

## Hospitality Group Training Code of Conduct

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## 1. Confidentiality and Privacy

HGT will take all reasonable steps to maintain the confidentiality and privacy of candidate and client information.

Permission must be sought before disclosing confidential information.

HGT manages personal information in accordance with the Australian Privacy Principles (APPs), including collection notices, lawful use/disclosure, security, access/correction, direct marketing, cross-border disclosure, and government identifiers.

A link to HGT’s Privacy Policy will be provided to all apprentices/trainees, host employers and clients at upon request.

## 2. Respect for Laws

HGT must comply with all legal, statutory and government requirements.

HGT shall adopt policies and practices to ensure the quality of vocational education and training.

Programs offered are relevant and in accordance with statutory and regulatory requirements of Commonwealth / State Legislation and Regulatory Requirements.

HGT operates in accordance with the National Standards for Group Training Organisations and will not engage in collusive or anti-competitive practices.

Host Employer Agreements are required for all placements to confirm roles, responsibilities, supervision, training, and safe work obligations.

HGT ensures compliance with EEO & WHS/OH&S and Duty of Care legislation.

HGT ensures compliance with current Harassment, Discrimination and Grievance requirements.

## 3. Customer Service

HGT shall at all times act in an ethical manner and with integrity in dealing with all clients and members of the community.

HGT employees will strive to provide outstanding customer service at all times, and exceed customer expectations whenever possible.

All customer enquiries will be dealt with in a timely and professional manner.

In every instance the most appropriate solution will be recommended based on customer needs.

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HGT will provide clear, accurate and accessible information about services, rights and obligations to apprentices, trainees and host employers.

#### **4. Recruitment, Employment and Induction**

HGT is committed to providing recruitment services of the highest quality.

HGT recognises the need to operate in a highly ethical framework with a commitment to both corporate and individual responsibility and accountability.

HGT employees will observe a high standard of ethics, probity, and professional conduct.

Before an apprentice/trainee enters into employment and a training contract, HGT will clearly explain employment conditions, host employer arrangements, the training program, support services, and the rights and obligations of all parties.

HGT will induct apprentices/trainees into the apprenticeship/traineeship system, including how to access support and resolve employment or training issues.

HGT will obtain signed Host Employer Agreements confirming supervision, training responsibilities, safe workplace obligations, and cooperation with HGT and the RTO.

#### **5. Monitoring and Supporting to Completion**

HGT will regularly monitor workplace training progress, conduct welfare and performance checks, and take timely steps to resolve issues or transition placements to support continuity through to completion of the qualification.

HGT will provide access to mentoring, pastoral care, and learning support; and will escalate matters where performance, attendance or wellbeing concerns arise.

#### **6. Interface with RTOs and Training Contracts**

HGT will work with the selected Registered Training Organisation (RTO) to support enrolment, develop and maintain Training Plans, track progress against competencies, and sign off training records as required by the training contract and DTWD.

HGT will operationalise the National Code of Good Practice for Australian Apprenticeships, ensuring clarity of responsibilities and fair dispute resolution processes.

#### **7. Marketing & Honest Dealings**

HGT shall adopt policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with statutory and regulatory requirements.

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The provision of adequate facilities and quality resources in which to conduct its business.

The employment of qualified staff and maintenance of staff training sufficient to deliver effective service on an ongoing basis.

The accuracy of any marketing and promotional advertising material.

HGT will make independent pricing and marketing decisions and will not improperly cooperate or coordinate our activities with our competitors.

We will not offer or solicit improper payments or gratuities in connection with the purchase of goods or services for HGT or the sales of its products or services, nor will we engage or assist in unlawful boycotts of particular customers.

HGT will ensure information provided to apprentices/trainees and host employers is clear, accurate, and accessible, including services, rights, obligations, and support pathways.

## 8. Financial Standards

HGT ensures the maintenance of high standards of financial probity.

All accounting records and reports must comply with applicable laws and accurately reflect transactions, assets, liabilities, revenues, and expenses.

No information should be concealed from internal or independent auditors.

Compliance with HGT's system of internal controls is required.

## 9. Governance & Administration

HGT will maintain effective governance and administration, including oversight of compliance obligations, risk management, internal audits, and financial viability appropriate to the size and scope of operations.

## 10. Record Keeping

HGT will maintain adequate records for apprentices/trainees, host employers and clients and provide copies to authorised parties on request.

HGT will ensure security of all current and archival records and provide client access upon request.

HGT will maintain continual improvement of its Quality System.

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HGT will maintain training records and progress documentation in collaboration with host employers and RTOs, ensuring accuracy, security, and timely access.

## 11. Conflicts of Interest

All HGT employees and staff members are required to act in good faith.

Staff members must ensure there is no conflict of interest between their personal interests and their duties, obligations, and responsibilities to HGT and clients.

Conflict of interest can be financial or personal and involves the interests of a staff member or members of the staff member's family or friends.

Staff must disclose actual or potential conflicts of interest to their manager.

## 12. Occupational Health & Safety Policy

HGT will act diligently in assessing risks to candidates and clients.

HGT will not knowingly put at risk candidates or clients.

HGT shall inform temporary/contract workers whenever they have reason to believe that any particular assignment causes an occupational health and safety risk.

HGT and host employers each have primary WHS duties to apprentices/trainees as workers. HGT will consult, cooperate and coordinate with host employers on hazards, induction, supervision, provision of PPE, incident response and return-to-work arrangements. WHS duties cannot be contracted out.

## 13. Complaints & Appeals

All complaints will be treated seriously, investigated promptly and afforded confidentiality in accordance with HGT's Complaints Policy and Procedures.

HGT will provide a fair and transparent process including: clear lodgement channels; acknowledgement and indicative timeframes; impartial review; rights of appeal; external escalation options where appropriate; and non-retaliation for complainants and witnesses.

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