



# Organisational Code of Practice

**Important Note:** In this document any reference to “Spectra Training Australia”, “Spectra Training”, “Spectra”, “CLB” or “Spectra / CLB” is a reference to CLB Training & Development Pty Ltd (A.C.N. 105 177 044 ) as trustee for the CLB Unit Trust (A.B.N. 82 443 695 367) trading as “Spectra Training” (TOID 21356).

## Policy

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Spectra is committed to helping organisations and individuals improve their performance and to be the best that they can be. Spectra does this by delivering world class training solutions that build and develop skills and confidence. Spectra provide ethical, fair and flexible training solutions to all clients, with quality systems that certify ongoing compliance and continuous improvement strategies that ensure continued excellence and customer satisfaction.

## 2. Responsibility

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The senior management team are responsible for ensuring compliance with this policy. This includes CEO, CFO, COO, General Managers and the Strategic Program Manager / People & Performance Manager.

## 3. Guidelines

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### Customer Service

#### ***Spectra is committed to:***

- understand the needs of our clients and to meet and exceed their expectations
- consult with learners, employers, industry bodies and our employees to ensure the accuracy, currency and appropriateness of our training programs
- employ a team of individuals who are suitably experienced and qualified for their roles and that act in an objective, professional manner
- maintain the integrity of Spectra’s mission and vision to provide world class training solutions to all clients
- provide information on our fees, charges and refunds prior to beginning training and ensure that all our related policies are fair, clear and easily accessible for all clients
- Spectra shall ensure that its service provide access to and equity for all participants and potential participants in the event that Spectra is not able to fulfil its obligations to a client, we have measures in place to ensure that Spectra provide another solution
- provide marketing and advertising to prospective clients which is ethical and accurate
- protect an individual’s right to privacy and treat each client’s personal details with respect and integrity. Spectra will ensure that academic, financial and other records maintained by

us, are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the individual or under law. All clients may view their own records to confirm accuracy and completeness upon request

- Provides a complaints process that is transparent, fair and equitable for academic and non-academic matters, for current participants and/or those seeking to enrol.
- continually adhere to the Standards for National Vocational Education and Training (VET) Regulator Registered Training Organisations (SNR's), the Australian Qualifications Framework, the VET Quality Framework and all other Australian Qualifications Skills Authority requirements.

## **Educational Outcomes**

### ***Spectra is committed to:***

- the principles of access and equity and will not discriminate against participants. The obligations we place on our staff and participants are to protect their health, safety and welfare and ensure as far as possible, that learning experiences are positive and free of discrimination or harassment
- delivering flexible and fair training and assessment solutions for all participants, with policies and procedures which ensure that every client is treated fairly and receives all reasonable assistance to successfully complete training once accepted for enrolment
- deal fairly and constructively with individual concerns and complaints about any of Spectra's services
- will consult with industries in which our training and assessment services are provided to ensure the integrity of all training programs
- provide training solutions that meet the needs of the learners, industry and the training package
- ensure that our program coordinators and trainer/assessors continuously engage with industry to ensure their knowledge and skills reflect current industry practice
- conduct worldclass training, ensuring that participants gain practical skills and knowledge to support their role within industry
- ensure a supportive learning environment to enable the success of learners, clients and all Spectra employees
- Spectra is obliged and committed to recognising the AQF qualifications and Statements of Attainment issued by other RTO's.
- Assisting an individual gain recognition for skills and knowledge through a skills and knowledge recognition process, recognising that some individuals may hold skills and knowledge that are relevant to their required training outcomes.
- offering learning and assessment services that as far as practicable meet individual learning needs. Spectra can tailor training programs to meet client needs and will provide a range of learning and assessment resources
- issue to learners whom it has assessed as competent in accordance with the requirements of the Training Package, within its scope of registration a qualification or statement of attainment (as appropriate) that meets the Australian Qualifications Framework requirements; identifies the Registered Training Organisation by its national provider

number from the National Register; and includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

