



# Centre for Training in Social Housing

## Training Code of Practice



**Centre for Training  
In Social Housing**

# Training Code of Practice

## About us

The NSW Federation of Housing Associations is the peak and resourcing body for housing associations in NSW. Our focus is on the development of high quality, community based tenancy and housing management. Our services are in demand across Australia and we currently deliver a range of training and resourcing services to the spectrum of community housing types including:

- housing associations
- Aboriginal housing organisations
- Government housing
- supported accommodation housing services (including Homelessness Specialist Services and mental health)
- co-operative housing
- church based housing organisations

Our existing products have been professionally developed, piloted, delivered and are continually monitored and reviewed. The training content is consistently evaluated by the recipients of training and is well regarded by the sector. We strive to ensure materials are up to date with industry standards and in line with our continuous improvement obligations.

## Why do we have a Training Code of Practice?

A Code of Practice provides an overview of acceptable and expected conduct and behaviour within an organisation, and outlines expectations.

The aim of this Training Code of Practice is to provide the basis for good and ethical practice for the operation, administration, financing, marketing, and training and assessment services delivered by the Centre for Training in Social Housing (CTSH). This code is a public document outlining the way in which the Federation will manage its delivery of training.

Clearly a Code of Practice cannot cover every eventuality or prescribe exactly how everyone should behave. Stakeholders and students should see this information as a tool for assisting them when participating in CTSH training, and should view it as an outline of the Federation's accountability to the consumer.

In addition to the principles outlined in this code of practice the CTSH commits itself to operate according to the following legislation, standards and principles:

- National Vocational Education and Training Regulator Act 2011

- Standards for Registered Training Organisations (RTOs) 2015
- Human Rights and Equal Opportunity Act
- Equal Employment and Affirmative Action principles
- Access and Equity principles
- Work Health and Safety Act (2011)

The CTSH's training policies and procedures encompass the above legislation and principles and should be considered as support documents to this Code of Practice. These documents and others will be referred to throughout this Code of Practice and all are available on request. All policies and procedures are available to staff on the Federation's intranet. Awareness of these documents is part of any new staff's induction session.

This is an evolving document and will be reviewed and updated regularly.

### We are committed to access and equity

NSW Federation of Housing Associations is firmly committed to achieving best practice in the provision of service delivery and training throughout NSW. This will be achieved through regular and thorough consultation with target groups, clear and well developed planning, policies and strategies that promote non-discriminatory access and equity principles.

#### Related policies/documents:

- Access and Equity policy
- Anti-discrimination policy
- Students complaints policy

### We promote the highest level of ethical practice in all our services

The CTSH expects all trainers to act in an ethical manner. Ethical behaviour encompasses the following:

**Social Justice** – All trainers will have a commitment to social justice principles. This includes a commitment to equity, access, participation and human rights.

**Best Practice** – All trainers will strive for the development of 'best practice' in all the training they are involved in researching, developing, delivering and evaluating.

**Confidentiality** – Understanding the principles of confidentiality is fundamental to providing quality education. All trainers are expected to adhere to the principles of confidentiality in all aspects of their work for the organisation.

**Conflict of interest** – Conflict of interest concerns the potential for improper conduct by management, members or employees in carrying out the business of the organisation. This

may be as a result of relationships and responsibilities we have outside the organisation, or multiple roles and relationships between people inside the organisation. These external or multiple interests may improperly influence us, or it may appear to others that they do.

In many cases, only the individual concerned will be aware of the potential for conflict of interest. It is the responsibility of all trainers to avoid and disclose these situations. A potential conflict of interest should be brought to the attention of the Training Manager at the earliest possible opportunity.

### **Related policies/documents:**

- Confidentiality policy
- Access and Equity policy
- Anti- discrimination policy

## **We view ourselves as a highly professional training organisation**

The CTSH will implement policies and management practices which maintain high professional standards in the delivery of vocational education and training services and which safeguard the interest and welfare of all students.

All training services will comply with appropriate government and industry standards including all components of the Vocational Education and Training (VET) Quality Framework.

The CTSH is committed to maintaining a learning environment that is flexible and conducive to the success of all students. All planning, programming and resource development will encompass access and equity principles. A range of training delivery options and assessment procedures will be available to students, in order to cater for different learning styles.

