



CODE OF PRACTICE

1. Technical Advanced Training will provide quality training and assessment across all its operations.

- 1.1. Technical Advanced Training collects, analyses and acts on relevant data for continuous improvement of training and assessment;
- 1.2. Strategies for training and assessment meet the requirements of the relevant training package of accredited course and are developed in consultation with industry stakeholders;
- 1.3. Staff, facilities, equipment, and training and assessment materials use by Technical Advanced Training are consistent with the requirements of the training package or accredited course and Technical Advanced Training' own training and assessment strategies;
- 1.4. Training and assessment are conducted by trainers and assessors who:
 - a. Have the necessary training and assessment competencies as determined by the National Quality Council or its successors;
 - b. Have the relevant vocational competencies at least to the level being delivered or assessed;
 - c. Can demonstrate current industry skills directly relevant to the training/assessment being undertaken
 - d. Continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of Technical Advanced Training' service.
- 1.5. Assessment, including RPL:
 - a. Meets the requirements of the relevant training package or accredited course;
 - b. Is conducted in accordance with the principles of assessment and the rules of evidence;
 - c. Meets the workplace and, where relevant, regulatory requirements.
 - d. Is systematically validated.

2. Technical Advanced Training adheres to principles of Access and Equity and maximises outcomes for its clients.

- 2.1. TAT establishes the needs of clients, and delivers services to meet these needs.
- 2.2. Technical Advanced Training continuously improves client services by collecting, analysing and acting on relevant data;
- 2.3. Before the clients enroll or enter into a contract, Technical Advanced Training informs them about the training, assessment and support services to be provided, and about their rights and obligations;
- 2.4. Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
- 2.5. Learners receive training, assessment and support services that meet their individual needs;
- 2.6. Learners have timely access to current and accurate records of their participation and progress;
- 2.7. Complaints and appeals are addressed efficiently and effectively.

3. Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which Technical Advanced Training operates.

- 3.1. The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.
- 3.2. Technical Advanced Training uses a systematic and continuous improvement approach to the management of operations;
- 3.3. Technical Advanced Training monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2010 Essential Standards for Continuing Registration;
- 3.4. Technical Advanced Training manages records to ensure their accuracy and integrity.