

AMA SKILLS TRAINING



CODE OF PRACTICE

This Code of Practice has been developed to provide students and clients with a commitment to the maintenance of high standards in the provision of vocational education and training and other client services.

Our standards of quality are in compliance with the ASQA Standards for RTOs 2015 under the National VET Regulator Act 2011.

The Code of Practice is available to all clients and is enforced by all at
AMA Skills Training

Code of Practice	Form CoP	Modified 20/08/2018
Version 2.1	Page 1 of 7	Review 19/08/2019

Code of Practice	Form CoP	Modified 20/08/2018
Version 2.1	Page 1 of 7	Review 19/08/2019

QUALITY AND EXCELLENCE

To achieve the best outcomes for AMA Skills Training we will ensure that the services we provide are of high quality and reflect excellence. We will seek ways to improve what we do to make our services more relevant, more efficient, more effective and more acceptable to our clients. Informatics, intelligence and innovation are some of our fundamental principles that guide our approach to achieving our mission.

GOVERNANCE PRINCIPLES

The Management and Directors of AMA Skills Training will seek to balance governance oversight and organisational oversight. This will be achieved by:-

- Maintaining a balance between financial performance and achievement of outcomes.
- Maintaining a balance between attending to future directions and monitoring present activities.
- Meeting legislative and regulative requirements.

GOVERNANCE STATEMENT

The management has the ultimate responsibility for approving AMA Skills Training's Strategic Statement and Business Plan. Before doing so, the Committee expects:-

- To receive the views of the Chief Executive Officer and other senior staff regarding strategic plans for the short, medium and long term.
- That all staff will be appropriately consulted.
- The input from industry has been sought and appropriately incorporated.

COLLABORATION AND PARTNERSHIPS

The mutual value of any collaboration or partnership will guide our decision-making. In partnership with our stakeholders, we will support and assist the further development of the workforce, through high quality management, implementation, research and evaluation.

AMA SKILLS TRAINING KEY COMPANY TARGETS

Maintain continuous improvement in:-

- Staff Performance
- Course Materials
- Administration
- Financial Control
- Sales/Marketing

OUR DEDICATION

The degree to which we are prepared to devote our time to all of the above with a **positive attitude**.

Code of Practice	Form CoP	Modified 21/12/2016
Version 2.0	Page 2 of 7	Review 21/12/2017

AMA Skills Training - Assurance of Services to Stakeholders

Guideline Requirement	Code of Practice Statement
<p>How the RTO ensures clients' rights as a consumer are protected and they receive the services detailed in their agreement with the RTO.</p>	<p>Your rights as a consumer are important to us.</p> <p>We market and advertise our training services in an ethical and accurate manner.</p> <p>Before you enrol, we will advise you of all fees and charges and material costs you will be charged for throughout your training.</p> <p>We have a refund policy that is fair and equitable and you will receive a copy of this before you enrol.</p> <p>We have systems in place to ensure that if we can't fulfil our training obligations to you, that you will receive the refund of our services from another RTO.</p> <p>We maintain your academic, financial and other information in strict confidence.</p>
Guideline Requirement	Code of Practice Statement
<p>How the RTO adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each client.</p>	<p>We comply with all Commonwealth and State legislation related to how we operate as a Registered Training Organisation (RTO).</p> <p>We take steps to provide a safe, secure and healthy learning environment.</p> <p>You have access to your personal information at all times.</p> <p>You have access to a compliant/assessment appeal process.</p> <p>All of our marketing is current, ethical and accurate.</p> <p>Students are informed of their rights, responsibilities and obligations prior to enrolment.</p>
Guideline Requirement	Code of Practice Statement
<p>How industry is engaged in the RTO's operations so that clients can be confident that the qualifications issued by the RTO are recognised by industry.</p>	<p>We engage Industry Expert Panel in developing training and assessment strategies.</p> <p>All assessors have current, relevance industry experience.</p> <p>We engage with employees, members and other industry representatives regularly to find out their workplace skill requirements and competencies to address these skills.</p> <p>We encourage suitable workplace experience.</p> <p>Our assessment procedures all have a workplace component.</p> <p>We recognise prior learning industry skills and experience.</p>

