



CORPORATE PARTNERS  
EXCELLENCE THROUGH PEOPLE AND PROCESS

## Learner Handbook

MSS30316 Certificate III in Competitive Systems and Practices  
MSS40316 Certificate IV in Competitive Systems and Practices

MSS50316 Diploma of Competitive Systems and Practices

BSB42015 Certificate IV in Leadership and Management

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## Corporate Partners

Corporate Partners Pty Ltd is a business improvement consulting company as well as a Training and Assessment company. We work in Partnership with our clients to improve their profitability through the engagement of their people using world's best processes. Our passion is to help Australian companies achieve excellence in their chosen field.

We apply practical processes which focus all employees on key issues and which align their activities with the strategies and goals of the organisation. We work with clients to develop sustainable behaviours and practices that will ensure the business performs at its peak for the long term.

Our commitment to our customers is to improve the business performance and our people are experienced business managers and practitioners passionate about delivering results.

Corporate Partners delivers qualifications nationally with Head office based in Sydney.

Corporate Partners Contact Details

A: PO Box 252 Menai Central NSW 2234

P: 1800 104 899

E: [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au)

W: [www.corporatepartners.com.au](http://www.corporatepartners.com.au)

## Our Vision

'Become recognized as leaders in driving Business Excellence'

## Our Mission

'To lead and coach Australian businesses to become world competitive through implementing Best Practice processes'

- Commitment
- Honesty
- Respect
- Openness
- Passion
- Customer value
- Continuous development of our associates and clients
- Patience
- Integrity
- Practical

### **Registered Training Organisation**

Registered Training Organisation's (RTO) are registered with the Australian Quality Skills Authority (ASQA), or a state regulator, to deliver Vocational Education Training qualifications and / or Diploma's. Corporate Partners is a privately owned RTO who have a 'Scope' of qualifications they can deliver as part of their RTO function. The qualifications and or Diplomas Corporate Partners can deliver are Nationally Recognised and a full list of the delivery is below.

### **Nationally Recognised Training (NRT)**

The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

## Corporate Partners Nationally Recognised Qualifications

Corporate Partners offers the following Nationally Recognised Training Qualifications on scope as per the National Training Register [www.training.gov.au](http://www.training.gov.au)

Code	Title	Extent	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
<a href="#">BSB42015 - Certificate IV in Leadership and Management</a>	Certificate IV in Leadership and Management	Deliver and assess	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes
<a href="#">MSS30316 - Certificate III in Competitive Systems and Practices</a>	Certificate III in Competitive Systems and Practices	Deliver and assess	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes
<a href="#">MSS40316 - Certificate IV in Competitive Systems and Practices</a>	Certificate IV in Competitive Systems and Practices	Deliver and assess	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes
<a href="#">MSS50316 - Diploma of Competitive Systems and Practices</a>	Diploma of Competitive Systems and Practices	Deliver and assess	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes	✔ Yes

## Qualifications

### **MSS30316 Certificate III in Competitive Systems and Practices**

You will be awarded the MSS30316 Certificate III in Competitive Systems and Practices, whilst demonstrating your skills on-the-job as you implement Visual Workplace Management.

In our MSS30316 *Certificate III in Competitive Systems and Practices* you will learn how to participate in Visual Workplace Management to improve Safety, Quality, Cost, Delivery, and Environment to become world-competitive. You will learn how to identify wastes, solve problems and use Visual Workplace Management to transform your work team into a high-performing Mini Business Team.

### **MSS40316 Certificate IV in Competitive Systems and Practices**

You will be awarded the MSS40316 Certificate IV in Competitive Systems and Practices, whilst demonstrating your skills on- the-job as you lead the implementation of Visual Workplace Management.

In the MSS40316 *Certificate IV in Competitive Systems and Practices* program you are challenged to lead your team in implementing Visual Workplace Management by creating Mini Business Teams. You will coach your Mini Business Team to achieve significant improvements in safety, quality, delivery, cost, environment and most importantly, increasing morale and developing the skills of your team.

### **MSS50316 Diploma of Competitive Systems and Practices**

You will complete twenty units to be awarded the MSS50316 Diploma of Competitive Systems and Practices, demonstrating your skills on-the-job as you guide and lead the implementation of Visual Workplace Management.

In our MSS50316 Diploma of Competitive Systems and Practices you will be challenged to guide and lead the implementation of Visual Workplace Management across the organisation. You will enhance your Visual Workplace Management to further improve Safety, Quality, Cost, Delivery, Cost and Environment in order to become world-competitive. You will implement systems to identify wastes, solve problems and use Visual Workplace Management to transform your work teams into high-performing Mini Business Teams.

## **BSB42015 Certificate IV in Leadership & Management**

BSB42015 Certificate IV in Leadership and Management has 12 units to complete the full qualification consisting of 4 core units and 8 elective units.

Electives will be directed towards the relevant work environment and contribute to a valid industry supported outcome as described on [www.training.gov.au](http://www.training.gov.au)

“This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources” \*

Pathways for this program can lead to a Diploma or Advanced Diploma level in Management.

\*<https://training.gov.au/Training/Details/BSB42015>

## **Pathways into Higher Qualifications**

You may choose to build on the qualifications attained in Corporate Partners learning programs to advance into further learning programs. Pathways enable you to move from one qualification to another in more efficient and effective learning pathways. You can build on the skills you have already learned and use some or all of the units of competency you achieve to count towards your next target qualification.

For example, if you were awarded a MSS40316 Certificate IV in Competitive Systems and Practices you will be able to use most of these units of competency towards the twenty you require for a MSS50316 Diploma of Competitive Systems and Practices.



## Program Delivery

All Corporate Partners suite of products are delivered by our Registered Training Organisation and we are responsible for the quality of the training and assessment provided and for the issuing of all qualifications and statements of attainment in accordance with the Standards for Registered Training Organisations, and any changes to arrangements will be communicated to learners. Participants are immediately putting their learning into practice, reinforcing skills learned, and providing further opportunities for learning through team activities, Mini-Business meetings, and problem-solving and business improvement projects.

## Visual Workplace Management

Welcome to the world of business improvement. You will be participating in a program to learn about the philosophies, ideas and proven techniques used by world-class organisations such as Toyota as well as local companies. We will introduce you to tools and techniques that you can use to help make your workplace safer, better organised and more productive.

### Learning activities

Our Visual Workplace Management program is engaging and informative and designed to promote team building, on the job skills, and improvements to work practices. The program is a whole business improvement process allowing students to problem solve and develop solutions to issues that affect their day to day activities that will help improve the business overall.



