



Code of Practice

Provision of Training and Assessment Services

- SG Learning & Development has policies, management practices and qualified and experienced teaching staff which maintain high professional standards in the delivery of training and assessment services.
- SG Learning & Development has the capacity to deliver and assess the vocational qualifications for which it has been registered and use methods and materials appropriate to the learning and assessment needs of students.
- SG Learning & Development ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package undertaken.
- SG Learning & Development is committed to access and equity principles and processes in the delivery of its services.

Marketing of Training and Assessment Services

- SG Learning & Development markets and advertises its products and services in an ethical manner and gains written permission from a student or employer before using the information in any marketing materials
- SG Learning & Development accurately represents recognised training products and services to prospective students and clients.

Financial Standards

- SG Learning & Development ensures that the contractual and financial relationship between the client and SG Learning & Development is fully and properly documented, and that copies of the documentation are made available upon request

Provision of Information

- SG Learning & Development supplies accurate, relevant and up-to-date information to prospective students and employers prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance

Recruitment

- SG Learning & Development conducts the enrolment of students in an ethical and responsible manner and ensures that the course and qualification offered is appropriate to the organisation and student.

Support Services

- SG Learning & Development provides adequate protection for the health, safety and welfare of students while attending workshops and undertaking assessment activities. We also provide support in terms of academic and personal counselling where appropriate.

Grievance Mechanism

- SG Learning & Development ensures that students and employers have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions which affect the students' progress.
- SG Learning & Development has a grievance policy where the Project Manager is responsible for mediating the resolution process. If the grievance remains unresolved, an independent mediator is engaged.

Quality Control

- SG Learning & Development seeks feedback from students and clients so we can improve our services in accordance with expectations. We also have procedures in place for evaluating our assessment methods and processes to ensure they are consistent with industry standards.