



## Maritime Training Assessment Group Codes of Practice Form

**As a Registered Training Organisation (RTO), MTAG abides by this Code of Practice in all operational aspects aligned to training and assessment practices, support services and to the training industry in general.**

**MTAG Code of Practice is valued within the training industry and addresses the stated aspects in the following manner:**

<b>Access and Equity</b>	MTAG will at all times abide by the principles of access and equity at all times to persons of all ethnic, indigenous or culturally diverse backgrounds, persons with disabilities and the female gender.
<b>Annual Self-Assessment/Audit</b>	MTAG will conduct an annual self-assessment/audit of all operations aligned to the Australian Qualification Training Framework (AQTF), company policies and procedures and all other criteria which enhance the training operations of MTAG.
<b>Appeals/Complaints Resolution</b>	MTAG will endeavour to solve all matters of appeal, grievance or complaint nature to a satisfactory conclusion.
<b>Assessment Practices</b>	MTAG will at all times when engaged in assessment practices, conduct assessments to the Australian Qualification Training Framework (AQTF) and State standards. The assessments shall be of a high quality to satisfy the requirements of the relevant training packages, and the level of competence expected within the applicable industry domain.
<b>Continuous Improvement</b>	MTAG will always continually refine its product to enable it to achieve stated goals in the business plan as well as complying with the AQTF requirements.
<b>Effective Financial Management</b>	MTAG will at all times maintain a financial management system that ensures the viability of the company and to protect any fees paid for which training has yet to be delivered.
<b>Ethical Marketing and Advertising</b>	MTAG marketing and advertising shall be free of any ambiguity, discrimination of any kind, and will reflect the highest ethics of the professional standard expected of the training industry.
<b>Issuing of Certificates and Statements of Attainment</b>	MTAG will issue all certification in line with the requirements of the (Australian Qualification Framework) AQF Handbook and the endorsed Training Packages within the scope of registration that the RTO has been approved to deliver.
<b>Mutual Recognition</b>	MTAG will at all times abide by the mutual recognition agreements formed between all States of Australia, in the recognition of other RTO's training and certification therein awarded.
<b>Occupational Health Safety and Environment (OHS&amp;E)</b>	MTAG will always maintain a high standard aligned to Occupational Health Safety and Environment. Our aim is to create and maintain a healthy and safe training venue for all participants and staff and to protect the environment whenever engaged in the field on practical aspects of the training requirement.
<b>Records Management</b>	MTAG will at all times maintain a records management system that is effective, secure, and one that assures the integrity, accuracy and currency of all records held.
<b>Risk Management</b>	MTAG shall maintain a level of risk management which aim is to achieving training/learning and assessment with minimal to no interruptions, cancellations or effects on the training being given.
<b>Recognition of Prior Learning (RPL)</b>	MTAG will at all times make all participants aware of their right to RPL and will offer this service upon request in a manner that is fair and equitable.
<b>State/Territory Logo's</b>	MTAG will use the relevant State and Territory logos as per the Australian Qualification Training Framework (AQTF) and State registering authorities' condition of use.
<b>Training Delivery and Assessment/Learning and Assessment</b>	MTAG will at all times when engaged in the delivery of training, assessment and learning strategies, conduct all aspects of these operations to the high quality expected within the industry, and the state legislative/licensing body for the load shifting domain requirements.
<b>Training Staff Recruitment</b>	MTAG will at all times, recruit training staff who have the vocational experience aligned to a required industry area, and who have the required qualifications for both training and assessment.
<b>Fees</b>	MTAG will at all times charge a fee for training based on relevancy to the amount of training provided. MTAG does not require upfront payment of course fees. Payment is invoiced in arrears, upon completion of the training. The Client / Company is responsible for payment of course fees, not the Participant/s. Should a Client / Company cancel their confirmed and booked training requirements less than 48 hours prior to the date of commencement, they may incur cancellation fees of up to 50% of the total training costs and/or any associated third party costs.