

INDIAN OCEAN GROUP TRAINING ASSOCIATION LTD	Approved By: General Manager		Q-0104	
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CODE OF CONDUCT

Upholds the integrity and good reputation of IOGTA by:

- acting with honesty, due care and diligence;
- when acting in course of employment, treat everyone with respect and courtesy, and without harassment. This includes all internal (staff) and external customers;
- behaving ethically and professionally and being openly accountable for our actions;
- avoiding any practice or activity which could reasonably be foreseen to bring IOGTA into disrepute;
- complying with all relevant Australian laws, including privacy, fair trading, trade practices and anti-discrimination laws.
- complying with policies and procedures and where necessary with other specific codes of conduct as may be part of a contractual arrangement;
- disclosing and taking reasonable steps to avoid any conflict of interest (real or apparent); and
- showing respect for each other by all trainers/assessors, course participants and IOGTA employees using appropriate language while on IOGTA premises or on any other IOGTA appointed site for the conducting of training and assessing or for any other purpose. That is, the use of foul or obscene language is not allowed.

Demonstrates our commitment to our customers/clients by:

- being supportive and helpful to customer/clients;
- focusing our assistance to help customers/clients to achieve the best outcome;
- treating customers/clients fairly and with respect;
- considering customers'/clients' individual circumstances and backgrounds;
- tailoring assistance to customers/clients with consideration of their individual employment and training needs;
- demonstrating flexibility in service delivery;

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- including feedback we receive through community consultation in the development and improvement of services that we provide;
- ensuring that clients/customers are aware of their rights and obligations; and
- providing timely feedback and information to clients/customers about decisions we make that could affect them

Provision of accurate and relevant information by:

- providing information about programs or services that may assist in training, education or employment needs that is accurate, current, impartial and comprehensive;
- ensuring that we have premises and facilities appropriate to deliver services with privacy and dignity;
- ensuring that the information we collect about customers/clients is relevant and necessary and is kept confidential; and
- on request, providing clients/customers with access to relevant records we have about them.

Encourages feedback without prejudice by:

- ensuring that our customers/clients are aware of our complaints process;
- ensuring an appropriate response is provided to clients' feedback with the aim of continuously improving services; and
- ensuring that every reasonable support is provided to the customers/clients when resolving any issues or concerns they may have.