

BELTIN GROUP TRAINING CODE OF PRACTICE



prevent

detect

respond



CONTENTS PAGE

Topic	Page
Issuance of Qualifications	3
Recognition of Qualifications issued by Other RTO's	4
Marketing of Training and Assessment Services	4
Financial Standards	4
Provision of Information	5
Recruitment	5
Support Services	5
Grievance Procedures	5
Record Keeping	6
Quality Control	6

Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of training services by Beltin Group Pty Ltd, a Registered Training Organisation (RTO) registered in New South Wales by the Vocational Education and Training Accreditation Board (VETAB).

For the purposes of this Code “**participant**” refers to any person participating in training delivered by Beltin Group. A “**client**” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of training services.

Provision of Training and Assessment Services

1. Beltin Group has policies and management practices which maintain professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of participants and/or clients.
2. Beltin Group maintains a learning environment that is conducive to the success of participants.
3. Beltin Group has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of participants.
4. Beltin Group monitors and assesses the performance and progress of its participants.
5. Beltin Group ensures that training staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required.
6. Beltin Group ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s).
7. Beltin Group is committed to access and equity principles and processes in the delivery of its services.

Issuance of Qualifications

Beltin Group issues qualifications and Statements of Attainment to participants who meet the required outcomes of a qualification or unit of competency, in accordance with the Australian Qualifications Framework (AQF) Implementation Handbook.

Recognition of Qualifications issued by Other RTO's

1. Beltin Group recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
2. Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.

Marketing of Training and Assessment Services

1. Beltin Group markets and advertises its products and services in an ethical manner.
2. Beltin Group gains written permission from a participant or client before using information about that individual or organisation in marketing materials.
3. Beltin Group accurately represents recognised training products and services to prospective participants and clients.
4. Beltin Group ensures participants and clients are provided with full details of conditions in any contract arrangements with the organisation.
5. No false or misleading comparisons are drawn with any other training organisation or qualification.

Financial Standards

1. Beltin Group has measures to ensure that participants and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
2. Beltin Group has a refund policy that is fair and equitable and this policy (TPN 2) is made available to all participants and clients prior to enrolment.
3. Beltin Group ensures that the contractual and financial relationship between the participant/client and the organisation is full and properly documented, and that copies of the documentation are made available to the participant/client.
4. Documentation includes: the rights and responsibilities of participants, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on participants or clients.

Provision of Information

1. Beltin Group supplies accurate, relevant and up-to-date information to prospective participants and clients.
2. Beltin Group supplies this information to participants and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

Recruitment

1. Beltin Group conducts recruitment of participants at all times in an ethical and responsible manner.
2. Offers of course placement, are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
3. Beltin Group ensures that the educational background of intending participants is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

Support Services

Beltin Group provides adequate protection for the health, safety and welfare of participants and, this includes adequate and appropriate support services in terms of training and personal counseling.

Grievance Procedures

1. Beltin Group ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for participants to appeal against decisions which affect the participants' progress. Every effort is made by our organisation to resolve participants'/clients' grievances.
2. For this reason, Beltin Group has a grievance policy (TPN 11) where a member of staff is identified to participants and clients as the reference person for such matters. In addition, the grievance process as a whole is made know to participants at the time of enrolment.
3. Where a grievance cannot be resolved internally, our organisation advises participants and clients of the appropriate body where they can seek further assistance.

Record Keeping

Beltin Group keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to participants on request.

Quality Control

Beltin Group seeks feedback from all our participants and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.