



CODE OF PRACTICE BUSINESS

Advance Profitplan promotes and adheres to the following 'Code of Practice' statement and expects all staff and approved associates to believe in and comply with the following:

1. Committed to working in partnership with our clients to clearly identify their needs, to clearly make them aware of their obligations and assist them and their staff in improving the way they manage and operate their business or job.
2. Our aim is to improve our client's knowledge, to empower them to improve and achieve the best outcome. We are to accept that we are a partner, facilitator, mentor to our clients.
3. Corner stone of our internal relationships and our external relationships with all of our stakeholders – clients, suppliers, applicable government departments, neighbours, community, staff etc. is open, honest, timely, trustworthy consultation and communication.
4. Committed to planning every aspect of our business and job, establishing targets and performance indicators for the business and projects and clearly defining obligations and legal and other requirements, assessing their impact and then managing our existing and potential risk exposure.
5. Establishing formalised processes to ensure each aspect of our business and projects undertaken is managed, controlled and recorded.
6. Establishing processes to ensure our business and projects are achieving required outcomes and that we are continually improving and learning from past experiences.
7. Committed to access and equity principles and processes in the provision of our services including prevention of discrimination and harassment.
8. Committed to the principles and concepts of quality in all services provided and activities undertaken.
9. Undertakes all marketing and advertising activities in accordance with accepted protocols and the Trades Practice legislation.
10. Ensures all personnel providing services carry the appropriate and required qualifications, experience and accreditations.
11. Maintain a wholly professional attitude towards clients and shall provide prompt and courteous service at all times, be prepared to render emergency assistance whenever needed and keep clients informed of any problems or delays.
12. Shall be mindful of the trust placed in us by clients and shall conduct all business and personal relationships under the highest possible ethical, moral and privacy standards.
13. All staff shall treat the property of clients with the utmost care and respect and during the course of performing services, shall take all necessary precautions to protect such property, this includes client staff.

14. Undertake all activities (organisational and individual level) to ensure compliance with all applicable statutes, rules, regulations and by-laws, Australian and industry standards, and shall obtain and maintain all necessary licences and permits, and shall not engage in any practice that violates these laws.
15. Acceptance of the need and the implications of confidentiality and intellectual property in relation to information provided by, or obtained from, our client organisation and course participants.
16. Acceptance by the organisation and individual staff of our responsibilities to acknowledge, investigate and action any situation resulting in complaints, grievances, appeals, accidents and injuries and harm to environment.
17. Clearly defining and obtaining acceptance of fees, payment and refund policy and practices.

In summary our business code is:

“It is the policy of Advance Profitplan to provide effective management and leadership to the organisation so that every employee’s and associated/accredited consultant / trainer / auditor work activity:

- Meets the business objectives of our stakeholders
- Complies with all applicable legislation
- Is consistent with the philosophies and policies of the organisation and that of the Australian Quality Training Framework (AQTF)
- Is safe and rewarding to perform
- Is not detrimental to the environment and community in which we operate

Advance Profitplan “core values” which guide our decision making and work behaviour are:

- Customer success must be the focus of everything we do
- Advance Profitplan personnel must be valued as the key to our success
- Suppliers must be partners in furthering our customers’ success
- We must add value to the quality of life in our communities
- We must be a valuable investment for our shareholders

The management, employees and associates/accredited providers of Advance Profitplan will accept personal accountability for their role in achieving the organisation’s mission and objectives.”

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 GRAHAM CADDIES
 PRINCIPAL CONSULTANT / TRAINER / AUDITOR

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 Date