

## Confidentiality

Dynamic Training is aware of the Privacy Act, which applies to records containing personal information, defined as...

*... 'information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion'.*

Dynamic Training makes every effort to ensure confidentiality occurs through the following processes:

- ☞ Collection of information
- ☞ Storage and security of information
- ☞ Access to correction
- ☞ Quality of information
- ☞ Use and disclosure of information

Breaches of confidentiality include:

- ☞ Discussions about students, staff or programs being held in inappropriate places and being overheard by others.
- ☞ Inappropriate discussions with friends, staff or other associates.
- ☞ Release of information, printed or verbal, to an inappropriate 3<sup>rd</sup> party or without the written permission of the person concerned.

A copy of the Privacy Act is held at Dynamic Training and is available for perusal upon request.



## Ethics

As an accredited provider of vocational education and training, we are required to operate to very stringent standards of conduct. In marketing and promoting our services to the community, we strive to ensure that:

- ☑ Our marketing material is accurate
- ☑ We accurately represent our products and services to prospective clients and ensure that the advertised outcomes are consistent with these qualifications
- ☑ We will only market nationally accredited courses that are present on our Scope of Registration
- ☑ Our marketing material clearly identifies those services that lead to AQF qualifications separately from other training and assessment services
- ☑ We use the nationally recognised training logo or words implying National Recognition only in respect of qualifications/courses on our scope of registration and in accordance with the recognition authority's conditions of use

## Literacy, Numeracy, Disability

Where our training programs impose specific literacy and numeracy standards, students will be informed of this before enrolment and guided through the process of meeting such standards. Where we cannot fulfill this service, students will be referred to an appropriate body who can.

Students with disability, whether physical or mental, will be given equal opportunity to enroll and complete a qualification. Flexible learning and assessment strategies will be implemented as appropriate.



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[www.dynamictraining.com.au](http://www.dynamictraining.com.au)

# Dynamic Training

*"Our experience... Your success"*

## Client Services



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03 9432 3509



[www.dynamictraining.com.au](http://www.dynamictraining.com.au)

## Client Services

Dynamic Training believes it is important for all clients to be treated with equality, fairness and respect.

To this end, there are formal policies and procedures in place and all clients should feel comfortable in raising and discussing any issues or concerns they may have whilst undergoing training with us. These may include concerns with assessment, teaching quality, discrimination or any form of harassment.

We aim to support a balanced learning environment and ensure that the highest standards of teaching are achieved and maintained.



## Privacy

By applying to undertake training with us, students give consent for us to collect and store information necessary for the administration of their training and the maintenance of training records.

We collect only what is necessary for the above processes and store all information securely, in keeping with the requirements of the *Information Privacy Act 2000* and the AQTF standards for Registered Training Organisations.

Only authorized staff have access to this information. Students have complete and unrestricted access to their personal training records, upon request.



## Grievances

Dynamic Training implements its *Grievance Policy* to:

- ☞ Create confidence in the process so you feel comfortable in raising issues of concern
- ☞ Provide opportunities to raise issues of concern
- ☞ Determine validity of complaints
- ☞ Create an avenue for appeal to independent authorities

Dynamic Training deals with complaints, grievances and appeals in a constructive and timely manner. It is our policy that:

- ☞ Each complaint, grievance, appeal and its outcome is recorded in writing
- ☞ Each appeal is heard by an independent person or panel
- ☞ Each appellant has an opportunity to formally present their case
- ☞ Each appellant is given a written statement of outcomes, including reasons for decisions

This policy ensures that:

- ☞ All disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution
- ☞ All parties have a clear understanding of the steps involved in the grievance policy
- ☞ Clients are provided with details of external authorities if required. All grievances are managed fairly and equitably and as efficiently as possible.



## Equal Opportunity

Dynamic Training is committed to the provisions of equal opportunity and this is reflected in our corporate principles. We promote equal opportunity and adopt policies consistent with equal opportunity and anti-discrimination principles.

In developing procedures to achieve equal opportunity, we consult with key stakeholders, and procedures are monitored and evaluated against stated objectives. Both staff and clients are expected to be aware of their expectations and to ensure their actions adhere to these laws.



## Corporate Principles

### Our Vision

To be your first choice partner in vocational education and development

### Our Mission

To provide training and expertise that is relevant to the business and community environment by facilitating an interactive learning environment that is conducive to personal growth and achievement

### Our Values

1. Customer focused attitude
2. Efficient and reliable service
3. Real learning through quality teaching
4. Honesty and openness in all business dealings
5. Progressive and innovative training methodologies