



# **Code of Practice Policy & Procedures As At August 2008**

**Private and Confidential**

# 1.0 Code of Practice

## 1.0 Purpose

Performance English is committed to improving the communication and business skills of professionals in the corporate sector. The purpose of this policy is to apply a code of professional ethics to our workplace, which is consistent with the mission, values, and objectives of Performance English.

## 2.0 Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients and students, both in terms of commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our clients, students, suppliers and associates.

## 3.0 Ethics

We always conduct our own services honestly and honourably, and expect our clients, students and suppliers to do the same. Our advice and training and assessment strategies imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

## 4.0 Duty of Care

Our actions and advice will always conform to relevant law and AQTF standards, and we believe that all organisations, including Performance English, should avoid causing any adverse effect to the human rights of people in the organisations we deal with, the local and wider environments, and the well being of society at large.

## 5.0 Quality Assurance

We maintain the quality of what we do through constant ongoing review with our management team, trainers and clients, of all our aims, activities, outcomes and the cost-effectiveness of every action. We participate in regular review meetings and ensure all feedback is documented and where necessary changes are implemented.

The Learner Guides, teacher resources and assessment tools used by Performance English have been developed by a highly reputable education publisher and are endorsed by the National Qualification Council.

In order to ensure a quality delivery we limit our training groups to 15 students. Our trainers and assessors are hired in accordance with VETAB specifications for Registered Training Organisations. Our students are strongly encouraged to complete all their activities as well as any assignments or assessments that are to be completed post workshop.

Statements of Attainment are only presented on proof of achievement of all competencies.

## **6.0 Contracts**

Our contract will usually be in the form of a detailed proposal and enrolment form, including aims, activities, costs, timetables and deliverables. The quality of our service and the value of our support provide the only true basis for continuity. We always try to meet our clients' contractual requirements and to this end may provide a number of payment options. A refund policy is in place if necessary.

## **7.0 Intellectual Property and Moral Rights**

We retain the moral rights in, and ownership of, all intellectual property that we create. In return we respect the moral and intellectual copyright vested in our clients' or suppliers intellectual property.

## **8.0 Professional Conduct**

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

## **9.0 Privacy**

Performance English respects the confidentiality and privacy of its students and clients. It understands that information provided for training purposes will not be disclosed for other purposes except with the consent of the individual concerned or in accordance with a legal requirement.

## **10.0 Marketing**

Performance English has a policy in place for marketing its training courses in an ethical and accurate manner. See policy for full explanation.

## **11.0 Complaints**

Performance English has a clearly defined complaints resolution policy that a student can initiate at the appropriate time. The policy and procedure statement is clearly presented in the student handbook. This policy ensures that students are not penalised for pursuing a complaint through this means.

## **12.0 Access and Equity Policy**

Performance English maintains access and equity principles and in doing so provides equal access to all client groups and students irrespective of age, sex, race and disabilities.

Performance English ensures all reasonable steps are taken to provide its students with an equal opportunity for training and assessment.

### **13.0 Occupational Health & Safety**

Performance English understands and accepts its legal responsibility to provide workplace safety, and to this end is dedicated to ensuring a safe and healthy learning and work environment for all our staff, students, contractors and visitors.

At Performance English the management of Occupational Health and Safety is viewed as a partnership between management, staff and students and we encourage commitment of all parties to ensure ongoing workplace safety. A full description of our statement is presented in our Occupational Health and Safety Policy and Procedures and Occupational Health and Safety Policy Statement.

### **14.0 Monitoring and Review**

Performance English will monitor and review this Code of Practice as and when required.

### **15.0 Risk Management**

Performance English adheres to risk management procedures by ensuring all aspects of its operation are carried out under quality assured systematic conditions and processes which are outlined in the organisation's Policy and Procedure Manual.