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Introduction

FPQ is committed to high standards in the provision of education and training. This Training Handbook provides important information about FPQ training courses. Clients should take the time to read this handbook carefully prior to enrolment and keep it for reference throughout the enrolment process.

FPQ operates in accordance with the requirements of its status as an accredited education provider with the Royal Australian College of General Practitioners (RACGP) and as an accredited provider with the Royal College of Nursing, Australia (RCNA).

For more details about training courses available or information contained in this handbook, please contact FPQ.

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Continuous quality improvement focus

FPQ is committed to the continuous quality improvement of all internal processes and external service delivery. FPQ values feedback from clients, trainers and industry representatives.

Access and equity

FPQ applies access and equity principles and provides timely and appropriate information, advice and support services to staff and clients to identify and achieve their desired outcomes. Information, advice and support are provided irrespective of age, disability, colour, race, gender, religion, sexuality, family responsibilities or location. Access and equity issues are considered during course and resource development, recruitment, enrolment and training delivery to maximise the opportunity for access and participation.

Insurances

FPQ has insurance to cover all aspects of its business operation.

Issuing of certification

A Certificate of attendance may be issued upon completion of the contact component of a course, if requested by participant.

FPQ issues documents, and records and reports all professional development activities that are part of accredited provider status with RACGP and RCNA.

Marketing and advertising

FPQ markets training courses and resources with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. Information is clear and no false or misleading comparisons are drawn. All marketing materials comply with the Training and Employment Act 2000 and are authorised by the General Manager Education and Community Services.

RACGP and RCNA logos are used in accordance with their accreditation status requirements.
Training and assessment standards

Training:
FPQ has personnel with appropriate qualifications and experience to deliver training and facilitate assessment of all courses offered. The Medical Director is responsible for operational compliance with RACGP and RCNA standards and requirements, and to review, evaluate and adjust systems and procedures to ensure they are valid, reliable, flexible and fair. Adequate training materials and physical resources will be utilised to ensure the performance criteria and outcomes of all courses can be achieved.

Assessment:
Health professional courses – assessment is competency-based and is designed to meet the practice requirements of the particular target group and articulate with published standards and competencies.

Vocational pathways

Health professional courses offered by FPQ reflect current scope of practice for the health professional target group and articulate with other training options, including those in the tertiary sector.

Health and safety

FPQ adheres to the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011. The Act and Regulations apply to all Queensland workplaces and workplace activities and provides a framework for managing health and safety risks. The Act and Regulations clearly describe the health and safety rights and responsibilities of all parties in the workplace and aim to prevent fatalities, injuries and illnesses caused by a workplace, by workplace activities or by a specified high-risk plant.

The safety of staff and clients, including course participants, is of primary importance in all activities carried out by the organisation. Clients are responsible to:

- know and comply with basic safety rules
- comply with the instructions given for health and safety at the workplace
- use personal protective equipment provided by the employer and to comply with instructions for its use
- not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace
- not wilfully place at risk the health and safety of any person in the workplace
- not wilfully injure him/herself

For more information about occupational health and safety information, please contact FPQ Training Team.
Client Information

Client selection, enrolment and induction/orientation procedures

Client selection, enrolment and induction/orientation will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the course. FPQ ensures that the enrolment process is explicit and complies with access and equity principles and equal opportunity and anti-discrimination legislation.

Prior to enrolment, prospective clients can access information relating to courses and fee structures. Contact the FPQ Training Team for further assistance.

All clients will need to complete a registration form to gain enrolment into a course.

At the commencement of a course, the facilitator will induct participants on workplace health and safety issues and will continue to incorporate workplace health & safety throughout delivery/assessment.

Course information

FPQ offers the following training courses:

- Because “Don’t Touch” is not enough: Sexual behaviours and positive behaviour support
- Teaching sexuality education
- Positive & Protective: Promoting healthy sexuality in children and young people
- Is This Normal? Understanding sexual behaviour and child protection

FPQ also offers customised training for organisations. Course information is available from FPQ’s website, www.fpq.com.au or by contacting FPQ on 07 3250 0240.

Health professional courses

Detailed health professional course information is available from FPQ’s website, www.fpq.com.au or by contacting FPQ on 07 3250 0240.

Health professional courses assessment information

All aspects of health professional assessment processes, including grading, reflect the accreditation and articulation status of the course.
Client Information

Fees and charges for individuals and organisations (including refund policy and exemptions)

The following fees and charges apply for FPQ training for individuals:

- $220 per participant per day for non-members of FPQ
- $130 per participant per half-day for non-members of FPQ
  [Discount may be available for FPQ members]

These fees include all costs associated with the training. No additional course fees, administration fees, materials fees will be charged in addition to this amount. However additional fees may be incurred in relation to travel or accommodation costs and will be negotiated with individual organisations where applicable. All fees should be paid in full prior to the commencement of the course or provision of self-directed learning materials.

