

SYC as a Registered Training Organisation is committed to providing a high level of service to our clients, in accordance with the requirements of the standards under which we operate. SYC will;

- Ensure that all clients and customers are treated fairly and without discrimination at all times.
- Be sensitive to the diverse backgrounds and needs of all who attend our sites.
- Ensure that no learner is disadvantaged, this includes providing support and accommodating where reasonable adjustment can be made to the environment, resources or delivery strategies to meet the needs of the learner to achieve a positive outcome.
- Protect the privacy of personal information and will only collect and store information in accordance with the Privacy Act.
- Provide clear and accurate information to clients and customers about the products, services and associated costs.
- Conduct an induction with every enrolment and will include details on course delivery, policies, procedures, appeals, access and equity, RPL, WHS, identifying learning, literacy and numeracy needs etc.
- Ensure all advertised courses start on the date specified. However if this is not possible alternative options/refund will be discussed. (*Refund Policy available on our website*)
- Market and advertise its products and services in an ethical manner.
- Provide equitable and fair processes for clients and customer to register and have dealt with complaints or appeals.
- Ensure the professionalism of all Trainer/Assessors to be responsible for ethical delivery and assessment practices.
- Provide Trainers and Assessors who have up to date industry skills/knowledge on subject matter that they are delivering or assessing.
- Use and develop a high quality of training and assessment resources developed with the support of our industry.
- Regularly engage with relevant industry representatives to ensure our training and assessment meets industry requirements.
- Provide a clean and safe training facility for our clients, customers and staff.
- Recognise AQF qualifications and Statement of Attainments issued by other Registered Training Organisations.
- Provide our students with the opportunity for Recognition of Prior Learning as an assessment option.
- Actively seek feedback from Industry, Clients and Customers to improve the quality services available.
- Apply ongoing continuous improvement strategies to ensure we provide a high quality of service to our clients and customers.
- Uphold and comply with all legislation requirements relevant to the operations of our organisation.

SYC, provides a Child Safe Environment by ensuring the safety, welfare and well-being of children and young people at all times during their involvement with our services.

For any further information on any provisions in our Code of Practice, please contact SYC: Phone: 08 8405 8500 or email: learning@syc.net.au