

TRAINING SERVICES AUSTRALIA

CODE OF PRACTICE

As a Registered Training Organisation, Training Services Australia is committed to the provision of high quality training and assessment services to all clients, in accordance with the requirements of the Australian Quality Training Framework and our motto, *Towards Excellence*. To this end we:

- Strive at all times to demonstrate ethical behaviour and standards in our dealings with others.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Utilise trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience.
- Develop and utilise high quality training and assessment resources.
- Avoid discrimination in the materials we produce and in our dealings with others.
- Aim to be sensitive to the diverse backgrounds and needs of all of our learners.
- Incorporate adult learning principles and flexibility into our training design and delivery to meet the needs and circumstances of a wide range of learners.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Provide safe and comfortable learning environments for our clients and staff.
- Engage in professionally responsible and ethical assessment practice, in accordance with the [Code of Practice for Assessors](#).
- Recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations, as outlined in our [Mutual Recognition Policy](#).
- Make skills recognition (RPL) available as an assessment option to all of our clients.
- Provide clients with clear and accurate information about our courses via our website, brochures, course outlines and the verbal advice we offer.
- Enrol participants on a non-discriminatory basis, as described in the [TSA Recruitment and Enrolment Policy](#). This includes providing clients with advice and assistance in the enrolment process.
- Offer flexible payment arrangements, as detailed in the [TSA Fees and Payment Policy](#).
- Enforce a [Disciplinary Policy](#) to ensure participants in our courses do not disrupt the learning of others.
- Respect the privacy and confidentiality of clients and client information, as detailed the [TSA Privacy Policy](#).

- Continually review and evaluate our systems, products and services to ensure they are of a high standard.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the **TSA Appeals Procedure**. A similar mechanism is also available for clients to make complaints / bring grievances to the attention of the organisation. This is detailed in the **TSA Complaints / Grievances Procedure**.

For more information on any of the provisions in our Code of Practice, please contact a Training Services Australia consultant. The TSA Policies referenced in the Code of Practice can be viewed on our website.



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