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## CODE OF PRACTICE

### **Status Works Pty Ltd – Registered Training Organisation**

This code of practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services provided by Status Works Pty Ltd, a Registered Training Organisation.

*For the purpose of this Code, 'client' refers to any person, participating in education, training or assessment provided by this organisation. An 'employer' is an organisation that has contracted Status for the delivery of training and assessment services or an organisation hosting a client for the purpose of work placement.*

#### **1. Provision of Training and Assessment Services**

1.1 Status policies and management practices maintain high professional standards in the delivery of education and training services. This safeguards the interests and welfare of our clients.

1.2 Status maintains a learning environment that is conducive to the success of our clients.

1.3 Status has the capacity to deliver the courses for which it has been registered, provides adequate facilities and uses methods and materials appropriate to the learning needs of our clients.

1.4 Status monitors, assesses and documents the performance and progress of clients.

1.5 Status ensures that training staff are suitably qualified and sensitive to the cultural and learning needs of our clients. Training and professional development is provided to staff as required.

1.6 Status ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Packages and Accredited Courses.

1.7 Status is committed to access and equity principles and processes in the delivery of its services. A copy of the Status Access and Equity Policy is available on request.

## **2. Industry Engagement**

2.1 Status regularly engages with industry to evaluate our training and assessment services. This ensures our graduates hold the relevant required skills and knowledge to the standard required in the workplace.

2.2 Status training and assessment strategies are developed in consultation with employers to ensure they are relevant to industry needs. Where training or assessment occurs in the workplace, evidence of client's performance will contribute to assessment.

2.3 Our teaching and assessing staff continuously engage with employers to ensure their knowledge and skills reflect current industry practice.

## **3. Issuance of Qualifications**

3.1 Status issues Qualifications and Statements of Attainment to clients who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate national guidelines and acknowledges that qualifications are nationally recognised.

3.2 Status recognises relevant units of competency completed with other Registered Training Organisations. On presentation of the Statement of Attainment we will automatically credit these towards completion of your qualification.

## **4. Recognition of current skills and knowledge**

4.1 Status recognises that you may hold skills and knowledge that are relevant to your course outcomes. We will assist clients to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.

## **5. Marketing of Training and Assessment Services**

5.1 Status is ethical in all marketing activities undertaken to advertise products and services.

5.2 Status gains written permission from clients before using information about that individual or organisation in any marketing materials.

5.3 Status accurately represents recognised training products and services to prospective clients.

5.4 Status ensures clients are provided with full details of conditions in any contract arrangements with the organisation.

5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

## **6. Financial Standards**

6.1 Status has in place measures that ensure clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

6.2 Status has a refund policy that is fair and equitable and this policy is made available to all fee paying clients.

6.3 Status ensures that the contractual and financial relationship between the client and the organisation is fully and properly documented and those copies of the documentation are made available to the client.

6.4 Documentation shall include: the rights and responsibilities of clients, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on clients.

## **7. Provision of Information**

7.1 Status supplies accurate, relevant and up-to-date information to prospective clients.

7.2 Status supplies this information to clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

## **8. Recruitment**

8.1 Status recruits clients in an ethical and responsible manner. 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.

8.2 Status ensures that the educational background of intending clients is assessed by suitably qualified staff and / or agents, and provides for the training of such staff and agents, as appropriate.

## **9. Support Services**

9.1 Status provides adequate protection for the health, safety and welfare of clients and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counselling.

## **10. Grievance Mechanism**

10.1 Status ensures that clients have access to a fair and equitable process for dealing with grievances and provides an avenue for clients to appeal against decisions, which affect the client's progress. Every effort is made by our organisation to resolve client grievances.

10.2 For this purpose, Status has a complaints policy where a member of staff is identified to clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to clients at the time of enrolment.

10.3 Where a grievance cannot be resolved internally, our organisation advises clients of the appropriate legal body where they can seek further assistance.

### ***11. Record Keeping***

11.1 Status keeps complete and accurate records of the attendance and progress of clients, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to clients on request.

### ***12. Quality Control***

12.1 Status seeks feedback from our clients and employers on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.