



## Our Code

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This code applies to all staff (including casual employees, volunteers and work experience workers) 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 aims to provide:

#### Access and equal opportunity

- We are committed to providing education and employment services to trainees, students, host employers and partners. We are also committed to providing accessible services. We recognise that particular groups of people have experienced, and continue to experience disadvantage and unequal education and employment outcomes, such as Aboriginal and Torres Strait Islander people, the long-term unemployed and people with a disability.
- We endeavour to build on people's strengths and aspirations, and to help remove barriers to participation.
- As far as reasonably practicable, we will provide support and reasonable adjustments to trainees or students who may require additional support (for example due to disability or language, literacy or numeracy).
- We will take all reasonable steps to prevent discrimination and will endeavour to quickly and fairly 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 incentives).

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- 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 knowingly make false or misleading statements to applicants, students, trainees, host employers and partners.
- Our marketing will be professional and we will use all best endeavours to meet compliance requirements.

### 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.
- We will endeavour to develop positive working relationships at all times.
- We will provide a range of contact options (telephone, email, Skype) and will respond quickly and diligently to queries and contact.
- Our staff hold relevant 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 monitor service delivery outcomes, and work to improve our service offerings where appropriate.
- We will seek advice and feedback from stakeholders in relation to our service delivery.

### Confidentiality

- We will respect and protect the confidentiality of personal and professional information provided by applicants, students, trainees, host employers and partners, to the extent required by law.
- We will maintain and dispose of records securely in accordance with relevant laws and compliance requirements.

### Complaints and grievance resolution

- We have policy and processes for the resolution of complaints and grievances.
- Complaints and grievances will be treated fairly and in accordance with the principles of due process.
- We encourage all parties to approach a complaint or grievance with an open view and to attempt to resolve problems through respectful discussion and conciliation.

### 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 appropriate action where required.



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### Compliance

- We will work to meet all relevant 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 be required to behave ethically, including proactively declaring potential conflicts of interest so that they can be managed in line with company policy.
- Our accounts will be certified annually by a qualified accountant.
- We will maintain appropriate insurances.

### Additional SportsReady Education provision

- All RTO applicants will be assessed for Language, Literacy and Numeracy so that individual learning needs may be better understood.
- We will consider 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.