

Code of Practice

We are committed to the following code of practice and service standards in the provision of training services to our clients and course participants who are our customers.

Vocational education & training standards

Transformed will maintain high professional standards in the marketing and delivery of industry education and training services. We are customer focussed and we will strive to grow and continuously improve. We place importance on our registration under the National VET Standards and will maintain the quality standards for NVR Registered Training Organisations which we have met through audit.

We uphold the integrity and good reputation of the company and its services by:

- Acting with honesty, due care and diligence
- Behaving ethically and professionally and being openly accountable for our actions
- Avoiding any practice or activity which could reasonably be foreseen to bring the company into disrepute

Marketing Transformed courses

We will market our courses with integrity, honesty and accuracy. No false or misleading information will be provided. Our website, brochures and other materials will use correct logos and wording.

Fees and charges

We will set out the course fees in Plain English on brochures and advertising and in our email correspondence to you. The fees, charges and refund policy is on the website and the enrolment form so clients know our policies prior to committing to a course.

Pre-course information for clients and course participants

Course and fees information and our participant policies will be available in print and on the website. Course advisors will answer questions from participants and employers promptly and accurately. The Terms and Conditions of Enrolment including refund policy are on the enrolment form. The Participant Information Guide and Pricing, Fees and Refunds Policy is on the Transformed website.

Training delivery and assessment

Our courses are offered in a range of delivery methods and locations across Australia – in training centres, in the workplace, on the job and by distance support. We will provide a learning environment that is safe, comfortable and friendly. We will provide appropriate facilities and teaching materials. We teach according to Training Package rules and guidelines so that our courses have integrity and stand up to the scrutiny of employers and training bodies. Assessment will be relevant and easy to follow and consistent with industry practices.

Qualified and experienced trainers and assessors

Quality training requires quality teachers and we employ people from industry with excellent work credentials and training qualifications. Where required, our trainers and assessors have industry accreditation.

Recognition processes and credit transfer

We recognise qualifications from other registered training organisations or workplaces. We offer mentoring and assessment only pathways for qualified participants.

Keeping up to date with legislation

We will ensure that relevant legislation and regulations are ethically applied across the company.

Our focus is on the learning experience and support for participants

We promise to maintain support and information throughout the course up to graduation. We understand that everyone learns at their own pace and will make reasonable adjustments to support participants. We expect in return a commitment and co-operation that is manageable for your lifestyle, work commitments and career goals.

Complaints and appeals

All complaints must be dealt with in a constructive and timely manner. It is important that complaints are attended as quickly as possible. Our assessment appeals process is outlined in the Participant Information Guide which can be found on the website. Our complaints and appeals policy is also on the Transformed Website.

Quality service comes from employer and participant satisfaction

Transformed has a reputation as a well-managed, employment focused training company. We will gather input from our corporate clients, local employers and course participants to tailor courses, review assessment and maintain the performance of our trainers. We appreciate constructive feedback that improves our services.

Undertaking of Service

As a potential participant or client of Transformed you can expect:

- High quality service
- Professionalism and integrity
- Confidentiality and privacy
- Clear and timely communication
- Consideration of your needs and background
- Fairness in our dealings with you
- Personalised and courteous service