



SPORTSREADY

EDUCATION & EMPLOYMENT

OUR CODE

AFL SPORTSREADY'S CODE OF CONDUCT & PRACTICE

OUR CODE

This code applies to all staff of AFL SportsReady. It combines a code of conduct (how we behave) and a code of practice (what we deliver) The aim of the code is to ensure high quality service delivery across all of our business, including our Group Training arm and SportsReady Education, our Registered Training Organisation.

OUR VALUES

As a not-for-profit company, our focus is on providing people with meaningful education, training and employment, and to support employers to develop their workforce.

Our ethos is summarised in our six values:

RESPECT - we listen to and learn from others

EXCELLENCE - we strive for excellence in all that we do

PRIDE - we have pride in what we do and where we work

ETHICS - we are ethical in our decision-making and behaviour

ACCOUNTABILITY - we do what we say we will do

TEAM - together we are more than the sum of our parts.

AFL SPORTSREADY WILL PROVIDE:

ACCESS AND EQUITY

- We are committed to providing education and employment services to trainees, students, host employers and partners. We are also committed to providing accessible and equitable services. We recognise that particular groups of people have experienced, and continue to experience disadvantage with education and employment outcomes, such as Aboriginal and Torres Strait Islander people, the long-term unemployed and people with a disability.
- We see our role as building on people's strengths and aspirations, and removing barriers to participation.
- Trainees and students who disclose they may require additional support (for example due to disability or language, literacy or numeracy) will receive additional support to meet their needs.
- Staff are appropriately skilled to consider access and equity issues, including cultural awareness and respect.
- We will work to prevent discrimination and will quickly respond to any allegations of discrimination.

ACCURATE INFORMATION

- We understand the need for truthful, up to date, complete and accessible information and communication. This includes information about our services, delivery options for trainees, students, host employers and partners, rights and obligations under training agreements, industrial matters and eligibility (for example for eligibility for fee concessions).
- We will maintain appropriate systems and processes for recording student and trainee information regarding, for example, enrolments, attendance, results, qualifications, complaints and outcomes.
- We will not make false or misleading statements to applicants, students, trainees, host employers and partners. We will clearly state when we need to seek more information in response to a request.
- Marketing will be accurate, ethical and professional. It will meet compliance requirements, for example regarding course information.

QUALITY SERVICE DELIVERY

- Each trainee, student and host employer will have a designated contact person (or people) within the company to support successful completion of traineeships and qualifications and other services where appropriate.
- We will develop positive working relationships, through being open, honest and respectful at all times.
- We will provide a range of contact options (telephone, email, Skype) and will respond quickly and accurately to queries and contact.
- Our staff hold suitable qualifications, such as Certificate IV in Training and Assessment for educators, and have relevant industry experience and currency. Learning and development is supported for all staff.
- We will ensure that contracts and terms of business are clear, concise and honoured in full, unless terminated or modified by mutual consent
- We monitor service delivery outcomes, and work to improve our service offerings where needed. We will also review trends across the market to ensure our services are contemporary, relevant and effective.
- We seek advice and feedback from past participants, stakeholders and industry regarding their experiences, advice and training needs.

CONFIDENTIALITY

- We will respect and protect the confidentiality of personal and professional information provided by applicants, students, trainees, host employers and partners.
- We will maintain and dispose of records securely.

COMPLAINTS AND GRIEVANCE RESOLUTION

- We have policy and processes for the resolution of complaints and grievances.
- Complaints and grievances will be treated with efficiency, fairness, integrity, impartiality and due care. We encourage all parties to approach a complaint or grievance with an open view and to attempt to resolve problems through discussion and conciliation.
- Under no circumstances will anyone be penalised for raising a complaint or grievance.
- We will learn from complaints and grievances in order to prevent repeat situations and improve service delivery.

SAFETY AND WELLBEING

- We will work to protect the safety and promote the wellbeing of staff, students and trainees.
- We will assess and monitor the occupational health and safety of host employer workplaces to ensure trainees are working in appropriate environments, and will take action where required.
- We will employ appropriately trained staff to respond to and resolve any issues experienced by students and trainees.