The CTSH has a commitment to providing access to all students who express an interest in Recognition of Prior Learning (RPL) and to assess them for eligibility.

Training facilities and equipment will be fully adequate for training and comply with work health and safety regulations.

The CTSH will take all possible steps to ensure that identified special needs of students are met.

### **Related policies/documents:**

- Access and Equity policy
- Work Health and Safety policy
- Training policies

### **We employ trainers who aim for excellence**

The CTSH will ensure that all trainers and assessors have appropriate experience and qualifications. Trainers will have the capacity to deliver relevant and high quality training. They will use a variety of appropriate, progressive and up to date methods and materials.

All trainers employed by the CTSH will aim for excellence in training, believe in and promote the Federation's aims, and will be committed to the principles of social justice.

The CTSH is committed to providing an environment where staff is encouraged to nurture their personal and professional needs. All CTSH trainers and assessors are aware of the organisation's Staff Training & Development Policy and are encouraged to pursue professional development opportunities.

#### **Related policies/documents:**

- Training policies
- Employees Code of Conduct
- Staff Training & Development policy

### **We are committed to ethical, accurate and professional marketing**

The New South Wales Federation of Housing Associations will ensure that marketing of all training services and development of all course information is done ethically and with integrity, accuracy and professionalism.

All students will be supplied with relevant course information, which will be updated regularly.

#### **Related policies/documents:**

- Access and Equity policy
- Promotions and Marketing policy
- Training policies

### **National assessment principles are embedded in all our services**

The CTSH will ensure that all assessment will comply with requirements of the Standards for RTO's to ensure effective assessment is carried out in line with the principles of assessment: fairness, flexibility, reliability and validity; and the rules of evidence: validity, sufficiency, authenticity and currency.

#### **Related policies/documents:**

- Quality Training policy
- Assessment policy

- Issuance of Qualifications policy
- Student Complaints & Appeals policy

### **We promote accessible and equitable learning opportunities**

The CTSH is committed to ensuring course student recruitment procedures are based on equal opportunity and affirmative action principals.

At all times, the selection process of course students will be done in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

#### **Related policies/documents:**

- Enrolment policy

### **Confidentiality is a high priority for us**

The CTSH will keep accurate and up to date records on attendance, financial records, students' progress and results.

These records are confidential and will be kept securely in accordance with National Training Standards at the time. Students can request access to their personal records at any time.

#### **Related policies/documents:**

- Student Record Keeping policy
- Privacy policy

### **We support our training students**

The CTSH is committed to protecting the welfare and safety of all students and trainers.

Every effort will be made to cater for students needs associated with the training course before, during and after training.

Trainers are expected to provide adequate and appropriate support services where it serves to assist students to achieve their learning goals. If the issue is not associated with the educational outcome a referral will be made. All trainers will have well developed referral skills and access to up to date referral information.

#### **Related policies/documents:**

- Work Health and Safety policy
- Student Support policy

### **We act fairly and equitably in dealing with complaints and appeals**

The CTSH will ensure that all students have their rights as consumers protected and that they have access to a complaints policy prior to an issue arising.

The CTSH will have a fair, equitable and effective process for dealing with student complaints/appeals with the overall aim of dealing with the complaints internally and in a confidential manner. Students will be fully informed at all times, both prior and during the complaints procedure.

If a complaints or appeal cannot be resolved internally, the Federation will make referral to the appropriate external mechanism.

#### **Related policies/documents:**

- Student Complaints & Appeals procedure
- Student Handbook

### **We ensure fair practice in our dealings with fees**

The CTSH is committed to providing accessible training and assessment services. The Federation offers these services at competitive prices, with the aim of encouraging participation.

The Federation will ensure that fair and just practices are implemented when dealing with fees, course cancellations and refunds.

#### **Related policies/documents:**

- Fees, Course Cancellations and Refund policy

### **We view quality control as integral to our professional services**

The CTSH seeks feedback from its students and stakeholders and customers on their satisfaction with services they have received and will use this feedback as part of our continuous improvement to ensure training material and training delivery remains at a high standard.