



CODE OF PRACTICE

Information, Advice & Support Services

MACE Incorporated is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that any staff member is not abiding by our Code of Practice then report your complaints or grievance to your Trainer or anyone in our organisation, or complete our complaints and appeals form.

We provide and support the following services within our Code of Practice

Client selection, enrolment & induction / orientation procedures

We provide clear information on the qualifications / courses that we offer. This includes the location of training, any required skills or knowledge and any additional training pathways.

Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs. All information collected is kept confidential and subject to our Privacy Policy in this Code of Practice.

We also conduct an induction on the first day of training and go through this Code of Practice to ensure that all learners understand the information contained in this Code of Practice.

Course information

Specific course brochures and/or flyers will be developed for all of the courses that we currently offer. Learner information sheets for each course and its content will also be available at reception and on our website.

Fees & charges

Information on fees and charges are clearly documented in the above course brochures and flyers and is also available through our website.

Provision for language, literacy & numeracy assessment

We provide advice, support and help for any language, literacy and numeracy assistance on request. We will also monitor the needs of our learner's language, literacy and numeracy skills through our enrolment forms, and through the learning process. If at any time we feel a learner requires any language, literacy and numeracy assistance we will either provide this or tailor learning and assessment materials to match learner needs.

Client support

We currently offer support in (i) RPL assessment; (ii) options in learning; (iii) guidance on career options; (iv) one on one tutoring; (v) pre-course interviews; (vi) training needs analysis; and (viii) information on our web-site.

Flexible learning and assessment procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that training and assessment you receive with us is done in accordance of the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

Welfare and guidance services

We will endeavour to provide welfare and guidance to all learners. This includes (i) Occupational Health and Safety; (ii) review of payment schedules when requested (iii) learning pathways and possible RPL opportunities; (iv) provision for special learning needs; and (v) provision for special cultural and religious needs.

Appeals, complaints and grievance procedures

We have a documented procedure that covers any appeals, complaints or grievances. Should you have an appeal, complaint or grievance contact your Trainer for more detailed information.

MACE CODE OF PRACTICE POLICY

Disciplinary procedure

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) whom displays dysfunctional or disruptive behaviour may be ask to leave the session and/or the course.

Dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- continued absence at required times

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Staff responsibilities for Access and Equity issues

At MACE Incorporated, all staff have been inducted in their responsibilities for our access and equity principles. Our staff act in accordance with our Code of Practice and all learners are made aware of their rights and responsibilities. All learners have access to all courses that we conduct irrespective of gender, culture, linguistic background, race, or disability.

Recognition of Prior Learning (RPL) arrangements

Recognition of prior learning assessment is available to all learners. If you believe you have relevant skills and abilities that you have learned in your past please contact the relevant course trainer. They will discuss the evidence requirements you will need to provide and support documentation as required.

Accredited Training Refund Policy

As a learner you pay an agreed fee upon commencement of a course in which you are enrolled. Course deposits will be accounted separately and are not accessed until course commencement. A 100% refund of any money paid prior to commencement of any course may be claimed if a request is received in writing 14 days prior to course commencement.

On attending the course a 50% refund is available within the first 14 days if you have valid reasons for withdrawal or decide the course is not for you. After this time no refunds will be given.