### Implementation activities

You will apply the skills you learn to improve your workplace by building a Mini Business Team. We will provide ongoing support to your team as you implement Visual Workplace Management. Your Mini Business Teams will receive ongoing support from experienced Corporate Partners advisors to help you improve safety, eliminate waste and carry out projects to create a better place to work.

We believe the best way to learn is to do.

Learners enrolled in our Visual Workplace Management program are participating in a structured, formal process that results in nationally recognised qualifications.

Upon successful completion of your learning program you will receive a nationally recognised formal qualification.

### Program Content & Delivery

Brochures on course information are also available pre-enrolment and at enrolment for more information on what qualifications are delivered and offered. The Competitive Systems programs are designed to implement a Visual Management Program and drive outcomes from the establishment of Mini Business Board, problem solving and improvement. The leadership course is based around managing staff, managing operations and driving continuous improvement.

Expected Locations: Workplace delivery

Modes of Delivery: On-the-job training

Accreditation:

Volume of Learning:

### Estimated Duration / Program Length

12-24 months, depending on the program and skill level of the Learner. The Learner cohort will also be individually assessed prior to the commencement of training and assessment to determine the learning needs of the individual which may impact on the timeframes and duration for completion.

Corporate Partners programs vary depending on the level, Certificate III, IV or Diploma,

MSS30316 Certificate III Competitive Systems and Practices is typically 12-15 months to complete and the MSS40316 Certificate IV Competitive Systems and Practices is typically 15-18 months to complete. This time will vary due to learners taking leave, holidays or other leave during the program.

## **Enrolment**

### Course Selection and Enrolment

The course selected will be based on current knowledge and skills as well as job position and descriptions. More information can be ascertained through your trainer and assessor, and if you would like to know more about credit transfers and recognition of prior learning please see the corresponding policies for more information.

Learners will be given information pre-enrolment including;

- Information on the course they are completing,
- learner handbook and a
- 'what to bring on the day' of enrolment information guide

Scheduling of the induction and enrolment will be in conjunction with workplace times and you will be notified by a supervisor or manager on when this will occur,

At enrolment information will need to be completed to enrol you in a course including;

- The Enrolment Checklist
- The Enrolment Form
- Unique Learner Identifier Application Form (If Applicable; see the USI Policy)
- Language Literacy and Numeracy Indicator

The enrolment checklist, along with an introduction to the first unit presentation, will discuss the course and qualification outline in more depth.

A link to this learner handbook will be provided to the learner, to access from our website, to gain the most current and up to date version.

### Notification of Enrolment Process

– as per the Smart and Skilled Operation Guidelines

The following process applies to the notification to the Department of the enrolment in Subsidised Training of eligible Prospective students. This process does not apply to the School Based Apprenticeship and Traineeship Program.

The Provider must adhere to the eligibility criteria for students, outlined in the Contract which can be found in Schedule 2 of the Contract Terms and Conditions.

The Provider must only carry out notifications of enrolment via the Portal in accordance with the following process (the Notification of Enrolment Process):

- a) (Consent) the Provider must first obtain the consent of the Prospective Student to the Departments use of the Prospective Students information by:
  - i) the Prospective Student signing or electronically accepting (including by ticking a check box) a consent form that includes the wording set out in Schedule 1 of these Operating Guidelines or
  - ii) the Prospective Student verbally providing their consent provided that a consent statement is recited to the Prospective Student or is made available for the prospective Student to read

*To be clear, if the Prospective Student does not provide their consent, the Provider must not proceed with the Notification of Enrolment Process.*

*The wording set out in Schedule 1 of these Operating Guidelines has been drafted for the purpose of allowing the provider to provide personal information collected from students to the Department for use by the Department and other government agents, including those in other States and Territories in Australia. The disclosure should be in addition of the Providers other notification and disclosure obligations in relation to the privacy and does not relieve the Provider of tis responsibilities under the Privacy Act and other applicable privacy laws. The Provider must use the exact wording in the attached form by may incorporate this wording intis own notification/consent forms or use the form as an additional disclosure/consent.*

- b) (subcontractor) if the Approved Qualification is approved by the Department to be delivered by a subcontractor, the Provider must notify the Prospective Student ( and any relevant employer)
- c) (Provider Calculator) the Provider must use the Provider Calculator to validate eligibility, input details of any Credit Transfers or Recognition of Prior Learning and generate details of the Fee chargeable and the applicable Subsidy together with any loadings (if applicable). The Provider must provide the Prospective Student with details of the Fee chargeable.
- d) (Notification of Enrolment Report – Provider Copy) the Provider should generate and maintain a hard copy or electronic copy of the Notification Enrolment Report – Provider Copy that can be referred to where the Fee and Subsidy is adjusted after the Commitment ID is issued.
- e) (Prospective student declaration) the Provider must confirm that the Prospective Student has signed or electronically accepted a declaration confirming:
  - i) all information provided by the Prospective Student to the Provider, in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way
  - ii) the Prospective Student is aware of any subcontracting arrangements (if applicable); and

iii) the Prospective Student had been provided with the details of the Fee chargeable and the Student Information.

Successful completion of the Notification of Enrolment Process will result in the issue of a Commitment ID.

The Notification of Enrolment Process must be carried out simultaneously with the Provider's enrolment process and must be completed before the Provider delivers any Training to the student.

### Entry requirements

Entry Requirements relate to the amount of industry experience or mandatory qualifications a learner must have to commence a course. It is also helpful to identify if learners may need additional support to complete the course they are enrolling into, as this may affect the assistance provided throughout the course. Entry Requirements may also relate to any pre-requisite units learners may need to complete prior to commencing in a course. At present, there are no current pre-requisites for completing any of Corporate Partners suites of courses, but Learners will need to show they are capable of completing the course at the level enrolled.

### Training, Assessment and Learning Procedures

Corporate Partners programs are delivered at client company's premises and are delivered in a manner that provides individual learners with the best opportunity to succeed in achieving their goals.

A variety of theoretical, practical and interactive development strategies are employed. Strategies include: workshops and demonstrations, one-on-one coaching from peers/team leaders/managers, discussions, question and answer sessions, role play, structured exercises and presentations.

Corporate Partners programs are delivered through structured on-the-job learning, workshops and include one-to-one guidance and coaching for clients when required.

Training and Assessment are conducted with the Learners in a client company workplace, on the job, utilising the company's facilities, with a Corporate Partners Trainer and Assessor.

