

# Connect Asia Pacific Pty Ltd (CAP)

PO Box 500, North Adelaide SA 5006  
Tel: 618 8349 7890 Fax: 618 8349 7890

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## CODE OF PRACTICE

As a registered training organization, Connect Asia Pacific Pty Ltd (CAP) is required to meet the SA Training and Skills Commission's Code of Practice. The Code is reproduced here for your information:

### 1. Introduction

This Code of Practice is designed to provide the basis for good practice for the marketing, operation, financing and administration of education and training services by training providers registered in South Australia by the Training and Skills Commission.

For the purposes of this Code “**trainee**” refers to any person, including international, participating in education or training delivered by CAP.

The Code of Practice endorsed by the Ministerial Council on Education, Employment, Training and Youth Affairs (MCEETYA) for the provision of international education and training services, is incorporated into this Code, and in any matter not specifically provided for by this Code the provisions of the MCEETYA Code shall apply in that particular matter.

### 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 CAP will adopt policies and management practices, which maintain high professional standards in the delivery of education and training services, which safeguard the interests and welfare of trainees.
- 2.2 CAP will maintain a learning environment that is conducive to the success of trainees.
- 2.3 CAP will have the capacity to deliver the courses for which it has been registered, provide adequate facilities and use methods and materials appropriate to the learning needs of trainees.
- 2.4 CAP will monitor, assess and document the performance and progress of its trainees.

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- 2.5 CAP will ensure that training staff is suitably qualified and sensitive to the cultural and learning needs of trainees. Training will be provided to staff as required.
- 2.6 CAP will ensure that assessments are conducted in a manner, which meets the endorsed components of the relevant Training Packages and accredited courses we deliver.
- 2.7 CAP is committed to access and equity principles and processes in the delivery of its services.

## **3. ISSUANCE OF QUALIFICATIONS**

CAP will issue Qualifications and statements of attainment to trainees who meet the required outcomes of a Qualification or unit of competency, in accordance with all appropriate National Guidelines and acknowledging that Qualifications are nationally recognised.

## **4. MARKETING OF TRAINING AND ASSESSMENT SERVICES**

- 4.1 CAP will market and advertise its products and services in an ethical manner.
- 4.2 CAP will gain written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 4.3 CAP will accurately represent recognised training products and services to prospective trainees and clients.
- 4.4 CAP will ensure trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 4.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

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## 5. FINANCIAL STANDARDS

- 5.1 CAP will put in place measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 5.2 CAP will adopt a refund policy that is fair and equitable and this policy is made available to all trainees and clients.
- 5.3 CAP will ensure that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.

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

## 6. PROVISION OF INFORMATION

- 6.1 CAP will supply accurate, relevant and up-to-date information to prospective trainees and clients.
- 6.2 CAP will supply this information to trainees and clients before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

## 7. RECRUITMENT

- 7.1 CAP will conduct recruitment of trainees at all times in an ethical and responsible manner. Offers of course placement is based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

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- 7.2 CAP will ensure that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

## **8. SUPPORT SERVICES**

- 8.1 CAP will provide adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counselling.

## **9. GRIEVANCE MECHANISM**

- 9.1 CAP will ensure that trainees and clients have access to a fair and equitable process for dealing with grievances and provide an avenue for trainees to appeal against decisions, which affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' grievances.
- 9.2 For this purpose, CAP has a grievance policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.
- 9.3 Where a grievance cannot be resolved internally, our organisation advises trainees and clients of the appropriate legal body where they can seek further assistance.

## **10. RECORD KEEPING**

- 10.1 CAP will keep complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

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**11. QUALITY CONTROL**

11.1 CAP will seek feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

**Signed:** .....

**Principal Officer of:** .....

**Dated:**                    /   /

