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## CODE OF PRACTICE

This Code applies to all Binnacle Training staff, program deliverers, and participants. This Code represents the minimum standards to be applied in all dealings with partner schools, participants, teachers, and other interested persons relating to Binnacle's programs.

The following Code of Practice is drawn from our Policy Manual. It is a concise statement that informs participants of their rights and responsibilities in accordance with required standards.

The aim of the Code is to ensure the delivery of high quality service with high standards of ethical behaviour exhibited to all parties concerned.

### ACCESS AND EQUITY

Binnacle's Access and Equity Policy will ensure that course entry requirements, assessments or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability, philosophical background or age. This is with the exception of our program offerings specifically targeted to participants (and staff) at partner schools that have entered into a partnership agreement with Binnacle Training.

### ADMINISTRATIVE AND RECORDS MANAGEMENT

Binnacle has a comprehensive administrative and records management system.

Binnacle enforces document and version control. Records of participant results are retained for 30 years. Binnacle Training will:

- Retain good financial records that reflect all payment and charges and the balance due.
- Ensure all data systems are backed up and stored according to our records management policy.
- Ensure any personal information collected will stay confidential and will not be made available to any other source.

### APPEALS PROCESS

All participants have the right to appeal the outcome of an assessment or a complaint on the grounds of a perceived flaw in the process or the principles of fairness, equity or flexibility were not upheld. Participants have six (6) months from the date an assessment decision was made by the Assessor to appeal the assessment decision.

## ASSESSMENT

All assessment must meet the assessment criteria of the training package or accredited course on which the program is based. All assessment materials must be appropriate to participants' needs and program delivery methods.

Each training program conducted on behalf of Binnacle will follow endorsed delivery and assessment strategies.

## CODE OF CONDUCT – STAFF AND PARTICIPANTS

In adhering to the Code of Conduct, Binnacle Training staff and participants have an obligation to:

- Treat all people with dignity and respect at all times.
- Respect and be sensitive to an individual's cultural and ethnic background and associated attitudes and values.
- Be responsive, engaging and helpful to the reasonable requests of clients, work colleagues, and members of the general public.
- Actively discourage any form of harassment or unlawful discrimination.
- Ensure decisions that may adversely affect the rights or interests of others are procedurally fair, reasonable, honest, and impartial.
- Ensure their personal appearance and presentation is clean, tidy and appropriate for the work role performed.

## FINANCIAL MANAGEMENT

Financial management will be based on accurate information from systems and procedures that protect and ensure full accountability for funds.

Financial records shall be properly maintained and shall conform to the recommendations of the auditor and to Australian Accounting Standards.

## GRIEVANCE / COMPLAINTS

Binnacle staff are responsible for responding appropriately to complaints and keeping within the documented policy and procedure process. An obligation rests on the parties in the dispute to attempt to resolve the dispute. If a solution cannot, or should not be resolved by mediation, the complainant is requested to lodge a formal complaint to the 'Director – Operations & Quality'. The 'Director – Operations & Quality' will be responsible for any action required to address reviews or improvements to its operations and practices.



Binnacle's procedure for handling complaints is to ensure all complaints are treated with fairness, neutrality and confidentiality.

## HARASSMENT POLICY

No staff or participants are to be subjected to harassment, in any form, in any manner.

## INTERNAL AUDITS

Binnacle will conduct internal audits for the following:

- Procedures
- Training programs
- VET Quality Framework (VQF) requirements

## LEGISLATION

Binnacle monitors Commonwealth, State/Territory laws and legislation to ensure compliance. All Binnacle Training staff and teacher co-providers participate in an induction program which covers policies and procedures including legislation that significantly affects their duties. All staff have an obligation to comply, in particular, with legislation covering Discrimination, Harassment, Occupational Health and Safety, Privacy and Copyright obligations.

## MARKETING AND PROVISION OF INFORMATION

Binnacle will ensure its marketing and advertising of training programs to prospective clients (partner schools, participants, parents) is ethical, accurate and consistent with its scope of registration. The Nationally Recognised Training (NRT) logo must be employed only in accordance with its conditions of use.

Information provided by Binnacle to partner schools, participants and parents will include the following:

- A description of terms and conditions
- Written agreement with partner schools
- Responsibilities to comply with relevant legislation
- Schedule of fees and charges
- A description of the nominated program and what it involves
- A description of the qualification or statement of attainment to be given upon completion of the course

## NATIONAL RECOGNITION / CREDIT TRANSFER

Binnacle recognises and accepts Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other RTOs. This policy enables participants to receive national recognition of their achievements. Binnacle Training will grant a participant credit towards a qualification based on outcomes achieved by the participant in courses or training packages with another Registered Training Organisation.

## OFFICERS AND EMPLOYEES

All employees at Binnacle have position contracts outlining their accountabilities. Binnacle is committed to ensuring all staff (including teacher co-providers) involved in the provision of RTO services are skilled for the functions they perform.

- Friendly and professional approach
- Committed to access and equity principles
- Involvement in continuous improvement
- Competent and knowledgeable to carry out the duties of the position
- Maintain skills and knowledge through professional development opportunities.

## OPPORTUNITIES FOR IMPROVEMENT

At Binnacle we measure customer satisfaction with our course materials, contact experience with our staff and trainers, the quality of the training delivered, and whether the training addressed the participant needs. This feedback is used for our ongoing program and business development.

## REFUND POLICY

If a participant is not satisfied with the course content and delivery of Binnacle's training program, a full refund will be provided.

## SCOPE OF REGISTRATION

Binnacle will only issue AQF qualifications and Statements of Attainment that are within its scope of registration.

## TRAINING / ASSESSMENT GUARANTEE

Binnacle provides a 100% guarantee that all training and assessment will be provided (as agreed in the signed Partnership Agreement) once a participant enrolls and commences their training program.



## WORKPLACE HEALTH AND SAFETY

Binnacle has a legal obligation to protect all staff and participants from risk of injury or illness, so far as is practicable, in the working environment and will therefore maintain an effective Workplace Health and Safety program.

Binnacle will comply with of relevant legislation, statutory requirements, codes of practice, regulations and industry standards and will make adequate provisions of resources to meet these requirements. Participants must be advised of the WHS requirements of their programs and must be supervised according to those requirements.