

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 standards under which we operate and our motto, *Towards Excellence*.

Training Services Australia's personnel:

- Ensure that those attending our courses are treated fairly and without discrimination at all times.
- Endeavour to be sensitive to the diverse backgrounds and needs of all of our 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.
- Engage in professionally responsible and ethical assessment practice.
- Respect the privacy and confidentiality of clients and client information, as detailed in the [TSA Privacy Policy](#).

As an organisation we:

- Provide clients with clear and accurate information about the products and services we offer.
- Use trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience.
- Develop and use high quality training and assessment resources.
- Provide safe and comfortable learning environments for our clients and staff.
- Recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations, as outlined in our [National Recognition Policy](#).
- Make Recognition of Prior Learning (RPL) available as an assessment option to our clients.
- 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 fair and equitable processes through which clients can make complaints or appeal assessment decisions. These are detailed in the [TSA Complaints and Appeals Policy and Process](#).
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.

The Policies and Procedures referenced in the Code of Practice can be viewed on the TSA website.

For more information on any of the provisions in our Code of Practice, please contact a Training Services Australia Training Advisor.