

CONDUCT
CODE of CONDUCT
LANGUAGE, LITERACY, NUMERACY PROGRAM [LLNP]
4.05

Policy Rationale

This Code applies to all Language, Literacy and Numeracy Service providers and their staff and represents the minimum standards to be applied in all their dealings with Centrelink, Eligible Job Seekers and other interested persons. It is an attachment to the LLNP service contract and informs the enrollee of their responsibilities in agreeing to participate in the LLNP, including regular attendance and reasonable participation during training.

Policy Aims

The aim of the Code is to ensure the delivery of high quality Language, Literacy and Numeracy Programme services with high standards of ethical behaviour exhibited to all parties concerned.

It specifies principles of acceptable behaviour and standards of service to assure participants that CCAE responds effectively, efficiently and equitably to referrals from Centrelink and Job Network Providers when clients present for LLNP assessment and enrolment into a suitable educational and training program. The intention is to:

- provide a framework to monitor and assess whether quality services are being provided to the standards specified.
- assure the community of the quality/accountability of services provided by CCAE.
- set minimum standards and encourages continuous improvement to achieve best practice.
- establish, by means of a contract, clear and easily understood obligations required of the student in return for their continued participation in LLNP at the CCAE.
- accurately record all pre-training assessment measures and learning outcomes associated with the implementation of Individual Learning Plans and forward such information to BRACE as and when required.

Procedure - General

LLNP Service Providers are bound to the Code of Conduct through their contract with DEST and CCAE will display a copy of the Code in a prominent position in the foyer and ensure all Eligible Job Seekers and other interested persons are fully aware of it. LLNP service providers are to enforce the Code of Conduct for Participants by:

- Explaining to participants at the commencement of training the expectations of the Commonwealth while they are undertaking training under the LLNP, particularly attendance, participation and behaviour requirements;
- Advising participants of the obligation of LLNP service providers to withdraw participants and report withdrawal details to Centrelink where attendance, participation or behaviour is considered to be poor; and
- Developing appropriate liaison and consultative arrangements with Centrelink for withdrawing, suspending, reassessing, promoting (and possibly recommending) participants.

Language Literacy and Numeracy Service providers will provide:

- accurate, current, impartial and comprehensive information to Centrelink, Eligible Job Seekers and other interested persons;
- accurate and complete information to DEST in relation to contractual arrangements and claims for payment.

In adhering to the Code of conduct, Language, Literacy and Numeracy Service Providers must:

- be open and honest at all times;
- be respectful and courteous in their dealings with all clients;
- inform clients of their rights, obligations and entitlements;
- ensure that advice about training options, best reflect the training needs of the Eligible Job Seeker;
- adhere to the Language, Literacy and Numeracy Programme Provider Handbook;
- be easy to contact by telephone, facsimile and email during normal business hours as well as maintaining easily accessible premises;
- respond quickly and accurately to requests for information;
- treat complaints seriously and learn from them;
- comply with obligations under laws such as the Privacy Act 1998, the Freedom of Information Act 1982, and the Trade Practices Act 1974;
- not seek or accept fees, benefits or advantages either directly or indirectly from Eligible Job Seekers or other interested persons for services funded by the Commonwealth; and
- make available to any interested persons details of the controls and arrangements put in place to manage conflict of interest matters where such conflicts exist;

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SCHEDULE 4
LANGUAGE, LITERACY AND NUMERACY PROGRAMME
CODE OF CONDUCT FOR PARTICIPANTS

This Code of Conduct is designed to help make your participation in Language, Literacy and Numeracy training as effective as possible. Good luck and enjoy the programme!

Attendance

- Attend the assessment interview
 - + If you can't make your appointment, advise the person doing the assessment and Centrelink, beforehand if possible.
- Attend all training sessions and stay for the full session.
 - + If you can't attend a session for some reason (for example because you are sick), advise your teacher/trainer.
 - + If you can't attend for two or more sessions in a row because you are sick, you must provide a medical certificate to the trainer when you return to training.
 - + If you miss a total of 5 training sessions, without a reasonable excuse, you may be withdrawn from training.
 - + If you know you will not be able to attend training for a while, your trainer may agree to suspend your training for up to six weeks;
 - + If you are absent from training frequently or for a long time and the teacher/trainer considers that your absence affects your chances of successfully completing training you may be withdrawn from training.

For distance clients, if you haven't returned any work and/or your trainer has not been able to contact you for more than 4 weeks, you may be withdrawn from training.

Participation

- Most people will need to sign a Preparing for Work Agreement – Centrelink will advise you about this.
- If you do sign an agreement, you are agreeing to participate fully in Language, Literacy and Numeracy Program training whilst continuing to look for work and making the required number of employer contacts each fortnight.
- Please note that failure to meet your obligations under the agreement may result in a breach and your benefits may be reduced.

Behaviour

- Work co-operatively with your teacher/trainer and with other participants so that you can all improve your skills. If you do not participate properly in training you may be withdrawn from training.
- Don't be disruptive or make it hard for other participants to concentrate.
- Comply with all reasonable directions given by your teacher/trainer.
- Take good care of the teacher/trainer's equipment and respect other participants property.
- Talk to your teacher/trainer or to Centrelink if you are having problems.

Continued poor behaviour

If the trainer has to speak to you about your conduct more than twice, then they are required to advise Centrelink about your behaviour. If this happens, you may be withdrawn from training.

Suspension from training

If you know you will not be able to attend training for a while, and you have a satisfactory explanation, your trainer may agree to suspend you from training for up to six weeks.

Withdrawal from training

If you are withdrawn from training or discontinue training, the trainer is required to advise Centrelink. If this happens, your benefits may be reduced.

SCHEDULE 5
LANGUAGE, LITERACY AND NUMERACY PROGRAMME
CODE OF CONDUCT FOR PROVIDERS

Contracted providers will be required to comply with the Provider's Code of Conduct. A copy of this Code is at Schedule 5 of the Draft Contract. The Code may be subject to change by the Department.

The Provider's Code of Conduct specifies principles of acceptable behaviour and standards of service to assure participants that standards have been set which entitle them to receive a quality service.

The provider's Code of Conduct:

- ✚ Forms part of the framework within which the Department will monitor and assess whether quality services are being provided to the standards specified;
- ✚ Assures the community about the quality and accountability of services, regardless of which service provider is used or where they are located;
- ✚ Gives providers a means by which to assess their own performance; and
- ✚ Sets minimum standards and encourages continuous improvement to achieve best practice.

LLNP service providers will need to understand the Code, draw it to the attention of their staff and apply it in day-to-day operations.

Provisions have been made for sanctions if the Provider's Code of Conduct is breached. For breaches that are not otherwise breaches of the contract, the following graded response will apply;

- i. a problem is identified and a period of time is provided for the service provider to fix the problem and report on the solution;
- ii. where a matter is not fixed, or when subsequent complaints about the same or related matters occur, the Department will initiate and undertake activities as are appropriate to investigate the matter(s) which may include;
 - additional monitoring activities;
 - investigation activities by the Legal, Business Assurance and Investigations Branch, DEST
 - audit activities by Audit Branch DEST;
 - audit activities by the Australian National Audit Office.
- iii. The service provider must accept the recommendations, which may include training of staff at the service provider's expense, or changes to procedures; and
- iv. Should the service provider not act on recommendations resulting from additional activities as outlined at ii, the Department may terminate the contract with the service provider,

Breaches of the contract will be dealt with in accordance with other contractual sanctions.

Evaluation

This policy will be reviewed bi-annually.