The following fees and charges apply for FPQ training packages for organisations:

- $1,650 per full day training, maximum of 20 participants
- $950 per half day training, maximum of 20 participants

These fees include all costs associated with the training. No additional course fees, administration fees, materials fees will be charged in addition to this amount. However, additional fees may be incurred in relation to travel or accommodation costs and will be negotiated with individual organisations where applicable. All fees should be paid in full prior to the commencement of the course or provision of self-directed learning materials.

Training can also be tailored to suit workplaces and particular job roles. In 2015 the fee for customised training is $250 per hour when booked by an organisation. Additional costs may apply in some locations.

Cancellation of enrolment will attract a full refund if written notice is received by FPQ at least 14 days prior to commencement of the course. Where the course is cancelled by FPQ, the participant will be entitled to a full refund in all circumstances. Funds may be transferred to an alternative course if authorised by the participant. Fees for courses will be kept in a separate account with a recognised banking institution and not used for any other purpose until participants have completed the course relating to the balance of the fees.

Health professional courses fees and charges

Health professional course costs are available on FPQ’s website, www.fpq.com.au or by contacting FPQ on 07 3250 0240. Applicable refund policies are stated on course registration forms.
Client Information

Appeals and complaints

FPQ seeks to prevent appeals and complaints by adhering to FPQ’s Policies and Procedures, relevant regulatory requirements and the Training Handbook. Complaints and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint. There is a three-stage process to deal with complaints and appeals.

A complaint or appeal can be a result of:
- An action or inaction
- A decision made or failure to make a decision, or
- The conduct of another person/s associated with the organisation.

The underlying principles of this policy are:
- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive.
- The complaints process is free of charge.
- Privacy and confidentiality will be maintained and anonymity where requested.
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

Step 1
The client with an appeal or complaint should contact the General Manager Education and Community Services (verbally, in writing, or by email).

Step 2
The client will be notified of receipt of the complaint/appeal within 48 hours and issued with the FPQ appeals and complaints policy. The General Manager Education and Community Services, or an appropriately delegated officer, will discuss concerns, gather any extra necessary information, and attempt to resolve the complaint/appeal. *(The time involved to investigate and resolve a complaint varies depending on a range of factors. The complainant will be kept informed on a 48-hour basis on the progress and outcomes of the complaint/appeal process.)*

Step 3
If unresolved, the appeal/complaint will be escalated to FPQ’s CEO.

Step 4
If the complaint or appeal is still unresolved, arbitration by a third party, acceptable to all parties will be arranged.

All records of any appeals and complaints will be kept on file and correspondence documented. The General Manager Education and Community Services will review the circumstances and outcomes of any appeal or complaint.
Client Information

Disciplinary procedures

A certain standard of behaviour, outlined in the FPQ Code of Conduct, is expected of all FPQ staff and clients. Breach of policies and procedures and academic or behavioural misconduct will be treated seriously and may involve penalties. The General Manager Education and Community Services will manage all disciplinary procedures involving training clients and staff disciplinary procedures.

Access to records

Participants are able to access their records as per the FPQ Privacy Policy. This details who may access participant records, and how and when. This policy is available at www.fpq.com.au or on request from FPQ.
Policy statement

FPQ is committed to excellence in clinical, education, training and information services. This Code of Conduct describes the conduct and behaviour requested from participants in FPQ education and training activities. All participant misconduct (general and academic) will be treated seriously and may involve penalties for the participant. This Code reflects FPQ’s philosophy, strategic direction and policies, and is based on the organisation’s key values:

- Respect for others
- Social justice
- Professionalism
- Innovation
- Courage
- Openness and honesty

Code of conduct – general

- Be honest about your needs
- Be receptive to new information and ideas
- Respect other people’s rights to access FPQ services
- Be polite and respectful to FPQ staff and other participants by respecting their privacy and personal space
- Provide constructive feedback about FPQ services
- Do not access FPQ services under the influence of alcohol or any other drug

Academic conduct

- Ensure enrolment and progress is lawful and consistent with FPQ requirements and guidelines
- Act ethically and honestly in the preparation and submission of all academic work. Academic dishonesty, including plagiarism, cheating and misrepresenting information, will not be tolerated during any form of training or assessment (including written and workplace assessments)
- Ensure all assessment work submitted is the participant’s own work and meets all academic and referencing standards
- Meet all specified education and training attendance requirements
- Avoid any activity or behaviour that would unfairly advantage or disadvantage another participant
- Use FPQ resources in a lawful and ethical manner, for FPQ education and training purposes only

Complaints and feedback

FPQ welcomes feedback.

If you are satisfied…

If you are satisfied or pleased with the services, please let us know, as this will give us the opportunity to recognise or acknowledge the standard of service offered by our staff.

If you are dissatisfied…

If you are dissatisfied with any aspect of our service, please let us know, so we can identify any problems or areas where changes can be made. All complaints will be treated seriously and resolved as quickly as possible. FPQ believes that all service users have a right to have their comments and concerns acknowledged and dealt with in an appropriate manner.