## **Assessment**

### Corporate Partners Assessment Procedures

Assessment is the process of documenting knowledge, skills, attitudes and beliefs\*. Assessment is carried out in accordance with the ASQA Standards and particularly adhering to but not limited to Standard 1.8-1 Principles of Assessment and 1.8-2 Rules of Evidence.

Corporate Partners are obligated as per the Standards for Registered Training Organisations (SRTOs) 1.1 – 1.4 to develop comprehensive training and assessment strategies, and gather evidence from learners for each Unit of Competency they enrol (in a training package product) in the form of packs, in order to assess their skills and knowledge developed from the training delivered. The Units of Competency that Corporate Partners train and assess are often developed into clusters to form a holistic assessment. The assessments are usually made up of the sum of parts, often including assessment questions, projects and presentation activities, and learners will be marked not as percentage, or a pass or fail but as 'Competent' or 'Not Yet Competent'.

Assessment processes cover the broad range of skills and knowledge needed to demonstrate competency in the relevant field of study. Assessment integrates the knowledge and skills of a learner with the practical application.

Corporate Partners provide learners with clear descriptions of the performance standards expected of learners. Corporate Partners programs include information of methods of assessment, assessment tasks, and guidelines and suggestions for the provision of adequate evidence to support claims for competence. Workplace assessments are conducted in accordance with the assessment procedure as approved by the National Skills Standard Council. Workplace assessments will be conducted according to training plans as agreed between the trainer/assessor and all stakeholders.

Corporate Partners assessors will inform learners on all aspects of workplace assessments prior to formal assessment. This will include assessment methods, assessment tools and reasonable adjustments to the assessment process where appropriate.

Assessment events will be discussed with employers, supervisors, mentors, coaches, where appropriate. Confidentiality will be maintained at all times.

### **Feedback**

Corporate Partners Trainers and Assessors will provide ongoing feedback throughout the course at their discretion and as needed. Learners and employers will also be asked to give their feedback on the program periodically and a formal feedback form will be utilised to engage student and employer feedback.

### **Re-Assessment**

If you are deemed Not Yet Competent you will be as given the opportunity to be reassessed, as per practicality within the program guidelines. You will be given feedback and support to help you build your skills and knowledge to demonstrate competence.

Corporate Partners trainers and assessors have industry experience in their area of expertise. Corporate Partners trainer and assessors deliver accredited training and assessment in line with training packages or accredited course guidelines.

### **Competent/Not Yet Competent**

The Corporate Partners assessor will consider all of the evidence provided and determine competence across the whole unit. You will be assessed as competent or not yet competent.

“Competent” means you have satisfied all of the criteria in the unit to the expected performance standard.

“Not Yet Competent” does not mean failure. It just means there isn’t enough evidence to prove you are competent and you will be given further opportunities to demonstrate your competence. In some instances we may have some additional questions to show your competence in a particular unit.

## Resources

### Learner Guidance Services

Learners will be notified by Trainers and Assessors or the workplace of any equipment or materials that are needed to complete the training and assessment. If Learners are unsure please speak to your Corporate Partners representative.

Corporate Partners also aims to provide useful and comprehensive information and support to learners to assist them during their training program:

- Access to a Learner Handbook is provided to all learners.
- Provision is made for language, literacy and numeracy participation and assessment where appropriate.

### Human Resources

Trainers and Assessors will be assigned to Learners throughout the entirety of the qualification or course to train and assess learners in all areas of the units of Competency.

### Learning Resources

Resource materials for all Units of Competency will be issued to learners prior to the commencement of training of that unit or cluster, and will be supplemented with handouts and PowerPoint's where applicable.

### Physical Resources

This could include equipment, safety facilities, Mini Business Boards and will be utilised on a needs basis depending on the course.

### Workplace Equipment, facilities and safety

Prior to the commencement of training and assessment a Corporate Partners Trainer and Assessor will completed a Pre-start checklist with the site supervisor to ensure the training area/s are safe for conducting training and assessment. The Trainer and Assessor will also confirm the appropriate and necessary facilities and equipment are available to the training and the Learners to complete the program.

### Training facilities

Corporate Partners conducts training and assessment at client company premises as an integral component of our Visual Workplace Management and Leadership and Management programs. We use company facilities for training and assessment activities and ensure that training and assessment venues are fit-for-purpose through the use of a Pre-start checklist. As part of our philosophy of "gemba-oriented thinking" *going to the source*, we conduct most of our training and assessment on the shop floor in a real production environment to enhance learning and deliver real business improvements.

### Exit Points

Completion of all units of the Corporate Partners qualification program is the only exit point for those who wish to receive a full qualification. A Statement of Attainment is available for completed competencies if a learner leaves prior to the completion of the Corporate Partners program.

There is no automatic re-entry into a future Corporate Partners qualification programs if learners fail to complete all units of the qualification program in which they were originally enrolled.

Learners who wish to cancel from their training program are advised to contact Corporate Partners on how to proceed.

**Course Extension**

Learners can apply for a course extension if they feel they need more time than the commencement and completion dates originally enrolled. Extensions are granted on a case-by-case basis and within reason.

**Suspension or deferring**

Learners may also suspend or defer their courses under certain circumstances, i.e. if they are going to miss a long period of the course, this again would be granted on a case-by-case basis, please speak to your Corporate partners Representative for more information.

**Business Closure**

In the event that Corporate Partners closes for any reason all student management records of students will be forwarded on to ASQA so that document requirement processes of keeping student records for 30 years may be adhered to.

## Issuance of qualifications

Qualifications issued by Corporate Partners meet the Australian Qualifications Framework (AQF) standards.

A single qualification will be issued to learners upon successful completion of the Corporate Partners qualification program. Learners issued with a qualification will also receive documentation that identifies the units of competency that have been achieved.

A Statement of Attainment will be issued for partial completion of the Corporate Partners qualification program upon request.

Corporate Partners maintains records relating to the issuance of qualifications. Client companies are provided with records relating to client company employees, consistent with our privacy obligations

### Reissuance of Qualifications or Statement of Attainments

As per the fees and charges policies below, there may be a cost to the learner to reissue a Certificate or Statement of Attainment any this will be negotiated on a needs basis depending on the circumstances.

## Participation

Corporate Partners programs are fundamentally work-based programs requiring a regular commitment. Punctual attendance at workshops and on-the-job assessments is required for successful completion of our qualification programs.

Learners, who do not attend the workshops or on-the-job assessments as required, will be referred to the client company for appropriate disciplinary action in accordance with the client company processes and procedures. If the non-attendance continues, Corporate Partners may exclude the learner from the program.