	<p>Our organisation ensures we maintain industry currency and relevance by:-</p> <ul style="list-style-type: none"> ○ Employing qualified trainers and assessors that are qualified in our Health Industry Sector ○ Regularly engage with industry including employers, skills boards, on-the-job experience and professional bodies ○ Attend regular professional development opportunities to ensure up to date with regulations, legislative and industry requirements. <p>Our trainers/assessors meet with employers, industry groups, skills councils on a regular basis.</p>
Guideline Requirement	Code of Practice Statement
How it assures the quality of training and assessment provided across all of its operations	<p>Our organisation is committed to continuously improving the services it offers and seek your feedback through evaluation surveys conducted during and on completion of your course.</p> <p>By collection, analysing and acting on data reported by our trainers, assessors and you, the learner, the services provided by our organisation and will continue to be improved.</p> <p>We will ensure that our organisation complies with the required standards for RTOs by conducting regular internal assessments.</p> <p>We will maintain effective internal and external communications of changes to policies through our web page.</p> <p>We have qualified trainers and assessors with current industry knowledge and experience and will use these staff members on all delivery and assessment programs.</p>
Guideline Requirement	Code of Practice Statement
How it will meet the individual needs of all learners by assessing their current skills and knowledge prior to the commencement of training.	<p>All trainers have relevant industry experience and vocational competence in their area of expertise.</p> <p>We will recognise existing skills and knowledge gained through work, life experience and formal study.</p> <p>We tailor training to meet client needs and legislative requirements.</p> <p>We recognise that you may already have skills and experience in the Health industry which is relevant to your course outcomes.</p> <p>We can assist you to gain recognition of these skills and experience through a process called Recognition of Prior Learning. If you have completed relevant units of competency from the Health Training Package, we will credit these towards completion of your qualification.</p> <p>We encompass training methodologies and principals of adult learning and flexible learning tailored to provide relevance to our current industry sector.</p>



Code of Conduct

AMA Skills Training is Nationally Accredited and Registered under ASQA and abides by the following Code of Conduct which sets an ethical standard for our operation whilst remaining responsive to the development of Health training and education opportunities for the South Australian community.

AMA Skills Training will:

- At all times conduct our operations transparently, equitably and with integrity;
- Practice zero tolerance of all behaviours and activities that diminish the importance of individuals;
- Ensure the safety and wellbeing of all minor students and continuously work to the enhancement of a quality child safe environment;
- Observe the standards prescribed by the Australian Quality Framework, ASQA, Training and Skills Commission and other regulatory accrediting bodies as is required.
- Establish policies which fulfil our obligations to all stakeholders and which comply with all legislative and governance requirements;
- Strive for continuous improvement of all facets of our operation and service provision;
- Take responsibility for professional development of all persons involved in the provision of our services;
- Make every endeavour to assure that AMA Skills Training is ecofriendly;
- Through a spirit of mutual cooperation, engage the general community, industry, employer and employee representative groups and government to-
 - maximise the potential for the employment, training and personal development of the South Australian Health and Community Services workforce;
 - develop equitable policy objectives, supported by adequate resources;
 - develop understanding in the general community of the role of RTOs and their place in the business community;
 - encourage community acceptance of entry level training as a viable option, for all and in particular disadvantaged groups;
 - promote, implement and monitor quality training programs relevant to industry and the community.

Code of Practice	Form CoP	Modified 21/12/2016
Version 2.0	Page 5 of 7	Review 21/12/2017

AMA Skills Training Code of Practice Customer Service

Our Code of Practice Customer Service outlines our minimum service commitment.

