

Hospitality Group Training Inc

POLICY AND PROCEDURE

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| TITLE | Code of Conduct – General |
| PURPOSE | This Code of Conduct provides the basis for good practice in the marketing, operation, financing and administration of Group Training services by Hospitality Group Training, a recognised provider of Group Training in South Australia. |

INTRODUCTION

This Code of Conduct provides the basis for good practice in the marketing, operation, financing and administration of Group Training services by **Hospitality Group Training**, a recognised provider of group training services in South Australia.

For the purposes of this Code of Conduct “apprentice/trainee” refers to any person under a Contract of Training with the organisation who is placed with a host employer for the purpose of their on-job training. A “host employer” is a person, organisation or enterprise who may enter into a contract with Hospitality Group Training with the intention of hosting an apprentice/trainee within their establishment. A “client” includes suppliers and stakeholders with whom the organisation has established a contractual relationship.

1. PROVISION OF GROUP TRAINING SERVICES

Our organisation has policies and management practices which maintain high professional standards in the delivery of group training services, and which safeguard the interests and welfare of apprentices/trainees, host employers' clients and staff.

Our organisation ensures that apprentices/trainees are placed in safe work environments that have the capacity to provide relevant training.

Our organisation advises host employers of the legislative requirements to provide relevant training in a safe environment, and it assists them to meet and maintain these standards.

Our organisation monitors and assesses the performance and progress of all apprentices/trainees, and works to improve the quality of training outcomes for such apprentices/trainees.

Our organisation ensures that our staff is both suitably qualified to provide group training services as well as sensitive to the cultural and training needs of its apprentices/trainees, and it provides training for our staff as required.

Our organisation is committed to access and equity principles and processes in the delivery and promotion of group training services

Our organisation works within Commonwealth and State legislative requirements as they pertain to the provision of group training services including, but not exclusively relating to the employment of apprentices/trainees, Equal Opportunity, Affirmative Action and Occupational Health Safety and Welfare.

2. MARKETING OF GROUP TRAINING SERVICES

Our organisation markets and advertises its products and services in an honest and ethical manner.

Our organisation gains written permission from all apprentices/trainees, host employers or clients before using information about that individual or organisation in any marketing material.

Our organisation ensures apprentices/trainees and host employers are provided with full details of conditions in any contractual arrangements with the organisation.

No false or misleading comparisons are drawn with any other provider of group training arrangements.

3. FINANCIAL STANDARDS

Our organisation ensures it maintains financial records and auditing processes in accordance with Australian Accounting Standards.

Our organisation ensures that the contractual and financial relationship between apprentices/trainees, host employers and clients is fully and properly documented, and copies of the documentation are made available where relevant.

Our organisation has systems in place for the protection of public and other funds.

4. INFORMATION

Our organisation supplies accurate, relevant and up-to-date information to prospective and existing apprentices/trainees, host employers, clients and stakeholders.

Our organisation supplies this information before it enters into any written agreement and regularly reviews all information provided to ensure its accuracy and relevance.

Our organisation will respect the confidentiality of information that comes to us in the course of our function and as per Hospitality Group Training's Privacy Policy.

5. RECRUITMENT AND SELECTION

Our organisation conducts recruitment and selection of apprentices/trainees at all times in an ethical and responsible manner based on Equal Employment Opportunity principles.

Our organisation conducts assessment and selection of host employers at all times in an ethical and responsible manner based on their capacity to provide relevant training in a safe work environment.

6. SUPPORT SERVICES

Our organisation provides an appropriate induction for all apprentices/trainees prior to placement with host employers.

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Our organisation provides an appropriate induction for all host employers prior to the placement of an apprentice/trainee.

Our organisation provides appropriate pastoral care and support services in terms of the on and off job training for all our apprentices/trainees. We also provide protection for the health, safety and welfare of the apprentices/trainees without limiting the ordinary meaning of such expression; this includes appropriate personal counselling.

Our organisation provides appropriate support services to host employers to deliver relevant on job training safely.

7. GRIEVANCE MECHANISM

Our organisation ensures that apprentices/trainees have access to a fair and equitable process for dealing with grievances and provides an avenue for apprentices/trainees to appeal against decisions, which affects their progress and Contract of Training. Every effort is made by our organisation to resolve all grievances effectively and efficiently.

For this purpose, our organisation has a grievance policy where one or more staff members are identified to apprentices/trainees, host employers and stakeholders as the reference person(s) for such matters. In addition, the grievance mechanism is made known to apprentices/trainees and host employers at the time of induction.

Where a grievance cannot be resolved internally, our organisation seeks the assistance of the Traineeship and Apprenticeship Management Branch of the State Government as a third party mediation service relating to the Contract of Training system.

Where a grievance cannot be resolved, our organisation will seek direction from the Board of Directors as to available options to resolve the dispute.

8. RECORD KEEPING

Our organisation keeps complete and accurate records (including financial records) for apprentices/trainees, host employers and clients and provides copies of these records to relevant parties on request.

9. QUALITY CONTROL

Our organisation seeks feedback from our apprentices/trainees, host employers and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.