

H₂O Pro Pty Ltd, a Registered Training Organisation (RTO) 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 (VET).

Educational Standards

- H₂O 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.
- 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

H₂O Pro will market its VET 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. H₂O 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 assessments and extra time, will be available to accommodate students with learning disabilities, however these students must notify H₂O Pro of their requirements at the time of enrolling.
- All candidates are expected to respect the rights of other candidates and the trainer.

Mutual Recognition / Credit Transfer & Recognition of Prior Learning (RPL)

H₂O Pro Pty Ltd will recognize current qualifications and Statements of Attainment issued under the Australian Qualification Framework by other RTO's (Mutual Recognition). Where applicable we will also apply *Credit Transfer* for these Units of Competency. H₂O Pro also has an RPL procedure. Candidates wishing to claim RPL should contact H₂O Pro Pty Ltd at least 7 days prior to the commencement of their course to obtain details and costs of the RPL process. It is the responsibility of the candidate to provide sufficient evidence that they have the required skills and knowledge to cover all *elements* of the Unit of Competency for which they are applying for recognition.

Trainee Information

H₂O Pro Pty Ltd will make available accurate, relevant and up to date information to trainees prior to the commencement of delivery of VET. 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.

Management and Administration (including Prepaid Fee Protection)

H₂O Pro Pty Ltd has management strategies and policies and procedures which ensure sound financial and administrative practices. H₂O Pro Pty Ltd guarantees candidate's course fees paid in advance by placing them in a Trust Account until such time as the candidate commences their training.

Guarantee

As part of our commitment to our customers we guarantee the quality of our training. If after completing a H₂O Pro Pty Ltd course, the candidate is not confident to put into practice the skills they have learnt, we will allow them to enroll in an update course free of charge.

(Conditions Apply. Contact H₂O Pro Pty Ltd for Details)

Pricing

H₂O Pro will endeavor to provide the best training experience at the lowest price. We do not offer student, pension or unemployment discounts as our courses predominately cater for these people.

Our course price includes the cost of all training materials, manuals, paperwork, venue entrance fees, equipment usage and one certificate per candidate. Replacement certificates and additional manuals will incur an additional charge.

Cancellation / Refund Policy

- a. If H₂O 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 H₂O 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.
- d. In accordance with our banking requirements, if payments were made by credit card, fee refunds will be processed back to the credit card used to make the purchase. If payment was made by cheque, money order or cash, refunds will be provided by cheque made payable to the candidate. As prepaid fees are protected in a "Trust Account" it is a requirement that fees be refunded to the candidate for whom the funds are being held in trust.

Complaints & Appeals

- H₂O Pro Pty Ltd has a fair and equitable process for dealing with candidate complaints & appeals. A copy of the full process can be obtained by contacting the H₂O Pro Pty Ltd office. All candidates have the right to have a complaint or appeal heard and to have representation throughout the process.
- In general, if a candidate has a complaint or an appeal the first approach should be to the trainer to discuss the issue. If a satisfactory resolution cannot be achieved, the trainer will advise the candidate to contact the H₂O Pro Pty Ltd Training Coordinator responsible for that training.
- This staff member will ensure that a "Complaint Report" is completed and the complaint or appeal is logged in the Complaints & Appeals register. If the situation is still unresolved, the candidate will be advised to contact the H₂O Pro Pty Ltd General Manager who will act as an arbitrator.
- If an unsatisfactory outcome still results, the candidate will be advised to approach the relevant legal body, or contact the National Training Complaints Hotline on 1800 000 674.
- In relation to Appeals, all unsuccessful candidates will be entitled to one re-assessment of their competency at no cost. Further assessments may incur a fee.

Privacy

Candidates' details including name, address, and results will be treated as private and will not be released to anyone without written approval from the candidate, except in the case of "Private Course Bookings" where copies of candidate's results may be provided to their employer. Further details and a copy of our full "Privacy Policy" can be obtained by contacting our office.

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.

Certificates

- A fee will be charged by H₂O 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 H₂O 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.

Medical Conditions / Fitness

H₂O Pro Pty Ltd requires that all candidates are in a healthy enough state to complete the training they enroll in. If unsure about the level of fitness or whether any pre-existing injuries may impact on the training, candidates should contact our office at the time of enrolling. Candidates accept that in the event they suffer an injury or illness during the course, H₂O Pro staff will organize appropriate first aid or medical treatment and the candidate accepts that they will be liable for all costs associated with this treatment or action.

Photographs

From time to time, H₂O Pro Pty Ltd may take photographs of courses in progress for publicity and training purposes. Candidates not wishing to have their photographs used for these purposes should notify the office of H₂O Pro Pty Ltd at the time of enrolling in the course. These photos and images remain the property of H₂O Pro Pty Ltd. At no point will candidate's names be used in promotional material, nor would it be linked to a photograph.