



Be Inspired Group Code of Practice

For Training Activities (Jan 2012)

1. Overview

Be Inspired Group provides high quality interactive education and training to health professionals and health/community care workers. Training can be provided in the following areas:

- Self management and chronic disease management
- Health Behaviour Change
- Motivational Interviewing
- Goal Setting and Care Planning
- Chronic Care Model
- Work Life balance
- Group Facilitation

Be Inspired Group can also provide individually tailored training and workshops to meet the specific needs of an organisation or group.

2. Delivery of training

Be Inspired Group provides predominantly face to face type workshops. The workshops are designed to provide educational instruction, opportunities for discussion and practical sessions where participants are able to develop their skills. Participants will be provided with high quality training and resources.

3. Access and Equality

- The participants will be recruited in an ethical and responsible manner which promotes inclusiveness.
- We will endeavour to ensure that those attending our workshops will be treated fairly and without discrimination at all times and that we are sensitive to the diverse backgrounds, culture and needs of participants.
- We will provide a safe and comfortable learning environment for participants.
- We will endeavour to cater for any special needs that our clients have.

4. Complaints and Appeals

Be Inspired group will make every effort to resolve client complaints. In the first instance complaints are to be directed to the presenter or Amanda Shields, and then to Mark Marston who is the registered owner of the company. Where a complaint cannot be resolved internally, Be Inspired Group will advise clients of the appropriate legal body where further assistance can be sought.

5. Disciplinary Policy

All staff employed by Be Inspired Group are expected to adhere to the code of practice. Should a behavioural issue arise; an informal, co-operative and consultative approach will be the preferred option.

6. Fees and Charges

The fees for workshops will vary depending on the type of workshop, duration, location, participant numbers and if it is an in-house workshop or for a specific organisation.

Fees are required prior to the workshop unless negotiated otherwise. If a workshop is cancelled, all clients will be refunded the full amount. For participants cancelling there is a sliding scale on the refund of fees depending on the amount of notice provided. (Ie if providing at least 2 weeks' notice they will be refunded the full amount, after that the percentage decreases). However there will be no refund if no notice is provided and the person does not attend the workshop. However these fees may be negotiable depending on the circumstances.

7. Finance and management

- Be Inspired group has a refund policy that is fair and equitable and can be made available to all clients (briefly mentioned above).
- The financial and contractual relationship between the client and organisation is properly documented. (including costs of training, issuance of certificates, payment arrangements and refund conditions)

8. Insurance

Amanda Shields is insured with Be Inspired Group for professional indemnity and public liability insurance with Insurance House Group which is underwritten by Lloyds Insurance.

Limit of Liability

- Professional Indemnity: \$10,000,000 any one Claim
- Public Liability and Goods sold or supplied: 10,000,000 any one Claim

Any other health professionals providing services for Be Inspired group would also be expected to have their own professional indemnity insurance.

9. Issuance of Qualifications

The main training facilitator Amanda Shields graduated with a Bachelor of Applied Science in Occupational Therapy from the University of South Australia in 1998. She has a Certificate IV in Training and Assessment and a Diploma in Business Management. She has also undertaken training in Health Coaching, Motivational Interviewing, Flinders & Stanford Self Management Programs.

Be Inspired Group issues certificates of attendance to all participants who attend and complete the entire workshop.

10. Legislative requirements

Be Inspired Group aims to meet all legislative requirements of State and Federal Government. In particular, Occupational Health and Safety and Anti-Discrimination legislation will be adhered to at all times.

11. Record Management

Be Inspired Group keeps accurate records of the client attendance, as well as financial records that reflect all payments and charges. However only the very minimal information required about participants is collected and stored. All information regarding participants is kept confidential, complying with National Privacy Principles as contained within the Australian Privacy Act 1988.

Information is received and maintained electronically. Access is only available through the Be Inspired Group Computer which is accessible only with a password. Information is also backed up regularly on an external hard drive which is stored safely and securely.

12.Resources and facilities

Be Inspired Group only uses venues that meet occupational health and safety standards, have their own insurance and rooms which are comfortable and appropriate for the training workshop.

A variety of formats and resources are used in workshops that promote adult learning principles. For example a full day workshop may use the following resources and formats:

- PowerPoint presentations
- Video clips
- White board discussions
- Practical sessions in pairs
- Group discussions
- Question time

Participants would also receive a folder to take home with them which would include all presentation handouts, tools, worksheets and helpful information.

13.Risk Management

Be Inspired Group will endeavour to adhere to the code of practice and ensure the delivery of safe and high quality training. We will maintain appropriate levels of insurance. Venues used will comply with Occupational Health and Safety standards and will be fully insured.

14.Staff and Student feedback

At Be Inspired Group we continually review and evaluate our systems and training workshops to ensure they are of a high standard and effectively meet client needs. We welcome and actively seek feedback from our clients and staff to support continuous improvement initiatives to enhance the quality of our services. All workshop participants are encouraged to complete an evaluation questionnaire that they are given at the end of the workshop.

15.Staff Competence

When other staff assist in training workshops we ensure they have appropriate qualifications and experience. They are also provided with an appropriate induction and supported with their first couple of workshops to ensure that they are able to deliver the training to the high quality expected. Staff are provided with regular supervision to discuss their performance and reflect and review feedback from workshops. All staff are encouraged to reflect on their performance and to assist in continuous improvement activities and undertake regular professional development.