## **Business Operations**

### ***Spectra is committed to:***

- have a systematic and planned approach to continuous improvement risk management and compliance, utilising proven methods for operational management
- remain committed to total quality assurance and continuous improvement in all aspects of the business
- provide opportunities for all stakeholders including: staff, students, employers and industry; to provide feedback and input on any aspect of Spectra's performance at any time
- gather feedback from key stakeholders about all aspects of the business, collate the data and review for areas of improvement and recognition of successes
- utilise the reported feedback to measure business performance
- ensure that decision making of the executive management team is informed by the experiences of our trainers and assessors and the Advisory Board is consulted on all issues relating to strategy and planning
- Spectra submits accurate and timely data relevant to performance measures through the QI reports
- Take appropriate actions to improve its operations through the use of a Continuous Improvement Committee (CIC), the committee meets regularly to review information such as Quality Indicator Data, audit results and complaints and develops and agrees on corrective action(s).
- provide an environment free from discrimination and harassment and provide support and guidance for staff in need
- Ensure that all staff inductions feature information regarding the availability and access procedures to all relevant commonwealth state and territory legislation and regulatory requirements relevant to Spectra's operations and its scope of registration and that staff are informed of those aspects that affect their duties.

## **Statutory Obligations**

### ***Spectra is committed to:***

- comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended operations and its intended scope of registration
- Maintains current copies of all current legislation and regulatory requirements and inform its staff and clients of access procedures to relevant legislation and regulations that may impact on their duties and or training
- retain client records of attainment of units of competency and qualifications for a period of 30 years
- provide confirmation of learner completions of units of competence and qualifications on a regular basis as determined by the National VET Regulator

- maintain AVETMISS data to ensure it is available for reporting to the National VET Regulator on request
- will check all notifications regularly from State and Federal Funding Bodies related to funding contract compliance and inform the management about implications for Spectra and also take the necessary steps to remain compliant
- appropriately manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that Spectra delivers training with only currently endorsed Training Packages and will manage the transition from superseded VET accredited courses so that Spectra delivers only currently accredited courses

#### 4. Related Documents

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AR001\_S Records Management Policy & Procedure

GR001\_S Fees, Credits & Refund Policy & Procedure

GR004 Participant Withdrawal Policy & Procedure

MR001\_S Marketing Policies & Procedures

PR001\_S EEO and Workplace Behaviour Policy & Procedures

PR002\_S Staff Grievance Procedure

PR004\_S Workplace Bullying Policy & Procedures

PR007\_S Disciplinary Policy & Procedure

QR003\_S Access and Equity Policy & Procedure

QR001\_S Issuance of Qualifications and Statements of Attainment Policy & Procedure

QR002\_S Quality Assurance, Continuous Improvement and Compliance Policy & Procedure

QR004\_S Compliance with Legislation and interactions with the NVR Policy and procedure

QR105\_S Scope of Registration Management Policy and Procedure

TR008\_S Training and Assessment Policy and Procedure

TM001 Quality Training & Assessment Manual

TM002 Training Operations Manual

Spectra identifies and complies with relevant Commonwealth, State or Territory laws including Commonwealth or State/Territory legislation and regulations on:

- Occupational Health and Safety
- Traineeships/Apprenticeship legislation
- Legislative provisions governing NVR RTOs
- Department of Education, Employment and Workplace Relations (DEEWR) marketing guidelines
- Fair Work
- Workplace harassment, victimisation and bullying
- Anti-discrimination, including equal opportunity, racial vilification, & disability discrimination
- Copyright
- Privacy
- Consumer Protection and Trade Practices

- Contract Law
- Corporations and taxation

## Authority

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CEO, CFO, COO, General Manager – Training Solutions & Quality

## Review

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12 months from release or as required.

## 12. Amendment Schedule

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12.1 This table detailing any changes made to the policy between review dates.

Date	Modification	Detail	By
27/06/2013	Correction	Moved to Spectra template, Corrected information around CIC, QI Data, AVETMISS Data, ID for policy updates	Compliance Officer