



HTA GTO CODE OF PRACTICE

CP.001 HTA GTO Code of Practice

1. APPLICABLE STANDARDS

National Standards for Group Training Organisations (GTO's) 2017
Standard 3

2. MISSION STATEMENT

A healthier community through employment.

3. VISION

Health Training Australia as a centre for excellence for training in the health and community services sector.

Health Training Australia as a model group training company supporting entry level traineeship employment and training across a range of industry sectors.

Health Training Australia as the vehicle by which client services within the health and community services sectors is improved through income generation, employment, training and development of those working within the sector – at all levels.

The name, Health Training Australia is identified with excellence and quality of service to the health and community services sector.

The philosophy of the organisation and its staff at all levels is quality of service to new and existing clients, and maximising business and service opportunities.

4. WHO IS THE CODE FOR?

This code applies to Health Training Australia, a Group Training Organisation and its staff and represents the minimum standards to be applied in all their dealings with host employers, apprentices, trainees and other interested persons.

5. AIM OF THE CODE

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.

6. THE CODE

6.1. Code of Ethics

In adhering to the Code of Practice, Health Training Australia must:

- Be open and honest at all times.



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- Be respectful and courteous in their dealings with clients.
- Inform clients of rights, obligations and entitlements.
- Ensure provision of information is current, accurate, impartial and consistent.
- Ensure advice about Group Training delivery best reflects the needs of the host employer apprentices and trainees.
- Be easy to contact by telephone, facsimile, and email during normal business hours as well as maintaining easily accessible premises.
- Respond quickly and accurately to requests for information.
- Provide a safe and healthy workplace for employees and learners.
- Treat complaints seriously and learn from them.
- Not seek to canvas for any gifts, benefits or advantages either directly or indirectly from host employers, apprentices and trainees. Any receipt of these is to be declared to the Director Operations.
- Refrain from making false or misleading statements to host employers, apprentices and trainees.
- Work closely, cooperatively and openly with applicable government departments and comply fully and accurately with state administrative and legislative requirements in relation to provision of Group Training and training services and the provision of information relating to dealings with host employers, apprentices and trainees.
- Be bound to the code of practice at all times and ensure that employers, learners and other interested persons are fully aware of it.
- Ensure that a positive reputation and outlook for Health Training Australia is promoted to state training authorities, other key stakeholders and the community.

6.2. Marketing

Health Training Australia will:

Market their products and services with integrity, accuracy and professionalism:

- All marketing and promotional materials published by or on behalf of Health Training Australia must be truthful, accurate, and unambiguous. Marketing, promotional literature, and general advertising by Health Training Australia must:
 - Be accurate and approved in writing prior to publishing by the appropriate authorising person.
 - Gain written permission from learners before using information about them in marketing materials.
 - Ensure Group Training products and services are accurately represented to prospective host employers, apprentices and trainees.
 - Ensure copyright requirements are met.
- Marketing, promotional literature, and general advertising by Health Training Australia must not:
 - Encourage unrealistic expectation about services provided by Group Training provided.
 - Make any claim to approval or recognition that is inaccurate.



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- Make false or misleading comparisons with other Group Training Organisations or competitors.
- Make misleading statements concerning the qualifications or experience of staff.
- Provide misleading information about the physical resources to be provided.
- Make misleading or false statements about the prospects for employment following employment with Health Training Australia.

See Also: PL.003 Marketing and Advertising Policy

6.3. Access & Equity

HTA is committed to ensuring that access to employment and training is available to all persons, with the following principles applied:

- Conduct recruitment of persons in an ethical and responsive manner, complying with any applicable legislation;
- Protect the person's right to employment and training in an environment free of discrimination and harassment as per State/Territory or Commonwealth legislation.
- Ensure all persons have equal access to training opportunities and to information regarding the scope of training available.
- Provide and maintain training services that reflect fair and reasonable opportunity for all persons regardless of race, culture, religion, gender or physical disability.
- Provide information and support to assist all persons in achieving their desired outcomes.
- Provide an accessible, safe and supporting environment for persons employed and attending training.
- Ensure all staff have a responsibility for assisting in the implementation of access and equity in the workplace.

See Also: PL.019 Access and Equity Policy

6.4. Provide Information

HTA will provide accurate information to the host employer, apprentice and trainee that set out the details of the services and operations of the GTO.

Information provided by HTA to host employers, apprentices and trainees must include the following:

- A description of the terms and conditions of employment.
- Written agreement with Host Employers.
- Responsibilities to comply with relevant legislation.
- Support requirements for apprentices and trainees.
- Schedule of fees and charges.
- A description of the course and content.



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- Details of the basic assessment for the course.
- A description of the qualification or statement of attainment to be given upon completion of the course.
- Any course pre-requisites.

If eligible, apprentices and trainees are entitled to the concession rate on tuition fees, and appropriate identification must be provided.

Any changes of fees must be fairly and equitably applied, widely advertised and clearly indicate the effective date.

