

Document Number: POL-0003

Issue Date: 11 August 2003

Revision Date: 10 August 2004

Revision No: 1

Page 1 of 1

NECA GROUP TRAINING

CODE OF PRACTICE POLICY

NECA Group Training is committed to providing a quality service, continually striving to improve its service level to employees and customers by;

- Providing a quality professional service to customers
- Having the highest possible standards of integrity in all business relationships
- Maintaining confidentiality and privacy both with customers and employees
- Rejecting any business practice which might reasonably be deemed improper and observing statutory requirements
- Never using their authority for personal gain and disclosing any personal interest;
- Achieving business sustainability
- Support and training of apprentices to the highest standard by ensuring outcomes, both on-the-job and educational are being achieved.
- Ensuring staff is committed and has the necessary training to reflect NECA Group Training's values and goals.
- Treating employees and customers with equity and respect.
- Being responsive to complaints and taking corrective action
- Ensuring legislative requirements are being met with regard to wages and employment matters.
- Fostering the highest possible standards of professional competence through best practice in business management
- Regularly reviewing management procedures and practices and improving on them.
- Maintain active participation in the Group Training network, TAFE's, other educational institutions and governing bodies.
- To work with our community by participating actively to encourage young peoples growth and employment opportunities.