd
NTIS ID 91778

www.worksavvytraining.com.au

1300 764 828

Fact Sheet: Code of Conduct



Introduction

It is a requirement of the Australian Quality Training Framework Standards for Registered Training Organisations to have a code of conduct or similar instrument for its staff, students and associates.

Work Savvy Training is committed to a level of service to its clients that demands high ethical behaviour at all times. Training is a personal service that requires staff and sub contractors to act in a responsible manner at all times. The rights, needs and wishes of clients must always be respected.

Application of the Code of Conduct

Work Savvy Training has a code of conduct for its staff and students that must be adhered to at all times. The Chief Executive Officer has the responsibility to bring this code of conduct to the notice of all staff and students, and ensure that they adhere to it. The management of Work Savvy Training will deal with breaches of the code of conduct. Performance appraisal, where implemented, will include consideration of the code of conduct.

Basic Principles of Conduct

It is expected that staff and students will work in a manner which displays respect for others and for property. It is also expected that they will show diligence in their work, honesty in all dealings with each other and other parties, and respect for the privacy of others. Staff and students will conduct themselves in a manner which respects the laws of Australia, including the states and the regulations of statutory bodies. The policies and procedures of Work Savvy Training also form an important part of the code of conduct.

It is expected that all staff will:

- Work to the best of their ability at all times
- Take reasonable steps to ensure there is adequate protection of confidential information
- Comply with intellectual property guidelines
- Ensure the safety of colleagues and students by reporting any matters that may threaten the safety of others or that may pose a risk of damage to property
- Conduct their assessment and training duties in accordance with the requirements of their position and in accordance with the courseware, training package requirements and other guidelines for the qualification
- Deliver training fairly and courteously to all students without bias or prejudice
- Provide assessment and feedback in accordance with Work Savvy Training's policies and procedures.
- Provide support and educational guidance to students in a timely and responsive manner
- Perform their work duties diligently and provide reports and feedback to the manager as requested.
- Be available for staff meetings, professional development and training updates
- Provide for the accurate retention of records as required by the training organisation.
- Act in accordance with relevant laws and agreements that are applicable to Work Savvy Training.
- Comply with any lawful and reasonable direction given by a person who has authority to give such a direction.
- Report fraud or corrupt conduct to the Chief Executive Officer of Work Savvy Training or external authorities
- Observe legislation and Work Savvy Training policies in relation to discrimination on the grounds of gender, sexuality, race, religion, age, disability and/or marital status.
- Provide a safe workplace free from bullying and intimidation. If bullying is experienced or witnessed it should be reported to Work Savvy Training as soon as possible.

HOW TO REPORT A BREACH IN THE CODE OF CONDUCT

If you feel that a staff member or another student has breached the code of conduct, Work Savvy Training Management want to know about it.

To report a breach, you can either discuss the issue with Work Savvy Training Management or submit a Complaint Form which will be dealt with immediately by our CEO.

Copies of our Complaints Form can be found on our website or at Reception.



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A trainer or assessor is expected to:

- Be aware of current trends and practices in the industry in which they deliver.
- Provide students with information about requirements for assessment in each unit or subject and give feedback to students about their progress.
- Be prepared to negotiate assessments in recognition of the diverse needs of learners.
- Refer to, and adhere to, the policies and procedures of Work Savvy Training for all dealings with clients and stakeholders.
- Keep clear and accurate records of all training and assessment and make them available to the Training Operations Manager at any time.
- Attend staff meetings and professional development, as required.
- Maintain current knowledge of the Vocational Training Industry as it applies to trainers and assessors.
- Report any issues arising through dealings with students or stakeholders that Work Savvy Training should be aware of.
- Monitor the currency of the Training Package that they work with to ensure delivery is compliant.

Students and Clients:

In assisting with the provision of a conducive learning environment for all course participants, the following responsibilities and rights should be observed by all students:

- Ensure arrival on time for any face-to-face teaching, to return by the stated times after breaks and not to leave early without prior notice and good reason.
- Students are expected to leave rooms clean and tidy.
- Ensuring an understanding of the requirements for the assessment of the course or unit.
- Checking that holidays, business commitments etc. do not clash with examinations.
- Notifying Work Savvy Training of any change in address or personal details.

Maintaining a high standard of behaviour whilst undertaking educational activities and refraining from any activities that may result in damage to property or unduly interfering with the comfort or convenience of other participants.

- Refraining from behaviour that may disrupt or interfere with the teaching or learning of others.
- Observation at all times of all safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment.
- Taking responsibility to identify and tell staff about any individual learning needs they have.
- Keeping the trainer and coordinators informed of any difficulties that may be interfering with their learning or where they may need some extra assistance.
- Checking the assessment requirements for each subject including due dates and number of assignments.
- Being aware of, and meeting, the trainers' individual expectations in relation to submitting assignments, attendance, communication, negotiation and problem solving strategies.
- Being aware of, and complying with, the Work Savvy Training's policies that may affect students.
- Conducting themselves appropriately at all times whilst a student with Work Savvy Training.

Breaches of the Code of Conduct shall be dealt with under Work Savvy Training's Disciplinary Policy and Procedure.