

Operational Standards

Vision of GoodStart Childcare Limited

“Working together for Australia’s children”

Our vision is for Australia’s children to have the best start in life. Working together, we will support industry to provide high quality and community-connected early learning and childcare.

Preamble

GoodStart Training College is committed to providing nationally accredited learning and assessment with the following conditions:

- the College will, at all times, provide industry standard training and assessment
- suitably qualified trainers and assessors will provide training
- no individual participant will be discriminated against either in their access to or participation in Traineeships or Apprenticeships
- training and assessment services will be provided in a safe environment in line with legislative requirements
- the College has a clear and transparent procedure regarding client confidentiality and access to VET records
- the College markets and advertises its products and services in an ethical manner
- the College has a clear and transparent appeals process which is made clear to all candidates prior to assessment

Code of Ethics

- GoodStart Training College and its employees shall at all times act with integrity in dealings with all clients and members of the community
- GoodStart Training College shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - Australian Qualifications Framework (AQF) and Australian Quality Training Framework (AQTF), National Standards for Registered Training Organisations and the VET Act 2005
 - Training and assessment services will be provided in a safe environment in line with legislative requirements
 - Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act 1977 and Disability Discrimination Act 1992
 - Privacy Act 1988
 - Commonwealth/State legislation and regulatory requirements
- GoodStart Training College shall refrain from any activities, which could be detrimental to ACPET or any of its members
- GoodStart Training College will ensure:
 - the provision of adequate facilities in which to conduct training programs
 - the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - the accuracy of marketing, promotional and advertising material
 - compliance with current Occupational Health and Safety and Duty of Care requirements
 - compliance with an acceptable refund policy
 - the maintenance of adequate records
 - security of all records (current and archival)
 - client access to their records upon request
 - compliance with any conditions of associated membership with any professional body
 - GoodStart Training College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics

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- GoodStart Training College shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics

Client Service Policy

GoodStart Training College is committed to providing all our clients with quality vocational education and training and client services.

To achieve this commitment GoodStart Training College will ensure:

- staff will deal with all clients promptly, courteously and professionally
- clients' personal and academic records will be treated confidentially
- clients will receive a fair and equitable service and opportunity
- clients will receive clear and concise information concerning the terms and conditions of enrolment, tuition, payment, refund and termination, registration, policy and procedures, course and subject details, delivery, assessment and issuance of awards/ qualifications.
- the above information will be available in the clients' own language if required
- decisions regarding academic achievement, attendance and exemptions (RPL/RCC) will be based on written documentation
- clients will have opportunity to apply for Recognition of Prior Learning/Current Competencies
- clients will be provided with the opportunity for input into decision making through client surveys, interviews with staff and confidential suggestions
- client and staff disagreements will be handled through the complaints procedure

Organisation

An Organisational Chart indicates the structure of GoodStart Training College and the relation between various functions within the company. The organisation allocates and delegates document and data control procedures. These delegated functions form part of the organisation's overall policy and procedures.

The collection of Policies and Procedures (Quality Assurance and Operations) has been written as a support document to provide in detail, accurate operating procedures, which are to be adhered to by GoodStart Training College and all staff members in accordance with quality management requirements.

To achieve quality objectives GoodStart Training College recognises and understands that all staff must meet and exceed customer needs and expectations in the areas of service quality. Our Management system will be operated at all levels in the company ensuring employees have the opportunity to contribute to a continuously-improved working environment. In doing so GoodStart Training College will ensure that:

- the needs and expectations of our customers are clearly understood and continually achieved
- all employees understand the importance of their individual roles in the organisation and how their actions impact on the quality of services provided
- all employees are given the opportunity to develop their individual skills by the provision of training and support and, the health, safety and welfare of employees, customers and visitors remain of the highest priority
- the procedures cover areas deemed critical and are not to be changed or altered without approval
- these procedures define the purpose and scope of the activity and relate to other documents that describe the activity and that the procedure actions identify the "who", "what", "when" and "where" of the activity indicating the purpose and scope