

## Introduction

TR7 Pty Ltd values its employees and relationship with our clients. We strive at all times to demonstrate ethical behaviour and standards in all our dealings.

As a Registered Training Organisation (RTO), TR7 complies with State/Territory and National recognition policies within the Australian Recognition Framework requirements.

## Aims and Objectives

TR7 is committed to providing high quality, innovative and interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.

## Access and Equity

It is TR7's aim to make every training participant feel welcome, thus ensuring the maximum benefit from participating in their training course. TR7 ensures that we will:

- Offer learners support and assistance in achieving their goals
- Uphold all relevant legislation including those relating to EEO, discrimination, sexual harassment and OHS
- Display ethical conduct at all times and reinforce ethical conduct of others
- Take reasonable care to look after the health and safety of others, especially trainees
- Recognise and be sensitive to individual differences and diversity
- Strive to design, deliver and administer training which is cost effective and of a high quality
- Ensure training and personnel records are kept secure and confidential in accordance with the *Privacy Act 2000*
- Uphold all privacy relevant legislation including record keeping, security and the issue of assessment results
- Avoid criticising other trainers or training organisations
- Make any reasonable adjustments to ensure all learners can take part in our training

## Marketing

Marketing of TR7 training products and services is done with integrity, accuracy and professionalism. TR7 will gain written permission from a participant or student before using information about that individual or organisation in any marketing materials.

All promotional and marketing materials published by or on behalf of TR7 in whatever forms, will be truthful, accurate and unambiguous, thus ensuring that prospective students are not encourage to have unrealistic expectations about:

- The level of qualifications attainable and the facilities available
- Course classification
- Staff qualifications
- Physical resources available
- Prospects for future employment

## Fees and Refund Policy

TR7 ensures that we will:

- Refund fees if the training participant notifies us:
  - More than fourteen (14) days prior to training commence = 90% of the total cost
  - Fourteen (14) days prior to training commencement = 70% of the total cost
  - Seven (7) days prior to training commencement = 50% of the total cost
  - Less than seven (7) days prior to training commence = no refund of the total cost
- Retain good financial records that reflect all payments and charges and the balance due
- Honour their advertised schedules of fees, except where fees are altered in accordance with procedures disclosed in mandatory documentation supplied at enrolment. Any changes in fees will be fairly and equitable applied, widely advertised and clearly indicate the effective date
- Make adequate provision to safeguard students' fees/funds, particularly advance payments made for courses or services. Appropriate safeguards will include bank guarantees and the like

### Recognition of Qualifications Issued by Other RTO's

TR7 will recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.

### Recognition of Prior Learning

Recognition of Prior Learning is the term used to describe the process that covers:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competencies (RCC)
- Skills Recognition (SR)

All terms refer to recognition of competencies currently held, regardless of how, when or where the learning occurred.

TR7 ensures Mutual Recognition compliance under the AQTF competencies through recognition of formal and/or informal training and education and work or general life experience.

### Complaints and Appeals

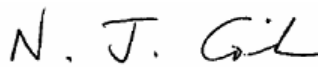
TR7 has a fair and equitable process for dealing with training participant grievances and appeals. If the grievance cannot be resolved internally (Trainer/Assessor) the training participant is encouraged to engage in the appeals process which is usually made in writing to the person immediately responsible. This is then referred upwards through the TR7 hierarchy until it reaches the person with the responsibility to resolve the appeal.

For further information on our Code of Practice, and Policies and Procedures related to our Registered Training Organisation services, please contact our head office on +61 8 9367 4288, or by email at [training@tr7.com.au](mailto:training@tr7.com.au).

Kind Regards,



**Shane Anderson**  
Director



**Nicholas J Gibson**  
Director



**Camille Damer**  
Training Manager

TR7 ensures that:

- We use staff who have relevant subject matter expertise, appropriate training and development and receive any ongoing support required
- Each student receives maximum quality training and assessment from expert instructors who organise and provide training which is up-to-date, using superior equipment, materials and venues
- Comprehensive and accurate records are maintained as required by the Western Australian Department of Training and the Training and Accreditation Council of WA and all records kept are held in strict confidence and secure
- Certificates are issued for successful completion of courses and Certificates of Attendance are issued where a student attends but is not assessed or does not achieve competency and does not seek to proceed towards further training or assessment

### Continuous Improvement

TR7 ensures that we will:

- Continually assess and evaluate our products and services to ensure a quality response when meeting or exceeding our clients identified needs
- Improve our services by actively seeking our clients' views as part of our assessment and evaluation process