In the event of extended absence due to ill health or personal reasons, learners can discuss their options with their manager and Corporate Partners.

### On-the-job coaching and mentoring

Corporate Partners support the implementation of VWM and learners enrolled in our Competitive Manufacturing programs through on-the-job coaching and mentoring. Corporate Partners trainer and assessors visit each workplace regularly, usually weekly, fortnightly or monthly, engaging learners in Mini Business meetings, project teams and one-on-one in the workplace.



## Responsibilities

### Learner

- Participate in all training and assessment activities and complete all necessary work given in order to be deemed competent and complete qualifications or statements of attainment
- Be punctual to training
- Respect all persons in the training and not harass or discriminate others
- Act appropriately and professionally
- Notify Trainers and Assessors or Corporate Partners promptly of any issues or concerns
- Complete all required paperwork and consents.

### Trainer and Assessor

- Provide necessary training and assessment
- Provide necessary training and assessment materials
- Provide feedback, information, and advice throughout the course
- Provide access and equity, reasonable adjustment or support for language literacy and numeracy needs.
- Be punctual to training
- Respect all persons in the training and not harass or discriminate others
- Act appropriately and professionally
- Complete paperwork and give final result outcomes to students

## Credit Transfer and Recognition of Prior Learning

Corporate Partners recognises equivalent units of competency you may have completed in other training programs, and you can gain credit transfer to support the completion of your qualification.

If you already have skills and knowledge that are relevant to your course, you may be able to apply for credit.

Credit may be granted through a number of processes:

- *Credit Transfer* allows you to receive an agreed amount of credit for previous learning which is considered to be equivalent in content and learning outcomes to your nominated course.
- *Recognition of Prior Learning (RPL)* allows you to be granted credit based on an assessment of your previous learning and unique experience, if there are equivalent outcomes. We recognise the AQF qualifications and Statements of Attainment issued by any other RTO in Australia. The units and / or work experience must be current. Evidence provided for this process will need to contain some material dated within the last five years

### Credit Transfer

#### **How it works – What happens?**

In line with Standard 3 of the Standards for Training Organisations 2015, and Clause 3.5, Corporate Partners will accept AQF certification issued to learners by other issuing organisations, e.g. RTOs and Universities (unless licencing or regulatory requirements prevent this), if Corporate Partners has confidence the certification presented as a credit is valid. Corporate Partners will check the validity of all presented AQF certification by;

- Checking the documentation issued by any other RTO or AQF authorised issuing organisation, or \*
- Authenticate VET transcripts issued but the Registrar \*

If you feel you have credit transfers that are in line with the chosen program of study please submit a certified copy of the transcript to Corporate Partners representatives or to the below contact details.

Corporate Partners will verify the documentation with the issuing organisation and / or confirm with the Registrar (e.g. by contacting the organisation that issued the document and confirming the content is valid)

Once confirmed any applicable credit transfers will be noted on the learners file as a credit transfer.

If you are applying for credit transfers through a RPL application please refer to Appendix 3 for more information.

\* Users' Guide Standards for Registered Training Organisations (RTOs) 2015

Corporate Partners

A: PO Box 252 Menai

P: 1800 104 899

E: [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au)

## Recognitions of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's prior formal and informal learning to determine the extent to which that individual has achieved the required competency outcomes. This must be offered by the RTO for all items on its scope.

It has all the same requirements as other types of assessment. It involves collecting evidence and making judgements on whether competence has been achieved. Evidence can be collected through:

- Examination of work samples
- Examination of relevant documents
- Professional conversations
- Observation and questioning
- Resumes and references
- Challenge tests

Please note: RPL is not applicable when someone wants credit for a previously achieved course or competency. Read: Credit transfer

## RPL procedure

1. Candidates are made aware of RPL option through marketing, website, enrolment checklist and the Learner Handbook
2. RPL Expression of Interest application is to be completed by the candidate and submitted to Corporate Partners (available via Corporate Partners website or through this Learner Handbook – in Appendix 3)
3. Candidate applies for credit transfers and RPL
4. Assessor is appointed and completes initial interview with the candidate
5. Candidate is granted applicable credit transfers and RPL Kit
6. Candidate completes RPL kit including; the self-evaluation, third party and supporting documentation
7. Application for RPL submitted by the candidate
8. Assessor assesses application
9. Learner is informed of outcome
10. Relevant certificates or statement of attainments will be issued

## Appeals for Reassessment Policy

Corporate Partners is committed to ensuring all assessments are valid, reliable, fair and consistent. Learners may appeal assessment decisions they believe are unfair, and all appeals will be handled promptly, courteously and transparently. Most appeals will be resolved quickly through consultation and discussion with your manager and Corporate Partners.

### Appeals procedure

Corporate Partners ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals process.

1. The learner is encouraged to review the feedback received from their Corporate Partners assessor.
2. The learner is encouraged to then speak to their manager to discuss the situation.
3. Where appropriate the candidate should first approach the assessor concerned within 30 days of receiving the assessment result, where practicable.
4. A 'Form 4 - request for Reassessment' form should be completed and lodged to Corporate Partners (attached to this handbook).
5. All appeals will be referred to the appropriate person at Corporate Partners
6. Where the outcome is not satisfactory to the learner/client, the complaint will be referred to the RTO Managing Director, who will consider the information provided including:
  - The circumstances surrounding the issue
  - Who was involved
  - Why a complaint is being lodged
  - Any evidence including dates and documentation
  - The name of any witnesses who could support the case
  - Management will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision within 60 Calendar days of the complaint.
7. If the candidate is not satisfied with the outcome, the appeal will be referred to an independent third party, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case.
8. A third party or other appeal process may incur a cost and Corporate Partners will notify learner in advance.
9. Complaint and outcome will be entered into the Corporate Partners Complaints and Appeals Register.
10. If a complaint is deemed required to take more than 60 calendar days to action Corporate Partners will inform the complainant in writing including reasons for the delay, and provide regular updates to the complainant on the progress of the matter.
11. Complaints and Appeals register is reviewed (if applicable) by the Corporate Partners Managing Director at least biannually to identify types of complaints and appeals that may need to be reviewed and actioned.
12. Outcomes and actions are kept secure and in an area only accessible to those who need to be involved.

If you still remain unsatisfied with the outcomes of the appeals processes you have the option of lodging an appeal with the national regulator for Australia's vocational education and training sector, the Australian Skills Quality Authority (ASQA).

Further information and an online complaints form can be found at: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

As most RTOs are already, or are in a process of transitioning to being, regulated under ASQA, the primary complaints and appeals resolution processes are handled by ASQA's complaints team. Outside of ASQA's jurisdiction, these matters are handled by designated state or territory departments.

