

# CODE OF PRACTICE



HTN is a Group Training Organisation committed to achieving excellence and will continually strive to provide host employer and apprentice/trainee clients with quality customer service.

All HTN staff recognise and promote the rights of clients and provide information, advice and support that is consistent with core business values and this Code of Practice. HTN will, at all times promote a working and learning environment that is fair, considerate and free from discrimination and harassment regardless of cultural background, gender, sexuality, disability or age.

## **Code of Ethics**

We at all times, act with integrity in dealings with apprentices/trainees, host employers, staff members of the community and business/market competitors.

We adopt policies and practices that ensure the quality of apprenticeship and traineeship training offered are relevant and commensurate to industry requirements.

We will ensure that employees and representatives are familiar with this code of ethics. We refrain from relationships with companies or individuals that could be regarded as acting contrary to this code of ethics.

We at all times promote the highest ethical and professional standards and conduct group training activities with the best interest of the following key stakeholders in mind; HTN Staff, HTN Apprentices and Trainees, HTN's network of Host Employers, Industry Partners.

We encourage employees to report on matters that will genuinely cause financial or non-financial loss to HTN or damage to HTN's reputation.

## **Constitution**

We have in our constitution expressed our aims and purpose as an organisation. This expression is clearly communicated to members and stakeholders

## **Client Services**

We will provide a quality service arrangement to all clients and respond effectively to client requests and requirements. We will conduct onsite visits not less than once every twelve weeks.

We will coordinate an annual customer service survey to measure the effectiveness and quality of service delivery to gauge overall client satisfaction with any deficiencies documented and corrective actions detailed to respondents.

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## **Conduct of Directors, Management & Staff**

We make decisions that are consistent with HTN's aim/purpose, with proper documented and Board approved selection criteria used to appoint new members. We maintain adequate documentation to support any decisions made

We strive to achieve operating efficiencies . We obtain value for HTN money spent and avoid waste and extravagance in the use of resources

As a not-for-profit organisation, HTN meets its statutory obligations , elects to participate in optional regulatory guarantees (e.g. ISO Standards) and maximises its financial commitment to support hospitality Apprentices and Trainees .

We do not take improper advantage of any information gained in the course of our appointment (Directors) or employment (Managers & Staff)

## **Conduct of Host Trainers and Apprentices/Trainees**

We have policies and procedures to support our Contractual Agreements for dealing with unacceptable behavior by Host Trainers and /or Apprentices/Trainees. We ensure these procedures are faithfully followed and apply the principles of natural justice in the hearing of a complaint against any individual or organisation.

## **Procurement of Goods & Services**

We ensure that HTN's procurement of goods and services represents quality and good value, and is done so in the best interests of HTN and all its employees.

We have in place, and follow a sound framework for the procurement of goods and services  
All procurements are properly defined, documented, cost planned and approved.

Any major procurement is subject to appropriate written contracts with the chosen supplier  
The Board of Directors acts diligently and in the best interests of HTN in approving major procurement spending and fiscal strategies

If a Director of HTN has a real or potential material personal interest relating to HTN's procurement activities, the nature of that interest is disclosed at the earliest possible meeting of the Board.

## **Financial Management & Reporting**

Our financial management practices are consistent with the appropriate standards . Financial decisions are consistent with the Board's approved goals and approved budgets . The Board establishes boundaries and limits regarding capital investments and the remuneration and benefits of CEO.

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Management provides prompt detailed reporting where limits and boundaries are exceeded , and proves the appropriate standards are met in the:

1. Protection of assets
2. Tendering
3. Cost containment
4. Efficient use of labour

Financial reports accurately reflect the true financial position of HTN and will be provided for each Board meeting.

The operation of financial systems and financial safeguards is subject to external high level audit review on a quarterly basis and a full audit on an annual basis.

## **Complaints Handling & Dispute Resolution**

We have in place speedy, responsive, accessible, and user friendly procedures for dealing with complaints

## **Human Resource Management**

We ensure that all aspects of Human Resource Management are both fair and equitable.

We recruit and employ staff internally and externally on the basis of proper assessment of merit. HTN does not unlawfully discriminate against staff or prospective apprentices/trainees on the grounds of: marital status, sexuality, race, physical or intellectual disability, pregnancy, age or any other unjustifiable type of discrimination; HTN staff are required to promote these principles.

We promote good industrial relations between management and all employees. Management, with the full support of the Board of Directors, ensures that minimum award conditions and rates of pay, and the requirements of all other law, are applied at all times, and that any employee's legitimate grievance is promptly and fairly processed within the appropriate statutory requirements.

We deal effectively and fairly with reports from whistleblowers in a way that protects the identity and security of the whistle blower and provide for the secure storage of any information provided.

We are committed to developing staff professionally within the organisation and support learning through the company's Employee Educational Assistance Program.

Staff performance is reviewed bi-annually to assess and support development. The review process provides feedback and consultation , with any deficiencies documented and corrective actions detailed.

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Quarterly skills assessments are conducted for all HTN apprentices and trainees in consultation with Host Employers in order to evaluate apprenticeship or traineeship progression, with any deficiencies documented and corrective actions detailed .

## **Privacy**

We will protect and not disclose information provided by apprentices, trainees, host employers or staff members. We will maintain a separate and up to date Privacy Policy, and display the policy at all times.

## **Occupational Health and Safety**

We proactively promote Occupational Health and Safety to all apprentices, trainees, host employers and staff.

We will maintain separate and up to date Occupational Health and Safety publications and policies that exceed minimum expectations.

## **Legislative Requirements**

We will monitor Commonwealth, State and Territory laws and legislation to ensure compliance and we will communicate to staff, apprentices, trainees and host employers with regard to legislative obligations and requirements.

Particular attention is paid to legislation covering Apprenticeships and Traineeships, Occupational Health and Safety, EEO, Discrimination and Harassment.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_