

# **GROUP TRAINING CODE OF CONDUCT**

## **1. INTRODUCTION**

Adelaide Training and Employment Centre Inc. (ATEC) has a commitment to promote and encourage ethical practices. This code of conduct provides the basis for good practice in the operation and administration of Group Training Services delivered by Adelaide Training and Employment Centre Inc..

ATEC supports the fundamental principles of access and equity which encompasses providing access to employment and training for all persons regardless of their race, cultural background, gender and disability.

ATEC's management and staff shall as appropriate, role model acceptable ethical behavior to colleagues, apprentices/trainees, students, host employers and clients; and conform to all relevant legislative and regulatory requirements. All activities shall be undertaken in accordance with this code of conduct and shall be adhered to by the Board, management and staff in relation to the provision of Group Training Services.

## **2. CUSTOMER SERVICE**

- Customer service is of paramount importance to all staff involved in the provision of group training services.
- All customer enquiries will be dealt with in a timely and professional manner.
- We will strive to provide outstanding customer service at all times, and exceed customer expectations whenever possible.
- In every instance the most appropriate Group Training solution will be recommended based on a clients needs.
- Where a suitable service cannot be provided, ATEC will ensure that an appropriate referral is made to an alternative service provider.

## **3. RECRUITMENT**

- All recruitment activity will be undertaken in an ethical and responsible manner, in line with ATEC's Recruitment and Access & Equity Policies.
- All applicants will be treated with respect and kept informed of the status of their employment applications.
- All information provided by applicants will be handled and stored in accordance with National Privacy Principles as outlined in ATEC's Privacy Policy.

## **4. MARKETING**

- The marketing and advertising of Group Training products and services will be conducted in an ethical manner.
- All positions will be genuinely and accurately represented in any advertising material.
- The permission of individuals and organisations will be obtained before using specific information about that individual or organisation in any marketing materials.
- No false or misleading comparisons will be drawn with any other Group Training Organisations.

## **5. CLIENTS COMPLAINTS HANDLING**

- All complaints will be treated seriously, investigated promptly and afforded confidentiality in accordance with ATEC's Grievance Policy and Clients Complaints Procedure.

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### **6. RECORD KEEPING AND PRIVACY**

- ATEC Maintains confidentiality of information for apprentices/trainees, host employers and clients.
- ATEC maintains complete, accurate and current records for apprentices/trainees, host employers and clients and provides copies of these records to relevant authorised parties on request.
- All client records are stored in line with National Privacy Principles as outlined in ATEC's Privacy Policy and Control of Records Procedure.

### **7. FINANCIAL STANDARDS**

- ATEC ensures all financial records are maintained in accordance with Australian Accounting Standards.
- ATEC ensures that the contractual and financial relationship between the client and the organisation is fully and properly documented, and that copies are available to the client on request.

### **8. NATIONAL STANDARDS FOR GROUP TRAINING ORGANISATIONS**

- ATEC endorses and complies with the National Standards for Group Training Organisations to ensure the provision of a consistent, best practice Group Training Service.

### **9. CONFLICT OF INTEREST**

- All staff will be informed of the potential Conflict of Interest that could occur and how this relates to the Privacy requirements.
- Client information will only be communicated between divisions in accordance with contractual obligations and the privacy requirements reflected in the Privacy Act 1988.

### **10. WORK HEALTH AND SAFETY (WHS)**

- Conduct activities in a manner that supports health, safety and wellbeing for all employees, apprentices/trainees, host employers and clients.
- Ensure health and safety practices governed by mandatory policies, standards and procedures are applied to all employees, apprentices/trainees.
- Coordinate, consult and cooperate with employees, apprentices/trainees and host employers with regard to work health and safety matters.