



Australian Government

# A U S T R A L I A N A P P R E N T I C E S H I P S

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# Australian Apprenticeships Centres Code of Conduct

## Who is the Code for?

This Code applies to all Australian Apprenticeships Centres and their staff. It represents the minimum standards to be applied in all their dealings with employers, Australian Apprentices and other interested persons.

## The aim of the Code

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

## The Code of Conduct

Australian Apprenticeships Centres will provide:

- accurate, current and comprehensive information and advice to employers, Australian Apprentices and other interested persons on:
  - training products and delivery options appropriate to the needs of employers, particularly nationally endorsed Training Packages as they become available in each industry
  - the range of employment options (e.g. fulltime, part-time, school-based or through Group Training Organisations)
  - advice on the process for assessing Recognition of Prior Learning/Recognition of Current Competencies
  - their rights and obligations under Training Contracts e.g. 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 Apprenticeships Incentives and Allowances
  - An employer's right to choose a Registered Training Organisation that best suits the needs and the services provided in the region, and
  - industrial relations matters, which may include referral to appropriate industrial relations agencies or employer organisations.
- an ongoing point of contact for the duration of the Australian Apprenticeship to help ensure successful completion of Australian Apprenticeships
- job matching capability, either as or through links with a job placement agency
- advertising and information material that identifies the requirements of Australian Apprenticeships, is consistent with all Australian Government and State legal requirements and reflects truth, accuracy and good taste, and
- a process through which employers, Australian Apprentices and other interested persons can notify inadequacies or problems in the delivery of Australian Apprenticeships Support Services.

In addition, Australian Apprenticeships Centres will provide to the Department of Education, Employment and Workplace Relations (DEEWR) accurate and complete information in relation to claims for payment under contractual arrangements and the determining of eligibility for Australian Apprenticeships Incentives Program payments.

Australian Apprenticeships Centres will comply with Australian Government fraud control and risk management requirements.

Australian Apprenticeships Centres will also work closely, cooperatively and openly with State and Territory Training Authorities and fully comply with State and Territory administrative and legislative requirements in relation to Australian Apprenticeships and the provision of information relating to their dealings with employers and Australian Apprentices. Australian Apprenticeships Centres will fully participate in and support national arrangements for the promotion and growth of Australian Apprenticeships.

In particular, they will reflect this in their dealings with employers, Australian Apprentices and other interested persons and organisations, including other Australian Apprenticeships Centres and Registered Training Organisations.

In adhering to the Code of Conduct, Australian Apprenticeships Centres 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 employer and the Australian Apprentice
- adhere to the Australian Apprenticeships Incentives Program Guidelines when determining eligibility and processing claims for Australian Apprenticeships Incentives

- refrain from making false or misleading statements to employers and Australian Apprentices in relation to eligibility for both Australian Government and State Government Australian Apprenticeships Incentives
- be easy to contact by telephone, facsimile and email during normal business hours as well as maintaining easily accessible premises
- respond quickly and accurately to requests for information
- treat complaints seriously, learn from them, maintain a Complaints Register and publicise the complaints handling process
- comply with obligations under laws such as the *Privacy Act 1988*, the *Freedom of Information Act 1982* and the *Trade Practices Act 1974*
- not seek or accept fees, benefits or advantages either directly or indirectly from employers, Australian Apprentices or other interested persons for services funded by the Australian Government
- 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, particularly Training Packages available within industry sectors, and
- ensure that a positive reputation and outlook for Australian Apprenticeships is promoted to State and Territory Training Authorities, other key stakeholders and the community.

## Compliance with the Code

Australian Apprenticeships Centres will be bound to the Code of Conduct through their contract with the Australian Government (DEEWR). Australian Apprenticeships Centres should display a copy of the Code and ensure that all employers, Australian Apprentices and other interested persons are fully aware of it.