



## CODE OF PRACTICE POLICY

H & A Training and Supplies has the following policies in place to ensure that client and trainee's needs are met;

### Accessibility:

- \* H & A Training and Supplies policies and procedures are available for inspection from your trainer, the office of H & A Training and Supplies, or from our website: [www.hatraining.com](http://www.hatraining.com)

### National Accreditation:

- \* H & A Training and Supplies will comply with the standards set out by the AQTF and with the conditions set out by VETAB as a Registered Training Organisation

### Access and Equity:

- \* H & A Training and Supplies will ensure that course entry requirements, assessment or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability or philosophical background and regardless of age other than that we offer courses for adults.
- \* Enrolments are made on a first come first serve basis
- \* Course information and course outcomes are available to all interested persons from our website, trainers or by ringing the office

### Anti-discrimination / Harassment:

- \* H & A Training and Supplies has a number of policies in place to ensure that all trainees are protected whilst attending courses. The policies in place are as follow:
  - Access and Equity
  - Bullying and Violence
  - Code of Conduct
  - Duty of Care
  - Flexible Learning
  - Harassment
  - Language, Literacy and Numeracy
  - Occupational Health and Safety
  - Risk Management
  - Trainee Enrolment
  - RPL / RCC
  - Trainee Rights and Responsibilities

### Client Services:

- \* H & A Training and Supplies has a client policy to provide an environment which will be conducive to the safety, comfort and needs of clients and trainees

**RPL / RCC:**

- \* H & A Training and Supplies does not offer RPL / RCC for First Aid.
- \* H & A Training and Supplies has processes for recognising current skills and knowledge a trainee has developed previously or currently
- \* H & A Training and Supplies will recognise qualifications awarded from other RTO's

**Privacy:**

- \* H & A Training and Supplies has in place a privacy policy
- \* H & A Training and Supplies will not give access to information to anyone or any company unless it is satisfied that the request has been made by or on behalf of the individual concerned.

**Trainee Accreditation:**

- \* H & A Training and Supplies will issue statements of attainments and certificates to all trainees who have been assessed as achieving the learning outcomes

**Appeals, Complaints and Grievances:**

- \* H & A Training and Supplies will acknowledge any grievance that a client / trainee has makes.
- \* Any client / trainee grievance will be taken seriously and dealt with as soon as possible in order to resolve the issue
- \* All grievances will be recorded in consultation with the client and confidentiality and privacy will be maintained

**Refunds:**

- \* H & A Training and Supplies offer a 30-day money back guarantee on course content and delivery. If a student is unsatisfied with either the course content or delivery, they may seek a full refund, providing this is done in writing, within 30 days of completion of the course.

**Risk Assessment / Auditing:**

- \* H & A Training and Supplies conducts internal auditing of all their policies, procedures, trainer qualification, and course content, to maintain a high standard of delivery of courses.