



Aim

The aim of the Code of Ethics is to ensure high quality, compliant service delivery across all of the business.

Our Values

Make a Difference

Creating inspiring opportunities to further grow. Inspire by example. High quality, high impact. Mentor and support.

Innovate

Solutions that are outside the square that creates a win/win for all. Ask “why”? bring new ideas. Challenge the status quo.

Fun

Enjoy what you do. Share the passion. Be excited. Respect each other. No one person is better than the next. Make their day. Be there. Celebrate the great times.

Australian Apprentices' Rights and Responsibilities

Prestige Staffing Solutions will:

- Ensure that Australian apprentices are encouraged to raise issues and problems, if they occur, in the workplace and with the Registered Training Organisation;
- Advise them of entitlements, such as wages, conditions, etc.;
- Ensure that the Australian apprentice is aware that help and assistance are also available from the relevant state/territory training authority; and
- Provide comprehensive induction processes for commencing Australian apprentices to ensure they are aware, from the time of commencement, of the proposed training program, workplace safety requirements and their rights and responsibilities.

Access and Equity Principles

Prestige Staffing Solutions is committed to:

- Providing employment services to trainees, apprentices, host employers and partners; and
- Providing accessible services particularly to disadvantaged groups such as Aboriginal and Torres Strait Islander people, people with disability, people from culturally and linguistically diverse (CALD) background and Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, and Intersex (LGBTQI+) communities.

Complaints and Grievances

Prestige Staffing Solutions ensures all parties are treated fairly in accordance with the principals of access and equity and invites all clients to clearly state any complaints or grievances they may have. Prestige Staffing Solutions will assess all complaints and appeals individually and make decisions on the merit of issues raised.

Confidentiality

Prestige Staffing Solutions will:

- Respect and protect the confidentiality of personal and professional information provided by applicants, trainees, apprentices, host employer and partners; and
- Maintain and dispose of records in accordance with the relevant laws and compliance requirements.



Compliance

Prestige Staffing Solutions will:

- Work to meet all legislative, regulatory and contractual requirements;
- Provide quality services in line with VET Quality Framework; and
- Review Commonwealth, state/territory legislation and regulatory requirements.

Dealing with Students

Students will be treated with respect and dignity at all times. The student has a right to receive care, support and guidance from all staff without interference in his/her personal life. The trainee or apprentice has a right to confidentiality. The trainee or apprentice has a right to comprehensive and constructive feedback on all work activities and assessment items. The student has the right and responsibility to negotiate with personnel, regarding the learning process and the successful outcome of learning.

Governance

Prestige Staffing Solutions' Board, management and leadership teams plan and manage service delivery, finances and risk. The staff and Board members are required to behave ethically including identifying and declaring potential conflicts of interest. Accounts are certified annually by a qualified accountant and appropriate insurances are maintained.

Information

Prestige Staffing Solutions provides accurate information to participants and clients regarding services and operations.

Marketing

Prestige Staffing Solutions markets services with integrity, accuracy and professionalism in all marketing strategies and materials.

Recruitment

Recruitment of participants will be conducted at all times in an ethical and responsive manner in line with recruitment strategies.

Safe Working Environment

Prestige Staffing Solutions will:

- Provide trainees and apprentices with a safe workplace, free from bullying and verbal, physical, racial and sexual abuse;
- Ensure that all workplace health and safety requirements are addressed; and
- Provide an appropriate introduction to the workplace.