**ASQA (NSW, SA & ACT)**

1300 701 801 - Option 5

**TAC Secretariat (WA)**

08) 9441 1925

**VRQA (VIC)**

Victorian Ombudsman

03 9613 6222 or 1800 806 314

Consumer Affairs (refunds)

1300 55 81 81

**DETA (QLD)**

1300 369 935

Office of Fair Trading 13 74 68 (refunds)

**DET (NT)**

(08) 8901 1371 or (08) 8901 1357

**Tasmanian Qualifications Authority (TAS)**

03 6233 6364

## Complaints Policy

Corporate Partners is committed to dealing with all complaints in a timely and constructive manner. Corporate Partners aims for the highest standards in all areas of operations and we are continually seeking to improve our products and processes. Complaints are welcomed as opportunities to satisfy all of our client companies and program learners and will be resolved as quickly as possible with the aim of satisfying all parties.

### Complaint procedure

If you have a complaint regarding any aspect of Corporate Partners programs, or the conduct of any staff or trainer and assessors of Corporate Partners, you are encouraged to raise your concerns immediately. Most complaints can be resolved quickly through constructive discussion.

1. Corporate Partners ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals process.
2. The learner as per the handbook, is encouraged to speak with the people involved in this complaint in most instances the issue can be resolved immediately.
3. The learner as per the handbook, is then encouraged to raise the issue with their immediate manager - the matter may be able to be resolved with their assistance.
4. A complaint should first be lodged with Corporate Partners office within 30 days of the issue arising, where practicable. Appendix 'Form 1 - Complaint Form 'should be completed and lodged to Corporate Partners as per the handbook.
5. All complaints will be referred to the appropriate person at Corporate Partners, where the outcome is not satisfactory to the learner/client, the complaint will be referred to the RTO Managing Director, who will consider the information provided including;
  - The circumstances surrounding the issue
  - Who was involved
  - Why a complaint is being lodged
  - Any evidence including dates and documentation
  - The name of any witnesses who could support the case
6. Management will consider the complaint and the learner/client will be notified in writing of the outcome within 60 calendar days of the initial complaint.
7. If the learner/client is not satisfied with the outcome, the complaint will be referred to an independent third party, who is agreed to by both parties, and the learner/client will have an opportunity to formally present their case.
8. If there are any costs to the trainer/assessor including a third party or mediator, this information will be disclosed to the learner prior to engaging services.
9. If a complaint is deemed required to take more than 60 calendar days to action Corporate Partners will inform the complainant in writing, including reasons for the delay, and provide regular updates to the complainant on the progress of the matter.
10. Complaints and Appeals register is reviewed (if applicable) by the Corporate Partners Managing Director at least biannually to identify types of complaints and appeals that may need to be reviewed and actioned.
11. Outcomes and actions are kept secure and in an area only accessible to those who need to be involved. Complaint and outcome are entered into the Corporate Partners Complaints and Appeals Register.

If you remain unsatisfied with the outcomes of Corporate Partners complaints you have the option of lodging an appeal with the national regulator for Australia's vocational education and training sector, the Australian Skills Quality Authority (ASQA). The online complaints form can be found at: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

As most RTOs are already, or are in a process of transitioning to being, regulated under ASQA, the primary complaints and appeals resolution processes are handled by ASQA's complaints team. Outside of ASQA's jurisdiction, these matters are handled by designated state or territory departments.

**ASQA (NSW, SA & ACT)**

1300 701 801 - Option 5

**TAC Secretariat (WA)**

08) 9441 1925

**VRQA (VIC)**

Victorian Ombudsman

03 9613 6222 or 1800 806 314

Consumer Affairs (refunds)

1300 55 81 81

**DETA (QLD)**

1300 369 935

Office of Fair Trading 13 74 68 (refunds)

**DET (NT)**

(08) 8901 1371 or (08) 8901 1357

**Tasmanian Qualifications Authority (TAS)**

03 6233 6364

## Consumer Protection Policy

As per the NSW Smart and Skilled Operating guidelines 3.1a Corporate Partners has developed and implemented a Consumer Protection System to protect learners including a consumer protection policy, that encompasses our complaints policy, privacy policy, marketing and advertising policy, fees and charges and other relevant policies encompassed in the learner handbook.

### Policy

All Learners and potential learners have the right to expect that the training received is consistent with the national VET regulators requirements and the requirements of the Smart and Skilled contract.

Corporate Partners have implemented a Consumer Protection Policy incorporating our obligations as well as the consumers and encompasses the complaints handling system in line with the ASQA requirements, the NSW Quality Framework, and the Smart and Skilled contract.

### Corporate Partners Obligations;

- Provide training and support necessary for consumers to achieve competency
- Provide quality training and assessment experience for consumers
- Ensure our staff and agents meet public expectations and ethical behaviour at all times
- Conduct marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to consumers – please see the Corporate Partners Policy on Marketing and Advertising for more information
- Let consumers know about their subsidised training entitlement, their fees and their Responsibilities and obligations - please see the Corporate Partners Policy on Fees and Charges, as well Policy on Refunds for more information
- Consumer feedback and complaints handling policies and procedures - please see the Corporate Partners Policy on Complaints for more information
- Pathways for resolving or escalating complaints, please refer to our complaints procedure - please see the Corporate Partners Policy on Complaints for more information
- Provide feedback on a regular basis through training and assessment, company details, learner handbook resources, and having a dedicated consumer protection officer

Corporate Partners

Consumer Protection Officer – Ray Edwards

e. [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au)

p. 1800 104 899

### Consumer Obligations

Expect the education and training is of quality and consistent with the national VET regulatory requirements (the Australian Skills Quality Authority) and the requirements of the Smart and Skilled contract available at [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

Corporate Partners will meet the requirements of the Statement of Expectations available at [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

Be informed of information collected about them and review the correctness of this information

Have access to this consumer protection system from Corporate Partners – see link below;

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

Provide Corporate Partners with accurate information about yourself, behave responsibly and ethically.



## Statement of Expectations

As per the statement of expectations for Smart and Skilled providers Corporate Partners also works towards the government's committed of a 65% completion rate by 2019.

Corporate Partners gives high quality training and assessment and are confident in the services they deliver to consumers.

