



Code of Practice

No: 1-5000
Issue date: 20 August 2011
Issue No: 7
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Purpose:	The Code of Practice informs clients prior to enrolment how EQUALS' services comply with the Australian Quality Training Framework (AQTF).
Responsible Person:	COO

Marketing & Advertising

Our marketing and advertising to prospective clients is ethical and accurate.

Access & Equity

EQUALS is committed to the principles of access and equity and will not unlawfully discriminate against any client. The obligations placed on our team and students are to protect their health, safety and welfare and ensure, as far as possible, that learning experiences are both positive and free of discrimination or harassment.

Fees & Charges

Prospective clients will be informed, before enrolment, of the costs and charges they will incur throughout the program. EQUALS has a fair refund policy that is documented and provided to each client prior to enrolment.

Industry Engagement

EQUALS regularly engages with industry to evaluate our training and assessment services. This ensures that our graduates possess the required skills and knowledge to the standard of performance required by industry (workplace).

Management & Administration

EQUALS ensures that the academic, financial and other records that are maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the client or required by law.

Policy & Procedures

EQUALS' policy and procedures ensure that clients are treated fairly and receive all reasonable assistance to successfully complete their program once accepted for enrolment. EQUALS maintains a policy and procedure system (EQUALS Operating System) that meets AQTF and relevant legislative requirements.

Solving Problems (Grievance Mechanism)

EQUALS ensures that clients have access to a fair and equitable process for dealing with problems and complaints, and provides an avenue for students to appeal against decisions. EQUALS will make every effort to positively resolve problems.



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Training & Assessment Services

EQUALS makes every reasonable effort to offer a customised approach to learning and assessment services. EQUALS will deliver learning programs to meet client needs and will offer a range of learning and assessment resources designed to support your learning experience.

EQUALS will offer Recognition of Prior Learning (assessment only pathway) to clients and recognise relevant units of competency that have been completed with another Registered Training Organisation (known as Credit Transfer).

Industry Driven

EQUALS' learning and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry demands.

EQUALS Educators and assessment staff regularly engage with industry to ensure that their knowledge, skills and attitudes reflect current industry demands.

Continuous Improvement

EQUALS is committed to continuously improving the services we offer and will seek feedback from clients about the services you have received from us.

Legislative Requirements

EQUALS will make every effort to ensure that our operations comply with relevant legislation and the AQTF standards required for each registered training organisation.