

## > Code of Practice Policy

### Mission Statement

As a Registered Training Organisation, Chamber of Commerce & Industry Queensland (CCIQ) has agreed to operate within the principles and standards of the Australian Quality Training Framework.

CCIQ will ensure that the policies and management practices adopted maintain high professional standards in the delivery of vocational education and training services and safeguard the educational interests and welfare of course participants. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

CCIQ will maintain a learning environment that is conducive to the success of course participants and will have the capacity to deliver the nominated courses, provide adequate facilities and use appropriate methods and materials accordingly.

### Legislative Requirements

CCIQ will meet all legislative requirements of State and Federal Government.

Facilitators should be aware of the implications of relevant legislation that affects their duties including:

#### > Workplace Health and Safety Act 1995

The Workplace Health and Safety Act 1995 is about making workplaces and work practices safer for everyone.

The Act sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plants in Queensland. It seeks to protect your health and safety and the health and safety of everyone at a workplace, while undertaking work activities or using specified high risk plant equipment.

The Act establishes a framework for preventing or minimising exposure to risk. You need to be familiar with the Workplace Health and Safety Act 1995 in order to understand your obligations and safety requirements. The Prevention of Workplace Harassment Advisory Standard 2004 (now known as the Code of Practice), provides information on the main health and safety problems linked to workplace harassment and gives practical advice on how to manage them.

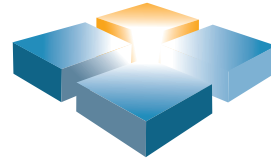
#### > Workers' Compensation and Rehabilitation Act 2003

This Act establishes a workers' compensation scheme for Queensland, providing benefits for workers who sustain injury in their employment or for dependants if a worker's injury results in the worker's death.

#### > WorkCover Queensland

WorkCover Queensland is a statutory body established under the WorkCover Queensland





Act 1996. WorkCover Queensland is committed to delivering a fair workers' compensation scheme providing maximum benefits to injured workers at minimum premium costs to Queensland employers.

> **Anti-Discrimination Act 1991**

This Act promotes equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, and from sexual harassment and certain associated objectionable conduct. The Anti-Discrimination Commission Queensland is an independent statutory authority which administers the Anti-Discrimination Act 1991.

The Act prohibits discrimination on the basis of the following attributes:

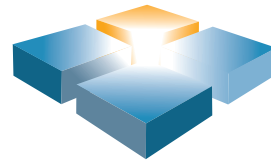
- > sex
- > relationship status
- > pregnancy
- > parental status
- > breastfeeding
- > age
- > race
- > impairment
- > religious belief or religious activity
- > political belief or activity
- > trade union activity
- > lawful sexual activity
- > gender identity
- > sexuality
- > family responsibilities
- > association with, or relation to, a person identified on the basis of any of the above attributes.

You should be familiar with the act and its implications in your dealings with staff and other students.

> **Vocational Education, Training and Employment Act 2000**

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the Government.





### > Training and Employment Regulation 2000

The Training and Employment Regulation 2000 is sub-ordinate legislation that supports the Vocational Education, Training and Employment Act 2000, and provides details on areas of that legislation, including:

- > registering training organisations and accrediting courses
- > apprentices and trainees
- > fair procedures
- > vocational placement
- > TAFE institute fees.

### > Copyright Act 1968

Australian law recognises that individuals have the right to protect the moral and economic interests arising from their creative works. Copyright is a form of intellectual property that protects a variety of literary, artistic, musical and dramatic endeavours as well as other things such as sound recordings and films. It is not ideas but their expression that are protected by copyright law.

In Australia, copyright law is contained in the Copyright Act 1968 (the Act), and in court decisions that have interpreted the provisions of the Act. The Act is amended from time to time to keep the law up to date.

The law gives owners of copyright exclusive rights to do certain things with their material. Copyright is intended to protect creative works from being used without the agreement of the owner and to provide an incentive for creators to continue to create new material.

### > Commission for Children and Young People and Child Guardian Act 2000

The Children and Young People and Child Guardian Act 2000, with amendments made in 2004, requires people seeking work with children (persons under 18 years of age) in a paid, voluntary or self-employed capacity to undergo a criminal history check – the 'working with children check' – and imposes penalties on those deemed 'not suitable' who apply for, engage in or continue to work in child related employment.

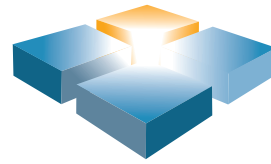
### > Privacy Act 1988

This act protects the privacy of individuals, and effects the way in which we collect and use information regarding our clients and staff. Further details regarding CCIQ's privacy policy are included in the Code of Practice under the heading Privacy Policy.