Corporate Partners as a Smart and Skilled provider ensures they follow the Quality, Ethics, Accountability and Responsiveness of the statement of expectations

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/statement\\_of\\_expectations/statement\\_of\\_expectations.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/statement_of_expectations/statement_of_expectations.pdf)

## Consumer Protection and ASQA

For all consumer rights and options for making a complaint please visit the Smart and Skilled website <https://smartandskilled.nsw.gov.au/> or call and 1300 772 104

The smart and skilled web link also provides information and links to consumers including;

- Consumer protection
- Training provider obligations
- Grievance procedures
- Escalation of complaints
- Also a link to an online form to make an enquiry or complaint, or give feedback
- Complaints handling agencies

A link to the consumer protection strategy and complaints process is available at [https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

## Related Corporate Partners Policies

- Privacy Policy
- Marketing and Advertising Policy
- Fees and Charges Policy

## Related Documents

- Smart and Skilled NSW Quality Framework
- Smart and Skilled Contract Terms and Conditions
- Smart and Skilled Operating Guidelines
- Statement of Expectations for Smart and Skilled

## Marketing Policy

Corporate Partners is an approved National Registered Training Provider delivers Nationally Accredited Qualifications delivered under the Australian Quality Framework and adheres to the Standards for Registered Training Organisations, particularly Standard 4.1 and Schedule 4, as well the NSW Smart and Skilled and QLD Pre-qualified supplier policies on Marketing requirements.

Corporate Partners;

- is committed to an ethical approach to all marketing and advertising of our services and products.  
We do not knowingly distort, conceal or provide false information, nor attempt to mislead, through our marketing and advertising activities
- marketing and advertising provides clear and accurate information to Learners and clients. The Managing Director has sole responsibility for authorising advertising, marketing and promotional material
- advertising and marketing material distinguishes between training and assessment services leading to AQF qualifications and Statements of Attainment from any other training and assessment services we conduct
- only advertises AQF qualifications that we have on our scope of registration
- only uses the NRT logo in accordance with the conditions set out in Schedule 4 of the Standards for Registered Training Organisations, including the condition for use to promote nationally recognised training provided that training is within our scope of registration. In addition we only use statements such as: ☐ “Nationally Recognised Training”
- only uses the AQF logo in conjunction with the rules set out in the AQF logo conditions for use.
- only refers to specific client companies, candidates or trainer and assessors in our marketing and advertising material with their written consent
- only advertises or markets qualification (legal names and codes) on our scope of registration to deliver as per <https://training.gov.au>
- does not market fee-free training (Please refer to the Fees and Charges Policy for more information)
- acknowledges in our marketing material the Queensland Government and / or the department as the funding source for QLD subsidised programs
- acknowledges in our marketing and communication material ‘This training is subsidised by the NSW Government’ as the funding source for NSW subsidised programs
- will not use the Departments Intellectual Property or any other Third Parties to promote or market a training product
- will not encourage learners to choose us as a provider based on inducements or other financial benefits

### **Subcontracting and work placement**

Corporate Partner does not have a third party subcontractor delivering training or assessment on our behalf under our Scope or Registered Training Organisation and does not require any compulsory work placement for any of their courses offered.

Corporate Partners will inform learners if changes are made to this delivery or a third party is sort if the company closes or the training in terminated early or the agreed services can not met.

## Unique Student Identifier (USI) Policy

As per the NSW Smart and Skilled Operating Guidelines, Corporate Process is to assist learners to obtain a USI, by providing them with information on how to apply for a USI, as well as information on how Corporate Partners can assist with this.

Information provided on how to obtain a USI consists of;

Dear Learner,

The Unique Learner Identifier initiative took affect for all learners from 1 January 2015.

From 1 January 2015, if you are undertaking nationally recognised training delivered by Corporate Partners or any registered training organisation, you will need to have a compulsory Unique Learner Identifier (USI). A USI gives you access to your private online USI account, which stores all your training information and qualifications you complete from January 1 2015 onwards.

Your USI number is compulsory and must be obtained in order for you to receive your qualification.

### How to get a USI

It is free and easy for learners to create their own USIs online.

While learners may create their own USI, training organisations are also able to create USIs for learners. Training organisations should do this as part of the enrolment process when learners begin studying. Where this service is provided, training organisations will let learners know

### Steps to create a USI

The following steps show how learners can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

Driver's Licence

Medicare Card

Australian Passport

Visa (with Non-Australian Passport) for international learners

Birth Certificate (Australian)

Certificate Of Registration By Descent

Citizenship Certificate

Immi Card

**IMPORTANT:** To make sure we keep all a learner's training records together, the USI will be linked to the learner's name as it appears on the form of ID used to create the USI. The personal details entered when a learner creates a USI must match exactly with those on their form of ID.

If a learner has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a learner get a USI.

Step 2 Have contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: <https://www.usi.gov.au/>

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the learner's preferred method of contact.

Step 7 The learner should then write down the USI and keep it somewhere handy and safe.

**NB:** Corporate Partners as your Registered Training Organisation can also assist learners in accessing and completing a USI, and have a Unique Learner Identifier Application Form that can be completed at enrolment and will be sent to learners Pre-Enrolment. Please speak to your Corporate Partners representative prior to enrolment if you need further assistance.

Further questions relating to the USI should be directed to the USI Office in the Department of Industry by calling 13 38 73 or emailing [usi@industry.gov.au](mailto:usi@industry.gov.au).

## Corporate Partners Code of Practice and Legislations

### Our Code of Practice

Corporate Partners is committed to excellence in all aspects of our operations as a Registered Training Organisation.

### Legislative Compliance

Corporate Partners is committed to acting ethically in all of its dealings with learners and client companies and complies with all Commonwealth, State/Territory legislation and regulatory requirements relevant to its scope of operation.

### Legislative requirements

Corporate Partners must ensure the integrity of all qualifications issued to satisfy legal requirements under the Australian Skills Quality Authority (ASQA) and to maintain our Registered Training Organisation (RTO) status. This is achieved by strict adherence to the Competency Standards and Performance Criteria described in the relevant units of competency included in your Corporate Partners Assessment Guide. This is adhering to but not limited to Standard 1.8-1 Principles of Assessment and 1.8-2 Rules of Evidence.

This means that if there is a discrepancy between client company standards and the performance standards described in the units of competence, the performance criteria from the units of competence will prevail.

