

Code of Practice

Target Training & South Australia *Skills for All*

We are proud to be a registered training organisation with the Australian Skills Quality Authority (ASQA). This means that the qualifications we issue are nationally recognised under the Australian Qualifications Framework.



Code of Practice

- I. **Preamble** - *Targett Retail Training Pty Ltd* is committed to ensuring the continued high standing of Australian education, and therefore aims to be a provider of Australian education and training services.
 - All training and assessment will be conducted in a manner that supports these objectives so that the potential benefits to all participants are realised.
 - In gaining this registration, *Target Training* is committed to understanding the Commonwealth and State Government's policies and procedures.

- II. **Provider of Education and Delivery/Assessment of Training Services** - *Target Training* has adopted policies and management practices which maintain high professional standards in the delivery and assessment of education and training services, and which safeguard the educational interest and welfare of participants.
 - *Target Training* will maintain a learning environment that is conducive to the success of all participants. Although the learning environment is normally on the premises of the client, or public facility, we have the capacity to deliver the nominated courses, and use methods and materials appropriate to the learning needs of the participants. [Refer to training room setup checklist and session plan for specific topic to be presented].
 - Participants enrolled into registered courses will be monitored individually in the areas of their performance assessed, course attendance and progress.
 - *Target Training* will only employ suitably qualified trainers and assessors who are sensitive to the needs of the participants being taught and will provide for further training of such staff as required.
 - Assessment procedures adopted by *Target Training* are of a high standard, meeting the National Assessment Principles. [Refer to Assessor's Brief and documentation requirements].

- III. **Marketing of Education and Training Services** - *Target Training* will market their educational products and services with integrity and accuracy; avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.
 - *Target Training* will market their services in consistence with the education, cultural and regulatory systems of the Australian market and will not detract from the reputation and interests of other Australian institutions.

- IV. **Financial Standards** - *Target Training* will safeguard funds paid by any participants/clients.



- *Target Training* will make a refund to the participant/client in accordance with relevant Commonwealth or State legislation, if unable to deliver agreed services.
- There is proper documentation of the contractual and financial relationship between the participant/client and *Target Training*, and *Target Training* will make available to the participant/client copies of this documentation.

V. **Participant Information** - *Target Training* will supply accurate and current information to enable a person unfamiliar with the Australian education and training system and living conditions to make an informed decision about the appropriateness of *Target Training* and its courses to the participants'/clients' needs.

- *Target Training* will supply accurate and current information to participants/clients and prospective participants/clients on all relevant matters. This will include but not be limited to detailed and realistic estimates of costs; academic programs; flexible programs; Australian recognition given to qualifications(s) offered; withdrawal arrangements; termination of tuition; credit transfer; refund entitlements including instances where the provider defaults; and details of facilities and equipment.
- *Target Training* will review regularly all information provided to students/clients to ensure its accuracy and relevance.

VI. **Access and equity**

–Target Training is committed to the principles of access and equity and will not unlawfully discriminate against clients. The obligation we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- Target Training will deal fairly and constructively with your concerns and complaints about our service.

VII. **Client Recruitment and Placement**

– Recruitment of participants/clients will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualification, proficiencies and aspirations of the applicant are matched by the educational opportunity offered. Proficiency in English will also be assessed. *Target Training* will ensure that the assessment of the educational background of intending staffs is undertaken by suitably qualified staff and provide for the additional training of such staff, as appropriate.

VIII. **Industry engagement**

We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance



required in the workplace

- Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where your training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments
- Our teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

IX. **Training quality**

- Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.
- Our organisation is a Registered Training Organisation (RTO) that is authorised under legislation to offer nationally recognised training. We ensure that at all times our operations comply with relevant legislation
 - and the national registration standards not be happy with an assessment outcome.

X. **Assessment of knowledge & skills prior to training**

- We recognise that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- If you have completed relevant units of competency with another RTO we will automatically credit these towards completion of your qualification.
- We offer learning and assessment services that as far as practicable meet your individual learning needs. We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.

XI. **Student Support Services**

- *Target Training* will be sensitive to all issues and meet the special needs of students as required, especially those with language, literacy or numeracy difficulties. These services will include mentoring, counseling, and concurrent assistance.
 - *Target Training* ensures that participants/clients have access to fair and equitable process for dealing with grievances.
 - *Target Training* ensures that an appeals process is in place should the assessee not be happy with an assessment outcome.