Our Commitment

To support our aim we guarantee to provide all customers (internal and external) with prompt and efficient service.

To ensure those standards are met at all times AMA Skills Training's professional service is supported by Quality Assurance measures.

As a minimum we will ensure that:-

- all customers are treated in a professional, ethical and courteous manner;
- maintain open and honest channels of communication with our customers;
- access and equity principles apply to and for all customers at all times;
- all Commonwealth and State legislative compliance is met;
- our Customers' safety remains our paramount priority. Workplace Health and Safety compliance of all stakeholders is monitored and meets legislative requirements;
- appropriately qualified staff will be supported with processes and procedures that ensure the highest quality of service provision.

As part of our commitment AMA Skills Training staff will:-

- always clearly identify themselves when contacting customers;
- wherever possible, provide a one point of contact service;
- aim to answer questions or resolve issues quickly and satisfactorily;
- provide clear, accurate and helpful information/advice at all times;
- normally respond to training enquiries within 48 hours;
- address industry enquiries, including request for trainees; same day as receipt;
- ensure timely and accurate payment and recording of financial transactions including wages;
- maintain privacy in compliance with the Privacy Act 1988.

Customer Feedback

AMA Skills Training encourages feedback to help us improve our service. Our processes for collection of feedback will include:-

- open unsolicited access to the AMA Skills Training team via telephone, facsimile or email during normal working hours;
- customer satisfaction surveys from time to time;
- ad hoc requests for feedback when our team members are in contact for other reasons;
- invitations to industry to participate in quality evaluation and improvement programs.

All customer comments and suggestions will be:-

- kept confidential unless an appropriate authority to use the information has been received;
- reviewed for use in the improvement of our service.

Code of Practice	Form CoP	Modified 21/12/2016
Version 2.0	Page 6 of 7	Review 21/12/2017

TRAINERS/MENTORS/ASSESSORS CODE OF CONDUCT

Trainers

Your role as a Trainer is a position that carries with it much responsibility. As you know once a participant commences on a course with the company our obligation is to provide exceptional quality training in line with AQF requirements. It is your job to ensure that participants are trained to a level about the competency standards and that they are able to approach you with any questions and any other matters that may arise throughout the training course.

Mentors/Assessors

Your role as a Mentor/Assessor is a very important and busy position. As you know once a contract of training has been signed up you need to liaise with employers/supervisors and the participant until the completion of the contract. Your communication as a Mentor/Assessor should focus around the 'on-the-job' assessments required for the completion of the Training and any other matters that may arise throughout the contract of training.

As a Trainer/Mentor/Assessor for AMA Skills Training the following guidelines must be adhered to at all times.

Socialising with Participants

You can easily compromise your position of respect, trust and responsibility as a Trainer/Mentor/Assessor by engaging in social activities with participants. To protect yourself and AMA Skills Training, socialising with participants is strictly prohibited until the contract of training has been completed.

Personal Information

AMA Skills Training's Privacy Statement needs to be adhered to at all times. Participants' personal information must not be shared with anyone outside our RTO unless written permission has been obtained from the student AND approved by the Chief Executive Officer.

Professional Dress and Language

Trainers/Mentors/Assessors must wear professional dress and use appropriate language at all times when conducting a course, visiting employers and/or assessing participants on-the-job. Remember you are representing AMA Skills Training and your image and speaking manner will reflect people's perception of the organisation.

Alcohol Consumption

Under no circumstances is alcohol to be consumed by Trainers/Mentors/Assessors whilst visiting employers and participants or while conducting a course. You are requested to ensure the integrity of yourself as a Trainer/Mentor/Assessor and AMA Skills Training is not undermined by excessive consumption of alcohol at any functions you attend on behalf of the company.

I have read and understood the Code of Conduct and agree to abide by it:-

Name: _____

Signed: _____

Date: _____

Code of Practice	Form CoP	Modified 21/12/2016
Version 2.0	Page 7 of 7	Review 21/12/2017