## Access and Equity

All participants and/or clients will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. CCIQ's Access and Equity Policy will ensure that participant selection decisions comply with equal opportunity legislation. Additionally, qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and learning outcomes of the course, based on their qualifications and experience.





Disciplinary action will be taken against anyone who discriminates, harasses, bullies or is violent against another participant.

Discipline may involve a warning, formal counselling or expulsion from the course depending on the specific circumstances.

All disciplinary action will be dealt with by the State Training Manager.

### Quality Management Focus

CCIQ has a commitment to providing a quality service and a focus on continuous improvement. CCIQ values feedback from course participants, staff and employers and has mechanisms in place to have feedback considered for future programs.

### Marketing

CCIQ will market their training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

### Client Services

CCIQ has sound management practices to ensure effective client service. CCIQ has developed service standards to ensure timely issue of assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

CCIQ will provide accurate, relevant and up-to-date information to clients and course participants prior to enrolment. This will include but not be limited to:

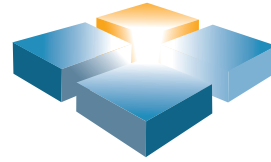
- > copy of the Code of Practice
- > admission procedure and criteria
- > total costs/fees
- > copy of the refund policy
- > certification to be issued to the participant on completion of the course
- > competencies and learning outcomes to be achieved by course participants
- > assessment procedures
- > arrangements for the recognition of prior learning
- > appeal procedure
- > facilities and equipment
- > participant support services.

We will take every opportunity to ensure that the information above is disseminated, understood and valued by personnel, clients and participants alike.

### External Review

CCIQ has agreed to participate in external monitoring and audit processes required by the





Department of Education, Training and the Arts. This may cover random quality audits, audit following complaint and audit for the purposes of re-registration.

## Refund Policy

CCIQ has a fair and equitable refund policy in place containing guidelines guaranteeing the refund of fees to course participants under reasonable circumstances. Management guarantees CCIQ's sound financial position and safeguards client/participant fees until used for training or assessment.

Registration(s) may be cancelled up to five (5) working days prior to commencement of course with participants either transferring to another course or receiving a full refund.

Registration(s) cancelled less than five (5) working days but before three (3) days prior to commencement of a course will incur a 25 per cent cancellation/transfer fee.

If no cancellation notice is received, or cancellation is made with less than three (3) days notice, no refund will be issued.

You may substitute another participant at any time prior to the course commencement date should the nominated person be unable to attend. Notification of such changes is imperative.

CCIQ reserves the right to cancel a course or postpone to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.

No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show extreme personal hardship. In this case, fees may be refunded on a pro-rata basis at the discretion of CCIQ management.

All monies received will be placed in a holding account and will not be accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the program is completed, to ensure pro-rata refunds for eligible participants.

## Appeals

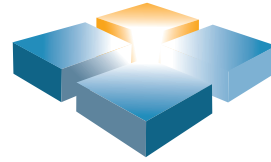
CCIQ has a fair and equitable process for dealing with participant appeals. In the event that appeals cannot be resolved internally, participants will be advised of the appropriate legal body where they can seek further assistance. All course participant records are managed securely and confidentially and are available for perusal on request.

CCIQ strives to deal with issues as soon as they emerge and develop solutions acceptable to all parties as expeditiously as possible. Participants unhappy about an assessment decision or any other problems have the right to appeal or voice their concerns.

A participant seeking to voice an appeal against the results of an assessment has the following avenues of appeal:

- > An informal approach should be made to the instructor/trainer not later than seven (7) days after the results have been notified to the participant. It is the responsibility of the participant to re-submit any further negotiated assessment evidence or project work to their trainer.





- > If the participant is dissatisfied with the decision of the trainer, they have a further right of appeal to the State Training Manager within 14 days. This appeal needs to be in writing and a re-evaluation fee may be incurred. Should the participant be successful in their appeal this fee shall be refunded.
- > If the matter is still not resolved from the participant's viewpoint, they will be advised that they may take their appeal to CCIQ's Appeal Committee. This also needs to be done in writing detailing the issues of concern and why a solution has not been achieved to date.
- > If the matter is still not resolved, the participant will be advised to proceed through external avenues such as the relevant ITAB, DET, Anti-discrimination Board, Consumer Affairs or other bodies as appropriate.

### Training and Assessment Standards

CCIQ has personnel with appropriate qualifications and experience to deliver the training and conduct the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer).

### Sanctions

CCIQ will honour all guarantees outlined in the Code of Practice. CCIQ understands it must meet the obligations of this Code or supporting regulatory requirements, where applicable, otherwise registration as a training provider will be withdrawn.

