



Code of Conduct for Consultants, Trainers and Assessors

1. Purpose

This Code is intended to fulfil the following functions:

- To define standards of conduct expected of consultants in their dealings with the Company's clients and course participants
- To provide consultants with a clear statement of the standards they are expected to maintain as representatives of the Company
- To set out the Commonwealth and State legislation and provisions in vocational training standards which the Company and its consultants must comply with in relation to other consultants, staff, participants and clients; and
- To promote confidence in the services provided by the Company.

It should be read in conjunction with:

- The Em-Four Policy Manual
- Our commitment to Quality Customer Service
- Information for Staff and Consultants working for a Registered Training Organisation

2. Scope

This code is binding on consultants of the Company. Adherence to the general principles of the code in relation to clients and course participants is a formal condition of consultancy contracts or agreements entered into with Em-Four.

3. Professional standards

Consultants will adopt and maintain practices which ensure high professional standards in the marketing and representation of Em-Four and in the delivery of education and training services and they will safeguard the interests and welfare of clients, the participants and the public.

4. Qualifications including industry and education knowledge of consultants

Consultants are engaged for their expertise and recent experience in industry or the public sector. They will maintain at least the agreed minimum vocational training qualifications as set down in our policy manual and staff induction process which accords with the AQTF. These will have been discussed at appointment. Consultants will continually update their knowledge and skills in content areas, particularly where legislation is part of the training, assessment or advice.

As they are delivering and assessing course designed to comply with industry training packages, the consultants will ensure they have a practical and up to date knowledge of competency based training, relevant training packages and trainer and assessors responsibilities in an RTO. They will have read the Information Guide mentioned at point 8 of this code and know how to access VET information. In particular they will be aware that our policies and procedures must be compliant with the:

- Australian Quality Training Framework (AQTF)
- National Industry Training Packages (see the NTIS website)
- VETAB evidence and auditing guidelines as set down in documents on the VETAB website and in the Vocational Education and Training Accreditation (VETA) Act 1990

The responsibilities under the training package will be explained in more detail as part of the staff induction process.

5. Marketing - Quality customer service

Consultants will ensure that clients under their responsibility are given appropriate information that accurately represents Em-Four, its status as an RTO and their relationship to the Company. These standards are set down in Our Commitment to Quality Customer Service and are a requirement of an RTO. Consultants will market Em-Four's training and consulting services with integrity and accuracy, avoiding vague and ambiguous descriptions of courses or the qualification or capacities required by

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employees/participants to undertake them. They will avoid false or misleading comparisons with other education and training providers. They will avoid action which may damage the reputation of the Company. Where possible, pre-course information will be distributed to participants through the client.

6. Participant's course information

At the beginning of a course, consultants will be guided by the course induction checklist to ensure that participants know how the course will be delivered, what is involved in the assessment process and their rights and responsibilities within the course and the assessment. This includes a clear understanding of how workplace log books are used where appropriate. Induction information is particularly important where the consultant may not have had contact with the client prior to the start of the course.

7. Support for participants during course and work based training

Em-Four supports diversity in our staff and consulting team. The course participants come from a wide range of backgrounds and workplaces. They are employees recommended by our clients and will have access to our courses and services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation. Participants should not be disadvantaged and we will safeguard their rights to access qualifications. Consultants must ensure that participants are given opportunities to complete training and assessment in a fair and secure setting with adjustments for language proficiency and cultural backgrounds.

8. Implementing the Company's equity and legislation compliance policies in the training delivery

As part of the staff induction, all consultants will have been made aware that the Company must operate within legislation listed below. Consultants will read the document "Information for staff and contractors working for an RTO". If further information is required, they will know where the legislation can be located on our website or the locations such as government websites mentioned in the Information Guide.

As an RTO, the Company is specifically required to meet :

- NSW Occupational Health and Safety Act – 2000
- NSW Occupational Health and Safety Regulation – 2001
- The NSW Anti Discrimination Act 1977
- Equal Employment and Opportunities Acts including :
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

By signing this code of conduct, consultants are declaring that they understand the legislative requirements relevant to training and assessment responsibilities and accept the requirement to working within these conditions. They will endeavour to make the training and assessment environment a safe, ethical place in which course participants can learn without harassment, bullying or victimisation. Disruptive or inappropriate behaviour will be handled with integrity according to the policy manual processes.

9. Privacy and Confidentiality

Consultants will respect clients', participants' and others' rights to privacy and maintain the confidentiality, integrity and security of all personal information entrusted to them in the normal course of their work.

They shall not communicate it to others without the written permission of the person concerned, unless it would normally be available to the public, or is required by law to be released. Where participants disclose information related to their workplace, consultants should advise that they are performing a training role and are not able to give other advise that may have an impact on the employer, our client or on the personal life of the participants. As an RTO we do not offer personal counselling within the scope of our courses. Where a consultant is concerned about such disclosure it should be reported to one of the Directors.

10. Complaints, grievances and assessment appeals

Consultants will be aware of Em-Four policy and procedure on complaints and grievances and the assessment appeal process. They will provide this information to clients and participants referring to the Em-Four website, policy manual and standard forms for specific information. Consultants will know they are the first line of communication with participants and listen and take note of complaints as they arise. However, they will refer on to the appropriate person where problems cannot be easily resolved through usual channels. Complaints should not be handled in isolation by consultants who are encouraged to report such matters to one of the Directors.

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11. Administration

Consultants agree to complete administration and results forms within requested times and according to our document management and course administration policies. Trainers will observe and mark students' work fairly, without favour and in compliance with the established assessment guidelines. Trainers are to complete their class roll fully and accurately at each session and sign and return it promptly at the completion of the course.

12. Copyright

The Contractor recognises the copyright of any training and assessment materials and company documentation in any form including but not limited to writing, electronic representation, video or graphics belongs to Em-Four (outright or under license) and the consultant will not infringe this copyright. The Contractor will immediately notify Em-Four of any perceived infringement of copyright by any third party so that necessary action may be taken to remedy the situation.

13. Sanctions

Complaints to the Company about a breach of this Code by a client will be dealt with in accordance with our complaints and grievance policies and the consultant's contractual arrangements.

14. Monitoring and Review

The Em-four Directors will review this code at least annually as part of the internal audit in the following manner:

- i. Monitor the operation of the Code and the professional conduct of consultants
- ii. Measure awareness of this Code and the Commitment to Customer Service in client feedback, client and course participant satisfaction surveys and complaints
- iii. note any legislation that requires a review of the Code
- iv. note any ANTA policy changes or reviews of the AQTf and AQF that requires a review of the Code
- v. note Company policy developments relating to prudential or ethical standards affecting the Code, and
- vi. any other issues which they believe the Code fails to address.

<p>.....of</p> <p style="text-align: center;">(Name of Consultant)</p> <p>.....</p> <p style="text-align: center;">(Trading name)</p> <p>agrees to operate in accordance with the Em-Four Code of Conduct of Consultants, Trainers and Assessors</p> <p>Name:</p> <p>Signature:..... Date:</p>
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