

CODE OF PRACTICE

As a Registered Training Organisation (RTO), **AVELING** agrees to operate within the Principles and Standards of the Australian Quality Training Framework (AQTF) 2007 Essential Standards of Registration. This includes a commitment to recognise the training qualifications issued by other RTO's. There are systems in place to ensure quality control is maintained throughout the company to deliver quality services to our clients in the following areas:

Systems for quality training and assessment

Policies and procedures are drafted to ensure all staff adhere to the requirements that are in place to maintain quality control throughout the company for all areas of the business. Assessments are created using defined learning strategies that have been outlined by the AQTF, relevant Training Package or accredited courses.

Compliance with legislative responsibilities

AVELING is committed to ensuring the health, safety and welfare of its employees, affiliates, clients and visitors. We aim to fulfil our statutory duties with regard to Commonwealth and State legislation.

Effective financial management

We have in place secure financial practices to ensure the protection of client funds and any fees that are paid in advance.

Effective administration and records management

All participant records are deemed confidential and cannot be released to anyone other than the participant. Individuals have access to current and accurate records of their participation and progress. However, where a company or entity has paid for the course and the participant has signed a declaration to give authorisation they may be released. Confidentiality is a priority of **AVELING** and all records are maintained in a secure location. Training records are kept for a period of 30 years.

Recognition of qualifications issued by other RTO's

AVELING will recognise qualifications that have been issued by other RTO's throughout Australia. Evidence must be provided and **AVELING** reserve the right to contact the RTO to gain authentication.

Access, equity and client service

AVELING will where possible provide training and assessment support services that meet learners individual needs regardless of their age, gender, culture and background. Some courses at **AVELING** require a minimum level of English; we reserve the right to refer participants onto other agencies if these standards are not successfully met. **AVELING** will make available to participants the "pre-course enrolment" information that informs them about the training, assessment and support services provided and about individuals rights and obligations. Information on course content and the vocational competencies that can be achieved, are available via the website, email, face-to-face or in course materials. Skills Recognition processes are also available for individuals who can provide relevant certificates or work related experience that cover the relevant competencies. Complaints and appeals are addressed efficiently and effectively. **AVELING** understands the importance of ensuring then welfare of our clients and staff. We endeavour to provide the following services:

- Client support
- Disciplinary procedures
- Special needs support will be provided to participants and staff where applicable.

The competence of RTO staff

Our training staff are involved in regular moderation meetings to ensure compliance with training packages. Continuous staff development is maintained to the levels of the courses/assessments that are presented. The RTO staff have regular meetings and attend briefings to ensure compliance with AQTF Standards.

Issuing AQF qualifications and Statements of Attainment

Statements of Attainment and Certificates will be issued only on successful completion of training and assessment as specified by the training package guidelines.

Use of national, state, or organisation logos

These are adhered to by **AVELING** and will only be used as specified by the rules of usage from the company, department or government industry body who issues them.

Ethical marketing and advertising

AVELING adheres to the requirements of the AQTF with regards to any advertising or marketing material. We take pride in our ethical beliefs and values.