\* <https://en.wikipedia.org/wiki/Assessment>

Corporate Partners complies with Commonwealth and State legislation and regulatory requirements on:

- Work Health and Safety Act 2011 (WHS);
- Privacy Act 1988;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination Act 1977, including equal opportunity, racial vilification and disability discrimination;
- Taxation legislation;
- Vocational Education and Training and Vocational Quality Framework including;
  - The Standards for Registered Training Organisations (RTOs) 2015
  - The Australian Qualifications Framework
  - The Fit and Proper Person requirements
  - The Financial Viability Risk Assessment Requirements, and
  - The Data Provisions Requirements
  - NSW Smart and Skilled Contract
  - NSW Smart and Skilled Fee Administration Policy
  - NSW Smart and Skilled Operating Guidelines
  - QLD Pre-qualified supplier policy
  - QLD Pre-qualified supplier agreement
  - QLD Pre-qualified supplier audit evidence guide 2016-2017
- Apprenticeships and traineeships (where applicable)
- Consumer Protection (Smart and Skilled Consumer Protection Strategy)
- Child Protection (Working with Children) Act 2012 and Child Protection (Working with Children) regulation 2013

## Working with Children

Corporate Partners does not have learners who are under 18 years of age. Corporate Partners does however adhere to the Child Protection Act and Regulation as noted above for any learners who may enrol in the future. For further information on these legislations visit the below link

[www.legislation.nsw.gov.au/inforcepdf/2012-51.pdf?id=ce1a6392-786e-627e-f060-ba23ea2bf2f3](http://www.legislation.nsw.gov.au/inforcepdf/2012-51.pdf?id=ce1a6392-786e-627e-f060-ba23ea2bf2f3)

And;

[www.legislation.nsw.gov.au/inforcepdf/2013-156.pdf?id=8dfc7213-b8a8-eb5e-cd03-bc106883e742](http://www.legislation.nsw.gov.au/inforcepdf/2013-156.pdf?id=8dfc7213-b8a8-eb5e-cd03-bc106883e742)

Child related screening and protection standards -

[www.kidsguardian.nsw.gov.au/Working-with-children/working-with-children-check](http://www.kidsguardian.nsw.gov.au/Working-with-children/working-with-children-check)

[www.legislation.nsw.gov.au/inforcepdf2012-51](http://www.legislation.nsw.gov.au/inforcepdf2012-51)

[www.legislation.nsw.gov.au/inforcepdf2013-156](http://www.legislation.nsw.gov.au/inforcepdf2013-156)

Report the wellbeing of Under 18 year olds in NSW

Corporate Partners has an obligation to report concerns about the safety, welfare and wellbeing of learners protected under the Child Protection (Working with Children) Act 2012, to the NSW Department of Family & Community Services in accordance with the legislative Requirements

## Work Health and Safety Act 2011

Corporate Partners considers the Work Health, Safety and welfare of its staff and clients to be of the utmost importance. Corporate Partners takes all “reasonably practicable” steps to provide and maintain a safe and healthy workplace and learning environment within client companies.

A checklist and induction will be completed prior to training and assessment commencement to ensure the training and assessment rooms / areas are safe to conduct program activities for all parties involved, as well, a equipment and facilities check will also be undertaken to make sure the workplace has sufficient resources available.

The delivery and assessment of all Corporate Partners incorporate the relevant WHS legislation and requirements as they apply to work practices. All injuries, accidents and near misses must be reported according to the client company processes and procedures.

Any action by trainer and assessors that jeopardises the health, safety or welfare of others may result in termination of service agreements between Corporate Partners and trainer and assessors.

Any action by learners that jeopardises the health, safety or welfare of others may result in expulsion from Corporate Partners programs.

Corporate Partners completes a workplace safety inspection and where applicable a company induction prior to commencement of training and assessment to ensure the safety of trainers and assessors onsite.

## **Equal Employment Opportunity**

Corporate Partners is committed to an Equal Employment workplace and inclusive practices with all staff, clients and learners. Our business model is centred on fair opportunity for all and provide fair and free from bias training and assessment, materials and staff.

## **Anti-Discrimination**

Corporate Partners follows the Anti-Discrimination Act 1977 and ensures all learners receive training and assessment and completion of courses based on merit and with the absence of race, colour, language, ethnicity, political, religion, age, family, impairments, gender or marital status. All students are encouraged and given extra support as needed by the individual as per Corporate Partners Access and Equity policy.

## **Access and Equity Policy**

Access and equity means policies and approach aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes\*

Corporate Partners ensures persons seeking enrolment in our programs are treated equitably. We promote a learning environment that is free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

We are committed to supporting full access to our range of services and employment opportunities by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender.

\*Glossary ASQA: <https://www.asqa.gov.au/search/access%20and%20equity>

## **Language Literacy and Numeracy**

Our programs are designed to be accessible for all employees, and support will be provided for any learners with language, literacy and numeracy difficulties. This will be addressed and identified as per Standard 1.7 of the Standards for Registered Training Organisations prior to enrolment with the LLN Indicator. If any language literacy or numeracy issues are identified reasonable adjustments will be made to support learners throughout the duration of the program in consultation with the employer.

## **Reasonable Adjustment**

Reasonable adjustment refers to measures or actions taken in order to provide a learner the same education and training opportunity as anyone else. For adjustments to be reasonable they need to be appropriate for the particular learner in a particular situation. Reasonable adjustment activities could include:

- Modifying or providing equipment
- Changing assessment procedures
- Including other training delivery modes
- Modifying premises

If a language literacy or numeracy issue is found or an access or equity requirements, reasonable adjustments will be made to the training and assessment appropriate to the needs of the learner. As this is a case by case, situation feedback will be given to the learners through the indicator outcomes, and reasonable steps will be taken to provide assistance and support.

## Further Support and Assistance Services

Corporate Partners also promotes learners advising us if they feel like they need further support or assistance in any area even if it is outside the scope of LLN, or access and equity. If you feel like you need more assistance on project work or support services please speak to your Trainer and Assessor, Manager who can get in touch with a Corporate Partners facilitator, or contact us on the contact details attached to this document.

NSW

Comply with Disability Standards -

<https://education.gov.au/disability-standards-education>

QLD

Inclusive Support -

<https://training.qld.gov.au/providers/inclusive/framework>

<https://training.qld.gov.au/providers/inclusive/resources>

<https://training.qld.gov.au/providers/inclusive/disability/support>

Australian Anti-discrimination laws –

[www.austlii.edu.au/au/legis/nsw/consol\\_act/aa1977204](http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204)

## Harassment

Corporate Partners is committed to upholding all requirements in relation to harassment and have a zero tolerance policy pertaining to harassment of any kind.

