



ABN 79 008 555 388

## **MAXWELLS SERVICES CODE OF PRACTICE**

### **At Maxwells Services we will:**

- Conduct all business dealings with clients in an ethical manner.
- Provide all that we commit to provide and more.
- Induct and employ highly experienced staff and contractors with the qualifications, competencies and industrial experience to meet our clients and government requirements.
- Deliver nationally accredited training within our scope of registration.
- Maintain accident, fire, safety and evacuation information for any Maxwells Services venue.
- Operate under all the relevant Commonwealth and State legislation and regulations.
- Provide an encouraging learning and development environment for students.
- Work in an environment of continuous evaluation and improvement.
- Maintain appropriate and current insurance coverage.
- Maintain complete and accurate records of all activities in line with the requirements of State and Commonwealth legislation.
- Maintain the requirements of “Information Privacy Principles (clause 14 of the Privacy Act 1988 – Commonwealth) privacy and confidentiality requirements.
- Keep accurate and complete financial records.
- Ensure that staff and clients have the latest version of relevant procedure documents.
- Conduct all marketing and advertising in an ethical manner. The College will comply with the National operational protocol for the marketing of recognised training.
- Ensure the quality of training and assessment of any partner organisation.
- Conduct all student recruitment activities with regard to equity principles to ensure that no groups including groups with lower participation rates in training are not disadvantaged
- Advertise all fees and charges and ensure that these are fully understood before accepting any payment.
- Refund all fees and payments made if a course is cancelled or the student withdraws from the course before the application closing date.
- Ensure the health and safety of students at Maxwells venues
- Recognise an individual’s prior learning, irrespective of how or where the learning has taken place.
- Issue qualifications and statements of attainment in accordance with the specific requirements of individual training packages and accredited courses within our scope of registration.
- Obtain and use feedback on all aspects of its organisation, including its staff, training and assessment, business processes and services.
- Promote pathways for further education, training and employment for its students.
- Not tolerate discrimination
- Provide equal access and equity for our applicants and students.