

Code of Practice

Educational Philosophy

The Educational Philosophy of Taxi Training Australia is to provide students with an on-going relationship throughout their career in the taxi industry.

We will do this by:

- limiting the number of students per class allowing us to have a more intimate relationship with each student,
- continued contact throughout their probationary year,
- assisting them to find a suitable Owner/Operator through our involvement with the industry,
- providing assistance and information as part of our role with Combined Communications Network.

1. Introduction

- 1.1 Our organisation maintains quality management practices which focus on delivering high professional standards in the delivery of the training services that we provide.
- 1.2 All staff will have the relevant qualifications required to deliver and assess the courses which they conduct. Staff will be skilled in vocational training techniques and have a thorough knowledge of topics delivered.

2. Client Recruitment, selection and admission processes

- 2.1 Recruitment of clients will be conducted at all times in an ethical and responsible manner. Our organisation recognises the value of a diverse culture and undertakes to abide by and promote anti-discrimination, equal opportunity and access and equity policies. All of our advertising and marketing of courses will be aimed at attracting a diverse range of applicants.
- 2.2 Entry to the courses offered by Taxi Training Australia will be based on the entry requirements stated within the Training Packages or Accredited Courses being conducted.
- 2.3 Taxi Training Australia has a Recognition of Prior Learning (RPL) Policy. Where candidates can demonstrate relevant experience or the attainment of the National Competencies relating to any particular module or units of competency then Recognition of Prior Learning (RPL) can be applied for. Trainees applying for Recognition of Prior Learning (RPL) would be expected to provide evidence for assessment equivalent to the level required for standard trainees.

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3. Training Delivery Procedures

- 3.1 Taxi Training Australia is committed to providing a mix of training delivery modes within the courses it offers. The training delivery procedures for each course or training package are outlined within the Policies and Procedures Manual for that particular course or training package.
- 3.2 Taxi Training Australia maintains procedures for identifying individual learning needs within its enrolment package, lesson plans and staff resources.
- 3.3 Client participation and feedback within the course is encouraged. All clients will be given feedback forms at the completion of the course or Training Package. Client feedback is used to monitor our delivery procedures and help us to meet student expectations. It is to be used as part of our quality management focus to improve upon and extend current products and services.
- 3.4 Taxi Training Australia will endeavour to provide a safe working and learning environment for it's employees and students.
- 3.5 All Staff conducting training will have appropriate qualifications. Staff conducting Taxicare Plus must have a Certificate IV in Assessment and Workplace Training. Staff conducting Call Centre training must have completed a Train the Trainer course or have relevant experience.

4. Assessment Procedures

- 4.1 Assessment procedures which meet the National Assessment Principles will be carried out at the completion of individual Modules or units of competency. The Assessment strategies for individual Courses or Training Packages are detailed within the Policies and Procedures Manual for that particular Course or Training Package.
- 4.2 All staff performing assessments will have industry endorsement and meet the appropriate assessor qualifications.
- 4.3 Prior to beginning the Certificate in Taxicare Plus course all clients must be attend the Adult Migrant English Service (AMES) and receive a Certificate of Competency in English Communication.

5. Marketing of Training and Assessment Services

- 5.1 All marketing and advertising for Training and Assessment Services will be conducted in an ethical manner and abide by the organization's policies of equity and access, anti-discrimination and equal opportunity.
- 5.2 Marketing will be conducted with integrity and accuracy. Information provided on the training products and services offered by our organisation shall be accurate and shall clearly identify courses that

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are VETAB approved and those that are not.

6. Client Appeals and Grievance Procedures

- 6.1 Taxi Training Australia has policies in place governing procedures for client appeals and grievances. Clients will be informed of these procedures within the Policies and Procedures Manual.
- 6.2 Taxi Training Australia recognises that all decisions which affect a client's progress in the course must be made fairly and based on the appropriate criteria. It is committed to providing a harmonious environment and will acknowledge all complaints and act to resolve them as quickly as possible.

7. Client Fees and Charges, including a Refund Policy.

- 7.1 Course fees will be made available to potential clients within the application material produced for all courses being run at the school.
- 7.2 Once a candidate has completed their enrolment a letter of acknowledgement of enrolment will be sent to them. This will include a statement identifying what fees and charges are applicable together with a payment schedule and appropriate methods of payment.
- 7.3 The schools refund policy and deferment of studies policy are provided to all students in the student handbook.

8. Client Welfare and Guidance Services

- 8.1 Taxi Training Australia is sensitive to cross-cultural issues
- 8.2 Taxi Training Australia will ensure that all clients have access to a fair and equitable process for dealing with grievances.
- 8.3 Taxi Training Australia will provide orientation for all clients and referral services.

9. Access and Equity

- 9.1 Taxi Training Australia is committed to access and equity principles.
- 9.2 Recruitment procedures at Taxi Training Australia are aimed at selecting staff and students who are representative of the community at large.
- 9.3 Taxi Training Australia is committed to the goal of freedom from discrimination, harassment and vilification and to ensuring that individuals and groups are not disadvantaged because of their sex, age, marital status, pregnancy, disability, sexual orientation and race (including colour, nationality, descent and ethnic, ethno-religious or national origin).

10. Occupational Health and Safety

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- 10.1 The Combined Communications Network Limited makes every effort to provide a safe environment for the staff and students. No one will knowingly be required to work or study in any unsafe manner.
- 10.2 As safety is everyone's responsibility, it is asked that any potential hazards be pointed out to the Trainers or staff. It is also requested that all students and staff do everything reasonable to keep the environment a safe one.
- 10.3 The Combined Communications Network Limited has a nominated Occupational Health and Safety Officer.
- 10.4 If an injury occurs on the premises, report it immediately to your Trainer or another member of the Taxi Training Australia Training School staff.

Taxi Training Australia is committed to the objectives of the Vocational Education and Training Accreditation (VETA) act. We are dedicated to a system that promotes national standards within vocational education and training.

Our organisation recognises and accepts the qualifications and Statements of Attainment issued by other Registered Training Organisations.

Management and Staff of Taxi Training Australia are aware of and abide by this Code of Practice.

All Clients will have access to a copy of this code.