

## Statement of Commitment

Mentor Human Resources Pty Ltd (Mentor) is committed to provide high quality nationally accredited and recognised training to its students. In undertaking its responsibilities and obligations as a Registered Training Organisation, Mentor will:

- At all times aim to provide high quality training and assessment services, that meet the expectations of clients, the specific industry sector and the relevant government authorities
- Supply suitably qualified and experienced trainers and assessors, who will provide training.
- Ensure that no individual student will be discriminated against either in their access to or participation in any course/s of study (refer Access and Equity Policy).
- Enable training and assessment services to be provided in a safe environment in accordance with the legislative requirements of the Occupational Health and Safety Act 2004.
- Rigorously implement its Confidentiality Policy regarding client confidentiality and access to student records (refer Student Records Procedure).
- Market, promote and advertise its training products and services in an ethical and professionally responsible manner (refer Marketing and Advertising Policy).
- Ensure students comply with MHR Code of Conduct (refer Student Code of Conduct).
- Provide significant support and assistance to students to maximize their potential to succeed.
- Ensure that all students are informed upon enrolment of its complaint and appeals process (refer Complaints and Appeals Procedure).
- Maintain confidentiality of all student records. Information contained within student records will only be disclosed with the student's consent.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes including recognition of prior learning results, qualifications issued to students, grievances and archiving of records.