

## **CODE OF PRACTICE**

The Code of Practice is our commitment of service to our clients. It outlines the services we provide, describes our service standards and provides information about how to contact Premium Health if you are not happy with our services.

### **About Premium Health**

Premium Health is a registered training organisation delivering first aid training courses and occupational health and safety training and consultancy services nationally. As a first aid provider Premium Health aim to recognise and understand the individual first aid training needs of our clients and to meet those needs with flexible, innovative and practical training solutions.

### **Our Vision**

Premium Health is known for its human interface, sustained relationships and innovative approaches to first aid training.

Premium Health is the first choice in first aid training in Australia's corporate, government and community sectors.

Premium Health delivers first aid training internationally.

### **Access & Equity**

Premium Health is committed to providing the best possible opportunities for customers to access the full range of training delivery and assessment services we offer. Premium Health will at all times treat customers in an ethical and responsible manner that is consistent with the principles of social justice. Premium Health is committed to providing an inclusive environment that does not exclude or discriminate against individuals who may often face disadvantage.

Premium Health provides support services for learners within the scope of its operations. The nature of the support depends on an assessment of the individuals needs. If you know of anything that might prevent you from progressing through training and assessment, you are invited to call our Training Manager to discuss and design a suitable support strategy.

### **Customer Feedback**

Premium Health values customer feedback to help us improve our services. There are several ways in which you can provide us with feedback whether these are complaints, suggestions for improvements or compliments.

You can contact us with your feedback via telephone 1300 72 12 92 or email [info@premiumhealth.com.au](mailto:info@premiumhealth.com.au). Any complaint will be investigated and resolved in a timely manner and you be advised of the outcome of the investigation.

If you have a concern about bullying or sexual harassment you should report this immediately to your trainer or the Training Manager (telephone 1300 72 12 92).

### **Our Commitment to Service**

At Premium Health we are committed to servicing our clients. We are continuously working to improve our service delivery in order to make clients training both productive and rewarding. Our client service commitment is based on the following principles:

*Prompt service:* We aim to reply to all enquiries in a prompt and timely way.

*Transparency:* We will provide all relevant information on our products and services upon request.

*Communicating effectively:* We aim to provide all our clients with the information that they require in a clear, timely and effective manner. Enquiries can be made by phone, facsimile, email or in person.

*Quality training:* We provide quality training that will allow clients to learn the first aid skills and knowledge required. We will always strive to deliver the training as detailed in all advertising or marketing material.

### **Educational Standards**

**PREMIUMHEALTH** will adopt policies which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of participants.

**PREMIUMHEALTH** will maintain a learning environment that is conducive to the success of participants. **PREMIUMHEALTH** have the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

**PREMIUMHEALTH** will maintain systems for recording and archiving enrolments, attendance, completion, assessment outcomes, recognition of prior learning, grievances and statements of attainment/participation issued.

**PREMIUMHEALTH** will treat all personal records and information of participants confidentially.

### **Training Environment**

**PREMIUMHEALTH** will comply with all laws relevant to the operation of its training premises, including occupational health and safety and fire safety regulations and ensure that these training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

**PREMIUMHEALTH** will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

### **Certificates**

**PREMIUMHEALTH** will issue statements of attainment to participants who satisfactorily complete the requirements of the accredited courses on Scope of Registration.

**PREMIUMHEALTH** will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations.

### **Quality Assurance and Improvement**

**PREMIUMHEALTH** has clearly documented procedures for managing and monitoring all training operations and reviewing customer/client satisfaction.

### **Marketing**

**PREMIUMHEALTH** will market our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

*PREMIUMHEALTH* will not state or imply that courses other than those on the scope of registration are recognised by the NARA.

### **Recognition of Prior Learning**

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. Customers can lodge a written application which provides supporting evidence of their competence of the course/s they are completing. If you believe you are eligible for RPL, please download the RPL procedure from our website ([www.premiumhealth.com.au](http://www.premiumhealth.com.au)) or contact our office to obtain a copy of the procedure.

### **Cancellation Policy**

*Premium Health cancels a course*

Clients are advised that in the situation where a course is prepaid and PREMIUMHEALTH is unable to deliver training on the scheduled dates or negotiate alternative arrangements to the client's satisfaction, PREMIUMHEALTH shall refund 100% of the course fees received.

*Face to Face Training Course*

An administrative fee of 20% will be charged where notification of a course cancellation is received 8 days or more prior to course commencement.

Where notification of a course cancellation, transfer or participant withdrawal is received 7 days or less prior to course commencement, the full fee will apply.

*Online Course*

An administrative fee of 20% will be charged where notification of an online course cancellation is received and where the online course has not been accessed.

When a participant enrolls in the online course an assessment date is agreed. A participant may re-schedule their assessment 8 days or more prior to the agreed date otherwise a \$50 fee will apply.

*Special Circumstances*

Where special circumstances occur which restrict a participant's ability to attend a course for which they have been registered (for example, an accident or illness), each case will be determined on its merits in relation to payment of fees.

### **Privacy**

Premium Health is subject to the *Privacy Act* 1988 of the Commonwealth of Australia.

All personal information collected will only be used for the purposes of meeting participants training and assessment needs unless the consent is given to its use for other purposes, or the law permits its use for other purposes.

A participant can request access to their personal information that we may hold. For full copy of Premium Health's privacy policy and the procedure for obtaining a participant's personal information can be downloaded from the Premium Health website ([www.premiumhealth.com.au](http://www.premiumhealth.com.au)) or contact our office (03 9530 7111).