

Introduction

TR7 Training Services 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.

Aims and Objectives

- Commitment 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.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- 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.
- Incorporate adult learning principles and flexibility into our training design and delivery to meet the needs and circumstances of a wide range of learners.
- Use staff who have relevant subject matter expertise, appropriate training and development and receive any ongoing support required.
- 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.
- Recognise and be sensitive to individual differences and diversity.
- Engage in professionally responsible and ethical assessment practice, in accordance with the Code of Practice for Assessors (Assessment Guidelines TAE10).
- Engage in ethical marketing. Gain written permission from a participant or student before using information about that individual or organisation in any marketing materials.
- 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, emails, brochures, course outlines and the verbal advice we offer.
- Offer learners support and assistance in achieving their goals.
- Retain good financial records that reflect all payments and charges and the balance due.
- 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.
- Enrol participants on a non-discriminatory basis. This includes providing clients with advice and assistance in the enrolment process.
- Offer flexible payment arrangements, as detailed in the Fees and Payment Policy.
- Respect the privacy and confidentiality of clients and client information.
- Continually review and evaluate our systems, products and services to ensure they are of a high standard and to ensure meeting or exceeding our clients identified needs.
- 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 TR7 Training Services Complaints and Appeals Procedure.

For further information on our Code of Practice, and Policies and Procedures related to our Registered Training Organisation services, please contact us on (08) 9218 1422, or by email at training@tr7.com.au.

Kind Regards,



Shane Anderson, Director