

## **CODE OF PRACTICE**

### **FOR**

### **H<sub>2</sub>O Pro Pty Ltd**

## **FOR THE PURPOSE OF PROVISION OF RECOGNISED VOCATIONAL EDUCATION AND TRAINING**

H<sub>2</sub>O Pro Pty Ltd is committed to the following Code of Practice as an assurance to intending trainees of quality in the provision of recognised vocational education and training.

#### **Educational Standards**

- H<sub>2</sub>O Pro Pty Ltd will adopt policies and management practices which maintain high professional standards in the marketing and delivery of education and training services, and which safeguard the interests and welfare of trainees.
- H<sub>2</sub>O Pro Pty Ltd will only deliver training in a learning environment that is conducive to the success of trainees. Trainees will have access to individual counselling / support to assist them to achieve the outcomes of recognised vocational education and training.
- All trainers are appropriately qualified in accordance with the Australian Quality Training Framework.
- Recognised vocational education and training will be delivered using facilities and resources, both human and physical, appropriate to the level and type of training.
- We will provide individual learning support if required, and upon request, or referral to welfare or Learning, Language and Numeracy assessment support elsewhere.

#### **Marketing Strategy**

- H<sub>2</sub>O Pro will market its recognised vocational education and training programs 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 registered provider of recognised training.

#### **Access and Equity**

- Recruitment of trainees will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the training program. H<sub>2</sub>O Pro Pty Ltd will ensure that trainee selection decisions comply with equal opportunity legislation, and will accept applicants regardless of sex, cultural backgrounds or disabilities, provided any disabilities would not prevent the candidate from completing the training.
- Reasonable adjustments, which may include oral exams and extra time, will be available to accommodate students with learning disabilities, however these students must notify H<sub>2</sub>O Pro of their requirements at the time of enrolling.
- All candidates are expected to respect other candidates.

#### **Mutual Recognition (Recognition of Prior Learning / Credits)**

- Mutual recognition refers to the acknowledgement of competencies already held by the candidate. H<sub>2</sub>O Pro Pty Ltd will recognize qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other Registered Training Organisations. Upon substantiation of the candidate's claim of prior learning, a credit or RPL will be granted. This process may involve a fee being charged. It is also the responsibility of the candidate to substantiate these claims.

#### **Trainee Information**

- H<sub>2</sub>O Pro Pty Ltd will make available accurate, relevant and up to date information to trainees prior to the commencement of delivery of recognised vocational education and training. This may include, but is not limited to:

- a. Overview of the training to be delivered including entry requirements; learning outcomes of the training; details of the credentials to be issued on achievement of the learning outcomes of the training; & assessment procedures.
- b. Admission procedure
- c. Dates, times & locations of training sessions
- d. Fee Payments, Refunds and Cancellation procedures.

#### **Cancellation / Refund Policy**

The following procedure will apply in the event a course is cancelled or a candidate withdraws:

- a. If H<sub>2</sub>O Pro Pty Ltd cancels a course then the candidate will be notified and have the opportunity to transfer to another course which may

be at a later date or at another venue. If the candidate does not wish to transfer to another course, then the fee paid will be refunded in full

- b. If a candidate withdraws or transfers their booking, they will be charged a cancellation / transfer fee equivalent to 25% of the course fee.
- c. If a candidate withdraws due to a genuine medical or compassionate reason, then they should write to the General Manager H<sub>2</sub>O Pro Pty Ltd within 7 days of the course commencement date, detailing the reasons, including a medical certificate where appropriate. If accepted, the fee will be refunded in full.

#### **Trainee Grievances / Appeals**

- H<sub>2</sub>O Pro Pty Ltd will have a fair and equitable process for dealing with trainee grievances / appeals. In the event that grievances cannot be resolved internally, H<sub>2</sub>O Pro Pty Ltd will advise trainees of the appropriate legal body where they can seek further assistance.
- In general, if a trainee / candidate has a grievance the first approach should be to the trainer to discuss the issue. If a satisfactory resolution cannot be achieved, the trainer will advise the trainee / candidate to contact the H<sub>2</sub>O Pro Pty Ltd employee responsible for issuing the qualification.
- This staff member will ensure that a "Company Report" is completed and the complaint is logged in the Complaints register. If the situation is still unresolved, the trainee / client will be advised to contact the H<sub>2</sub>O Pro Pty Ltd General Manager who will act as an arbitrator.
- If an unsatisfactory outcome still results, the trainee will be advised to approach the relevant legal body.
- All unsuccessful candidates will be entitled to one re-assessment of their competency at no cost. Further assessments may incur a fee.

#### **Management and Administration**

- H<sub>2</sub>O Pro Pty Ltd has management strategies and policies and procedures in place, which ensure sound financial and administrative practices. H<sub>2</sub>O Pro Pty Ltd guarantees candidate's course fees in accordance with our policies and procedures
- Trainee records and personal information are available on request, by the candidate, by giving 48 hours written notice to the General Manager. At all other times trainee records are kept secure and confidential.

#### **Guarantee**

- As part of our commitment to our customers we guarantee the quality of our training. If after completing a H<sub>2</sub>O Pro Pty Ltd course, the candidate is not confident to put into practice the skills they have learnt, we will allow them to enrol in an update course free of charge.  
(Conditions Apply. Contact H<sub>2</sub>O Pro Pty Ltd for Details)

#### **Sanctions**

- If the obligations of the Code of Practice or supporting regulatory requirements, where applicable, are not met, it is understood that registration as a provider of recognised vocational education and training may be withdrawn.

#### **Privacy**

- Candidates' details and results will be treated as private and will not be released to an employer without written approval from the candidate. This includes details of name, address, enrolment details and confirmation of results.

#### **Pricing**

H<sub>2</sub>O Pro will endeavor to provide the best training experience at the lowest price. We do not offer student, pension or unemployment discounts as our course predominately cater for these people and as such are priced as low as possible for all candidates.

Our course price includes the cost of 1 certificate and the training manual (where indicated). Replacement certificates and additional manuals will incur an additional charge.

#### **Certificates**

- A fee will be charged by H<sub>2</sub>O Pro in the event that a candidate requires a copy (either duplicate or replacement) of their Certificate / Statement of Attainment. This fee is to cover the administration costs of reproducing the document.
- If you wish to receive a second copy of the certificate please advise H<sub>2</sub>O Pro at the time of enrolling in the course and this will be produced at no extra cost.
- Certificates are usually processed and mailed within 14 days of the completion of the course. If written confirmation of results is required prior to this time (either by certificate, fax or letter) then a priority processing fee of \$22.00 will be charged.