



Skill360 Australia is a provider of employment and vocational training services through its Group Training Organisation, Registered Training Organisation and its status as an Australian Apprenticeships Support Network provider. Skill360 Australia has agreed to operate within the principles of the National Standards for Group Training Organisations and the Standards for Registered Training Organisations (RTOs) 2015.

Skill360 Australia through its Board of Directors, Management and Staff will provide and grow employment opportunities, in addition to the development and delivery of vocational training throughout Australia. Skill360 Australia has a strategic plan that defines our vision, core purpose and values, which are stated below:

### **Our Purpose**

To create better futures.

### **Our Vision**

To be the best integrated workforce solutions provider.

### **Our Mission**

To provide workforce opportunities and up-skilling for people, industry and communities who need them, ensuring they are delivered in a sustainable way.

### **Our Values**

- ◆ We will invest in our people
- ◆ We be 100% safe, 100% of the time
- ◆ We will provide innovative solutions to problems
- ◆ We will provide excellent customer service
- ◆ We can always be better in how we do things

### **Quality**

Skill360 Australia's reputation in this field is founded upon community and Government recognition of our commitment to service excellence and quality.

It is Skill360 Australia's objective to adopt a total quality management approach, integrating the principles of continuous improvement, safety, business excellence, and compliance with all relevant standards and Government requirements. Our quality systems and procedures ensure that the highest level of service is delivered and maintained.

### **Legislative and legal requirements**

Skill360 Australia complies with all legislative requirements of the Commonwealth and State Governments that relate to our operations, in particular legislation relating to training, employment, workplace health and safety. Where appropriate we work with stakeholders to increase the awareness of, and compliance with, legislation as it applies to their operations.

### **Management and administration**

Skill360 Australia has policies and management strategies which ensure sound financial and administrative practices. These policies safeguard apprentices and trainees fees until used for training and / or assessment. We have a refund policy that is fair and equitable. Apprentice and trainee records are managed securely and confidentially. Skill360 Australia reviews its insurance arrangements to ensure that it is adequately protected against identifiable risks.

### **Marketing**

Skill360 Australia is committed to ethical marketing and advertising of all its services through ensuring all marketing services and products comply with national standards and government service contracts.

### **Complaints, grievances and appeals**

Skill360 Australia is committed to providing an environment and process in which complaints are responded to promptly, confidentially and sensitively. Skill360 Australia views all feedback as an opportunity to review and improve its services and also to gain insight into levels of satisfaction.

### **Recruitment**

Recruitment will be conducted at all times in a fair and ethical manner and ensure that selection decisions comply with all relevant legislation.

### **Access and equity**

Skill360 Australia is committed to meeting the fundamental needs of staff, apprentices, trainees and host employers through the integration of access and equity principles.

### **Sanctions**

Skill360 Australia will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of National Standards for Group Training Organisations and the standards for NVR Registered Training Organisations 2015 or supporting regulatory requirements, we may have our registration as a Group Training Company and Registered Training Organisation withdrawn.