



globaltraining
SERVICES PTY LTD.

GTS SERVICE PROVISION PRINCIPLES

INFORMATION, ADVICE AND SUPPORT SERVICES

GTS is committed to upholding relevant commonwealth, state and territories legislation with regard to its RTO activities including the principles of access and equity within our services. Our staff recognises the rights of participants and provides information, advice and support that are consistent with Service Provision Principles.

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 are treated in a fair and considerate manner while you are involved with us.

If, at any time, you feel that any staff member is not abiding by our service provision principles then report your complaints or grievance to your supervisor / trainer or anyone in a position of responsibility within our organisation.

You may also complete our complaints and appeals form.

SELECTION, ENROLMENT AND INDUCTION

We regard the key components of client selection, enrolment and induction as central functions within the GTS service provision principles.

To assist with client selection, we provide clear information on the qualifications and courses that we offer. This includes the location of training, any required skills or knowledge and any additional training pathways.

Our enrolment process requires the completion of an enrolment form to provide GTS staff with as much relevant information as possible to ensure we provide training to suit your need. All information collected is kept confidential and subject to our privacy policy in these service provision principles.

We also conduct an induction on the first day of training and go through these service provision principles to ensure that all learners understand the information contained in the principles.

COURSE INFORMATION

Specific course brochures and flyers are available for all GTS courses and services. There is also a short brief at the end of this brochure. Course participant information sheets for each course containing key information for participants are also available from our reception and on our website.

FEES AND CHARGES

Information on fees, charges and refunds are clearly documented throughout our course information material and is also available on our website.

PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSESSMENT

GTS provides advice, support and help for any language, literacy and numeracy assistance on request.

We will also monitor the needs of our participant's language, literacy and numeracy skills through our enrolment forms, and through the learning process. If at any time we feel a participant requires any language, literacy and numeracy assistance we will either provide this, refer to the appropriate specialist training organisations where required, or tailor learning and assessment materials to match participant needs.

CLIENT SUPPORT

In addition to the delivery of training, GTS also currently offers support in:

- RPL assessment;
- options in learning;
- guidance on career options; one on one tutoring;
- pre-course interviews, and
- training needs analysis.

FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

Our training and assessment procedures are flexible and take into account participant 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, and
- 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 conducted in accordance with 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 participants. This includes

- occupational health and safety;
- review of payment schedules when requested;
- learning pathways and possible RPL & RCC opportunities;
- provision for special learning needs;
- provision for special cultural and religious needs, and
- provision for special dietary 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 GTS facilitator, our reception or a member of our management team for more detailed information.

DISCIPLINARY PROCEDURE

To ensure all participants 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) displaying dysfunctional or disruptive behaviour may be asked 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, and
- 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

All GTS staff and contractors have been inducted in their responsibilities for our access and equity principles. Our staff acts in accordance with our service provision principles and all participants are made aware of their rights and responsibilities. Participants 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 participants. 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.

Refund Policy

As a participant, 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.

GTS CODE OF CONDUCT

This Code of Conduct sets the expectations for all our people.

We require a commitment from all our people to achieve business success and provide a pleasant and professional work environment.

In simple terms, this code of conduct sets the principles for the way we do things around here.

Service Excellence

We:

- pride ourselves on understanding our clients' needs and providing a service that value adds.
- are flexible in order to meet the changing needs of our clients.
- provide outstanding service to ensure that our clients chose our services every time, and are confident to refer us to their business networks.

Innovation and Improvement

We:

- seek opportunities for improvement and provide and accept feedback as a learning opportunity, not a criticism;
- will not stand still and allow our competitors to fill the void, and
- encourage creativity and innovation.

Our Reputation

We:

- ensure that our conduct is at all times professional;
- ensure that we are familiar with, and where safe, follow all rules and procedures of the client company while working for them;
- ensure that our dress and appearance is appropriate for the work being conducted; ensure that cultural differences are considered and if in doubt ask for clarifications with sensitivity;
- acknowledge that a sense of humour is allowed, ensuring it's appropriate and will not cause offence to anyone, generally if in doubt we play a straight bat;
- treat everyone with the respect and courtesy we expect ourselves, and
- avoid any situations that may reflect poorly on GTS.

Health and Safety

We:

- don't put anyone in a situation that will compromise health and safety;
- follow all safety policies and procedures, bearing in mind everyone has the right to refuse unsafe work, even if it is a systemised requirement;
- ensure that we understand our health and safety obligations under relevant statutory and regulatory requirements, and
- report and where competent and safe to do so mitigate any hazards.

Avoid Conflict of Interest

We:

- disclose any private interests that may conflict with employment with GTS,
- represent ourselves as GTS and not in the interest of other parties or organizations, when working for GTS.
- ensure that any approaches from other companies or clients are responded to in the interest of GTS only, when working for GTS.

Confidentiality

We:

- respect any information that we may come across regarding GTS and our clients, and
- treat all information as confidential, unless otherwise instructed by a GTS director or client.

The GTS Team

We expect everyone to:

- learn from one another and leverage off the different skills and experience that are brought to the company, and
- have a passion and energy for the work that we do and be willing and open to share ideas to ensure our success as individuals and as a company.

Together Everyone Achieves More

Misconduct

We report to the GTS directors any issue where we believe there is a good reason to suspect that misconduct is occurring within GTS.

Misconduct could be (but not restricted to):

- assault;
- theft;
- fraud;
- inappropriate use of client or GTS assets;
- conduct which has the potential to risk the health and safety of any person or the reputation and viability of the business;
- breaching GTS policies in particular fitness for work, intoxication or unlawful drug use while representing GTS, and
- any behaviour by an employee that may be construed as misconduct in legislation.

Public Comment

We:

- do not to make public media statements or comments on behalf of GTS unless expressly authorised in writing by the managing director, and
- do not publish any GTS information and documentation for the public media, unless expressly authorised in writing by the managing director.