

Code of Practice

POLICY RATIONALE

To achieve a workplace environment which allows all staff and clients to develop to their full potential - leading to improved efficiency, greater productivity, enjoyment and achievement, motivation and morale.

To provide equal access to promotion, career development opportunities, training, transfers and other benefits of employment based on merit, not on stereotypes or discriminatory values – the best person in each situation.

To ensure that job applicants are assessed in fair and open competition according to their abilities, skills and personal qualities, without discrimination, patronage or favoritism.

GROUNDS OF DISCRIMINATION

Discrimination is unlawful under Commonwealth & state legislation. Thus discrimination on any of the following grounds will not be tolerated:

- age
- sex
- physical or mental disability/impairment
- industrial activity/inactivity
- career status
- lawful sexual activity / sexual orientation
- marital status, including de facto relationships
- pregnancy
- physical features
- political belief, activity or affiliation
- race
- skin colour
- ethnic or social origin
- religious belief or activity
- status as a parent or carer
- personal association with someone of the above attributes
- irrelevant criminal conviction

It is also unlawful to request information, either orally or in writing that may be used for discriminatory purposes.

EMPLOYEES & CLIENTS

All employees and clients of the Harness Racing Training Centre have a legal and moral responsibility to treat each other fairly and demonstrate sensitivity to individual differences.

All parties are expected to fulfill these responsibilities as a condition of employment or enrolment. Where a person believes they may have been discriminated against or harassed, they are encouraged to raise the matter with their tutor or area manager.

AFFIRMATIVE ACTION FOR WOMEN

In line with the *Affirmative Action Act, 1986*, the Harness Racing Training Centre is committed to removing any barriers to equal opportunity faced by women and will take positive steps to promote their equality.

Breaches of this Equal Opportunity Policy will be dealt with promptly and decisively. Tutors and managers are to treat reports of possible discrimination seriously and sympathetically and to investigate them thoroughly.

They are also to ensure that no one is disadvantaged or victimised as a result of a discrimination complaint being made or investigated.

GRIEVANCE PROCEDURES

A fair and equitable process will operate for dealing with student grievances and appeals; (Refer to Grievance Policy and Procedure document)

The grievance procedures relating to breaches of this policy involve the employee or client initiating the following:

- Discussion with the relevant trainer or manager about the grievance. If it is unable to be resolved at this level, the grievance can be referred to the CEO.
- If the grievance is still unresolved, it may be referred to the Committee of Management.
- If the grievance cannot be resolved internally the RTO will advise the employee or client of the appropriate body where he or she can seek further assistance.

ADMINISTRATION

Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.

In the event that the Harness Racing Training Centre ceases operations, all records of student results, dating from the time the organisations became registered, for all training covered by the registration, will be sent to the state registering body.

Supply the state registering body with delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with AVETMISS requirements.

Maintain confidentiality of all records.

COURSE DELIVERY

Ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to students;

Ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for customising courses;

Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

STAFF

Ensure that teachers and trainers have:

- Demonstrated competencies at least to the level of those being delivered/assessed;
- Demonstrated achievement for trainers of accredited courses; and
- Vocational experience that is current and relevant to the particular courses/training packages or modules/units of competence that they are involved in delivering/assessed.

Ensure that responsibility for the management of Recognition of Prior Learning applications and assessments is clearly identified and undertaken by a person or persons with relevant qualifications

Ensure that responsibility for the management and coordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

TRAINING ENVIRONMENT

Comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations;

- Ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation;
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair

QUALIFICATIONS

Issue credentials and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration.

Credentials and Statements of Attainment will include the following:

- Name of the provider as shown on the Certificate of Registration
- Name of the person receiving the qualification
- Name of the course/Training Package qualification as shown on the Scope of Registration
- Date issued
- Authorised signatory of the registered Training Organisation
- Imprint certificates with the nationally recognised training logo where courses are nationally recognised
- Identify units of competency achieved on any certificate issued in relation to courses based on national competency standards

Accept & mutually recognise the qualifications & Statements of Attainment by any other Registered Training Organisation.

MARKETING

Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course.

Not state or imply that, courses other than those within the Scope of Registration are on offer by the Harness Racing Training Centre.

CLIENT RECRUITMENT & SELECTION

Accurately advise prospective students of:

- Application processes and selection criteria;
- Fees and costs involved in undertaking training;
- Qualifications to be issued on completion or partial completion of courses;
- Competencies to be achieved during training;
- Assessment procedures including recognition of prior learning;
- Grievance procedure;
- Facilities and equipment;
- Student support services.

Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses;

Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

QUALITY ASSURANCE & IMPROVEMENT

Adopt a quality assurance and improvement system, which includes clearly documented procedures for managing and monitoring all training operations and reviewing student/client satisfaction.