COMPLIANCE

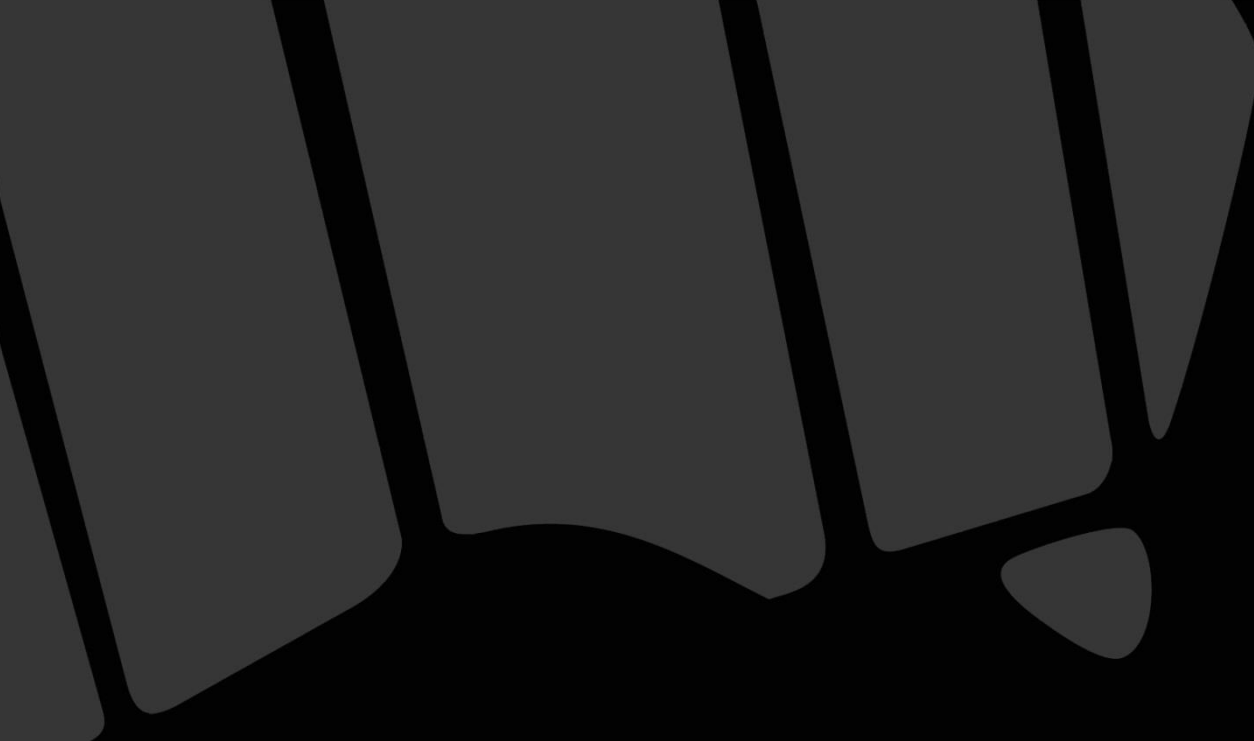
- We will work to meet all legislative, regulatory and contractual requirements.
- We will work to provide quality services in line with the VET Quality Framework.
- We will regularly review Commonwealth, State/Territory legislation and regulatory requirements applicable to our operations, and where necessary, make changes to policy and procedures to ensure compliance.

GOVERNANCE AND FINANCIAL MANAGEMENT

- Through the Board and our senior management team, we will appropriately plan and manage service delivery, finances and risk.
- All staff and Board members will behave ethically, including proactively declaring potential conflicts of interest so that they can be managed in line with company policy.
- We apply sound and accountable financial practices across our operations.
- Our accounts are certified annually by a qualified accountant.
- We will maintain appropriate insurance covering for workers compensation, public liability, professional indemnity, buildings, contents and vehicles.
- We have equitable refund policies.

ADDITIONAL SPORTSREADY EDUCATION PROVISION

- All RTO applicants will be assessed for Language, Literacy and Numeracy so that individual learning needs are understood.
- We will support Recognition of Prior Learning (RPL) requests from potential and enrolled students, and will provide information on RPL at initial contact and orientation events.
- We will provide copies of qualifications and statements of attainment achieved by students in accordance with AQF requirements.



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