HTA will:

- Retain good financial records that reflect all payment and charges and the balance due.
- Make adequate provision to safeguard host employer entitlements to Incentive Payments and apprentice/trainee entitlements to accrued leave, workers compensation and superannuation.
- Honour its advertised schedules of Charge Out rates except where Charge out Rates alter in accordance with procedures disclosed in mandatory documentation supplied at commencement.

See Also: PL.005 Trainee Induction and On-boarding Policy; PL.011 Host Employer Recruitment and Support Policy; PL.004 Fees Policy.

6.5. Conflicts of Interest

HTA staff will be mindful of conflicts of interest in their business dealings.

HTA staff must declare any potential conflicts of interest to the Manager Traineeship Services who will investigate the matter to establish the nature of the potential conflict and to determine a course of action to be taken to manage the matter. If a potential conflict is acknowledged, the General Manager – Education and Training will be informed of the issue.

See Also: PL.034 Conflicts of Interest Policy

6.6. Grievance / Complaints Process

HTA will ensure that host employers, apprentices and trainees have a fair mechanism in relation to the handling of grievances/complaints. HTA procedure for handling complaints is to ensure all complaints are treated with fairness, neutrality and confidentiality.

HTA encourages parties to attempt to directly and informally resolve concerns and issues that arise in the workplace wherever possible, prior to raising a Formal Complaint.



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HTA can provide support to parties to assist them to resolve their concerns. Support can be obtained from the following sources:

- For Trainees – contact the HTA Trainee Hotline 9273 3044 or hta@amawa.com.au to speak with the Manager – Traineeship Services or HR Coordinator.
- For Host Employers – contact the Business Development Team.
- All Other Parties – contact the appropriate HTA team member on 9273 3033.

Where parties are unable to satisfactorily resolve their concerns through informal means, then a formal complaint may be lodged with HTA by completing and submitting a Complaint Form.

The completed Complaint Form is to be submitted to HTA via one of the following methods:

- Email: hta@amawa.com.au
- In person: HTA, AMA Building, 12-14 Stirling Hwy, Nedlands WA, 6009.
- By Post: PO Box 133, Nedlands WA, 6909

HTA will acknowledge receipt of the complaint in writing within 5 business days of receiving the completed Complaint Form.

HTA will investigate the complaint thoroughly, ensuring the principles of natural justice and procedural fairness are adopted at all times.

The Manager Traineeship Services will manage the investigation, unless directly involved in the matter (conflict of interest/issues of impartiality). In this circumstance:

- The Manager Traineeship Services is responsible for referring the complaint to the General Manager Education and Training;
- The Manager Traineeship Services will manage the investigation, or will appoint an appropriate person within the organization to do so.

HTA will endeavor to finalize investigations into complaints within 14 working days of receiving the complaint. If the complaint cannot be dealt with within that timeframe:

- The complainant should be contacted to advise that the complaint is still under review;
- Where it is considered that more than 60 calendar days will be required to process and finalise the complaint, the complainant is to be informed in writing including reasons why more than 60 days are required.
- HTA should maintain regular contact with the complainant to advise progress until a decision or outcome is reached.

The outcome of the investigation (including outcomes where a determination has not been able to be made) should be notified to the complainant in writing, and recorded in the Complaints Register.

See Also: PR.006 Complaints and Appeals Procedure



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6.7. Appeals Process

Following the Formal Investigation, the complainant may lodge an appeal in writing within 28 days of the outcomes having been advised to them if the complainant:

- The Complainant perceives the process of dealing with the complaint was flawed or that not all information was considered in making a decision.
- The Complainant believes that the principles of natural justice, procedural fairness, equity or access were not followed in dealing with a complaint; or
- that the decision in regard to the complaint was not otherwise fair or equitable.

The Appeal is to be lodged in accordance with the Appeals Procedure.

See Also: PR.006 Complaints and Appeals Procedure

6.8. Recruitment of Apprentices and Trainees

Recruitment will be conducted at all times in an ethical and responsive manner, and will be compliant with applicable legislation.

Health Training Australia will provide documentation to prospective host employers, apprentices and trainees which discloses in full all of the arrangements between the two parties. Documentation must be written in clear, concise, plain English that avoids vague and ambiguous clauses.

See Also: PL.006 Traineeship Recruitment and Selection Policy

6.9. Officers and Employees

Health Training Australia is committed to ensuring all staff involved in the provision of group training services are skilled for the functions they perform, including:

- 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.



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7. DOCUMENT REVIEW AND IMPLEMENTATION

The General Manager Education and Training is responsible for the implementation of this Code and may delegate responsibilities for elements of this Code. Where this occurs, this delegation must be recorded within this document. This Code is to be reviewed on an annual basis, or more frequently as required, with revisions detailed below.

Date of Issue and Revision	Description of Amendment	Reviewed (Coordinator/ Manager)	Authorised (General Manager)
Rev. 1.0 29/01/2016	-	-	-
Rev 2.0 21/10/2019	Update template and document control.	Samantha McPartland	Jan Norberger