

POLICY NUMBER:	MAT007
NAME:	Code of Conduct Policy
APPROVED BY:	RTO Director
DATE OF NEXT REVIEW:	30 Sept 2017

SECTION 1 – INTRODUCTION

PURPOSE

This policy outlines Medical Administration Training Pty Ltd [MAT's] approach to maintaining high standards in the provision of vocational education and training, assessment and other client services.

POLICY STATEMENT

Medical Administration Training Pty Ltd maintains a highly ethical and responsible approach to providing high standards of vocational education and training. We are committed to ensuring that the rights of students as consumers are protected, the principles of access and equity are adhered to and that students receive quality training and assessment services.

SECTION 2 – POLICY

In order to meet the educational training and service needs of students and clients, Medical Administration Training Pty Ltd will:

- Provide a supportive, harmonious and positive learning community of which students are valued members irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- Maintain a friendly and helpful approach to our students and clients
- Provide easy access to timely and accurate information about our regulations, policies and procedures and confidence that we will apply them appropriately and fairly to students
- Provide quality teaching and fair, valid and flexible assessment
- Provide services that are efficient and consistent through Continuous Improvement Planning incorporating student and staff feedback
- Provide prompt and considerate resolution of student concerns, appeals, grievances and complaints using procedures that are easily accessible, fair and transparent
- respect for the privacy and confidentiality of student client dealings with us

At MAT we maintain a learning environment that supports the success of our clients and have the capacity to deliver the nominated course(s), provide adequate facilities, and use methods and materials appropriate to the training being delivered.

All employees of Medical Administration Training have an obligation to ensure their personal conduct and behaviour is at all times professional and lawful and does not reflect adversely on the reputation of Medical Administration Training Pty Ltd. Employers are required to perform their duties to a high standard and to ensure there is no real or apparent conflict of interest between their private activities and their official duties.

Medical Administration Training provides staff who:

- act professionally at all times
- treat all students with respect
- undertake their duties with honesty, integrity and diligence
- maintain student confidentially

Medical Administration Training provides trainers and assessors who:

- are qualified, maintain their professional competence and industry knowledge
- are dedicated to providing the highest level of training
- conduct fair, valid, flexible and reliable competency-based assessments

Medical Administration Training engages with employers and industry to ensure the industry relevancy of its qualifications.

Medical Administration Training recruits clients in a responsible and ethical manner, our major objective is safeguarding the educational interest and welfare of students and staff and ensuring all students and staff understand their behavioural obligations.

MARKETING AND ADVERTISING

MAT are committed to marketing services accurately and professionally. MAT endeavours to market and advertise to all prospective clients and students with integrity, avoiding vague statements and false or misleading claims and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

ROLES AND RESPONSIBILITIES

The Director of Medical Administration Training Pty Ltd is responsible for ensuring compliance with this policy.

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SECTION 3 – GOVERNANCE

RELATED EXTERNAL REFERENCES

Access and Equity Policy
Records Management Policy
Continuous Improvement Policy
Complaints and Appeals Policy
Student Handbook

RESPONSIBILITY

Policy administrator	Administration Manager
Approving Person	RTO Director

CHANGE HISTORY

Version	Review date	Approved by	Description of Modifications
1	01-Oct-2016	A. McFillin	Original Document
2	01-Oct-2016	A. McFillin	Major wording revision and update