

## THE CODE OF CONDUCT

This code applies to all offices and staff of The Apprenticeship Factory and represents the minimum standards to be applied in all their dealings with employers, Australian Apprentices and other interested persons.

The aim of the Code is to ensure the delivery of high quality support service with high standards of ethical behaviour exhibited to all parties concerned.

### The Apprenticeship Factory will provide:

- Accurate, current, impartial and comprehensive information to host employers, Australian Apprentices and other interested parties on:
  - Training products and delivery options appropriate to the needs of host employers, particularly nationally endorsed Training Packages as they become available in each industry.
  - Their rights and obligations under Training Agreements e.g. Host employers requirements to release Australian Apprentices to attend the off-the-job training components of training packages or Australian Apprentices obligations to attend work including off-the-job training,

- Australian Apprenticeship Incentives and Allowances
- Flexible training delivery including school to work arrangements;
- The operation of User Choice and the services available from Registered Training Organisations in the region, and,
- Industrial relations matters which may include referral to appropriate industrial relations agencies or employer organizations;
- An ongoing point of contact for the duration of the Australian Apprenticeship to help ensure successful completion of Australian Apprenticeships;
- Advertising and information material that identifies the requirements of Australian Apprenticeships and is consistent with all Commonwealth and State legal requirements and reflects truth, accuracy and good taste;
- A process through which employers, Australian Apprentices and other interested persons can notify inadequacies or problems in the delivery of Group Training services.

## ADHERENCE TO THE CODE

### In adhering to the Code of Conduct, The Apprenticeship Factory staff must:

- Be open and honest at all times;
- Be respectful and courteous in their dealings with all clients;
- Inform clients of their rights, obligations and entitlements;
- Ensure that provision of information is current, accurate impartial and consistent;
- Ensure that advice about training options, particularly National Training Packages, best reflects the training needs of the host employer and the Australian Apprentice;
- Adhere to the Australian Apprenticeships incentive Programmes Policy and Administrative Guidelines when determining eligibility and processing claims for Australian Apprenticeships Incentives;
- Be easy to contact by telephone, facsimile and email;
- Respond quickly and accurately to requests for information;
- Treat complaints seriously and learn from them;
- Comply with obligations under laws such as the *Privacy Act 1988*, the *Freedom of Information Act 1982* and the *Trade Practices Act 1974*;
- Not personally seek to accept fees, benefits or advantages either directly or indirectly from employers, Australian Apprentices or other interested persons for services provided by The Apprenticeship Factory ;
- Make available to any interested persons details of the controls and arrangements put in place to manage conflict of interest matters where such conflicts exist;
- Maintain up-to-date knowledge in respect of all aspects of Australian Apprenticeships but particularly Training Packages available within industry sectors; and
- Ensure that a positive reputation and outlook for Australian Apprenticeships is promoted to stake holders and the community.
- Refrain from making false or misleading statements to host employers and Australian Apprentices in relation to eligibility for both Commonwealth and State Government Australian Apprenticeship incentives.