*Harassment* (/hə' ræsmənt/ or /' hærəsmənt/) covers a wide range of behaviours of an offensive nature. It is commonly understood as behaviour that disturbs or upsets, and it is characteristically repetitive. In the legal sense, it is behaviour that appears to be disturbing or threatening. Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim. \*

There can be different forms of harassment including electronic, mobile, online, power, psychological, racial, religious, sexual, workplace,

Corporate Partners does not encourage or condone any form of Harassment and encourages staff, students and any other contacts to notify Corporate Partners through our contact details provided or through the use of a complaint form.

\* <https://en.wikipedia.org/wiki/Harassment>

## Privacy Policy

Corporate Partners understands that learners may have concerns about their privacy and the confidentiality and security of information that Corporate Partners may obtain about them.

### Collecting your Personal Information

Corporate Partners policy is to protect learners' privacy and personal information that it may collect from time to time. Corporate Partners has undertaken to comply with the requirements of the Privacy Act.

Corporate Partners collects details such as your name, address, telephone and email addresses, any disabilities affecting participation, and language and numeracy proficiency for the main purpose of identifying learners and facilitating participation in our Competitive Systems and Practices programs. Personal information such as gender, age, educational background, languages spoken at home and ethnic origin are collected only to satisfy current State and Federal reporting requirements for RTO's and are not used or disclosed by Corporate Partners for any other purpose.



Learner files are retained in a secure location in accordance with the act and for a period as required by current Federal and State legislation, before being destroyed. Information relating to the issuance of qualifications and Statements of Attainment are retained in a secure location for thirty years in accordance with State legislation governing issuance of qualifications.

As per the QLD evidence guide Corporate Partners is required to 'retain' copies of student's eligibility criteria, including proof of residential status and QLD address. This information is a requirement to be collected and will be kept secure according to National and State requirements as well as the Privacy Act requirements.

#### What if you don't provide the information required?

Failure to provide the information sought may not enable Corporate Partners to enrol you into our Competitive Systems and Practices programs, as this may jeopardise our RTO status through non-compliance to State and Federal legislation and reporting requirements.

#### Security of your personal information

Corporate Partners Trainer and assessors and Administrators have access to your personal files retained at Corporate Partners premises as per Corporate Partners Privacy Policy.

#### Disclosure of Personal Information

Learner's personal information will only be used or disclosed by Corporate Partners as allowed by the Privacy Act and as required by State and Federal reporting requirements for RTO's.

#### Confidentiality

Corporate Partners shows a high degree of confidentiality when it comes to handling learners personal information, feedback, or complaints and appeals.

Corporate Partners will always show the necessary level of discretion in order to keep learners information private and to handle any processes with high level of confidentiality and security.

#### Access to Personal Information and Records

Learners may access the personal information and records Corporate Partners has obtained from enrolment forms and Corporate Partners activities and training programs. To the extent possible, Corporate Partners will let you access your personal information. If a learner requests access to these files they may view them on the premises, in the presence of an authorised member of staff, at a mutually agreed time. The RTO Manager must be made aware that this is being arranged.

However, there are times where the organisation is not in position to do so (e.g. where it would be unlawful to do so). If Corporate Partners denies you access to this information, Corporate Partners will notify you of this refusal and the basis for it.

To arrange access, please contact Corporate Partners. You may be asked to provide proof of your identity to access your personal information. Contact details can be found in this Learner Handbook.

Learners can also have right of access to these records:

- Their own enrolment information
- Their own attendance records
- Their own learner file and anecdotal notes
- Copies of their certification

### Changing your Personal Information

Corporate Partners endeavours to ensure that personal information held is accurate, complete and up-to-date.

Where you believe that personal information held by Corporate Partners is not accurate, complete or up-to-date, then advise Corporate Partners and every effort will be made to correct the information.

### **Record Keeping**

Corporate Partners has record keeping obligations to the State and National regulator and to the learner, that is complies with including;

Will keep copies of all Learners work for the required period of time as per state and national standards,  
Will keep records of results, as well as, certification and Statement of Attainments for the required period of time as per state and national standards, will report Learner outcomes to the Department of National Centre for Vocational Education and Research (NCVER), for performance monitoring, audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management purposes.

Learners will also be made aware that they need to sign a consent (specific in NSW) to participate in the training program, the consent is a state government requirement and a requirement of all programs that Learners give permission for their information to be given to the Department for statistical research.

Record keeping of students identity, eligibility, fees, notification of enrolment process, enrolments, credit transfers, recognition of prior learning, delivery of training, assessment of training delivered, certificates, statement of attainments and qualifications issued, and any learning support provided to learners,

Records of electronic signatures and their legitimacy

Retention of all records of training and assessment as evidence of outcomes achieved

Retention and legitimacy of online and distance learning

All required records are kept for the minimum length of time as per state requirements for each program including commencement of educational content, attendance and progression.

For any purpose trainer and assessor with privacy matters including enquiries, or the lodgement of a complaint, Corporate Partners can be contacted at its office on:

P: 1800 104 899.

E: [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au)

A: PO Box 252 MENAI CENTRAL NSW 2234

### **Intellectual Property**

All of Corporate Partners materials are the property of Corporate Partners and are not to be changed from their original, not to be redistributed, or used or reused by any unauthorised party or third party without the written consent of Corporate Partners.

All work handed in by learners to Corporate Partners that is their own will be kept confidential and not disclosed to other parties without the consent of the author.

Corporate Partners follows all Privacy and Security requirements for student information as mention as per the above policies.

### **Plagiarism**

While Corporate Partners understands that some questions may get the same response from students or be similar due to a workplace policy but want to make it very clear that copying another students work and saying that is your own will not be tolerated and can mean a not –yet competent outcome for learners.

## Fees and Charges Policy (terms and conditions)

### Fees

Corporate Partners follows all State and Federal contract and standards requirements on learner fees in particular standard 5.3 of the Standards for Registered Training Organisations (SRTOs), standard 7.3 of the SRTOs, NSW fee administration policy and contract and QLD Pre-qualified supplier agreements, policy and evidence guides.

- Queensland

Corporate Partners advises that in QLD there is co-contribution fees attached to the completion of subsidised full qualifications as per our Pre-qualified Supplier Policy and the Certificate 3 Guarantee program Policy. Arrangements are often made that employers or a third party will be paying these fees on behalf of the learner but Corporate Partners is still obligated to notify learners of fees applicable. Co-contribution fees are published on the Corporate Partners website for QLD learners and co-contribution fees are allocated at the unit of competency level.

Student co-contribution fee in Queensland for completing MSS30316 Certificate III in Competitive Systems and Practices and for MSS40316 Certificate IV in Competitive Systems and Practices qualifications are compulsory. Corporate Partners has set the fee at the non-concessional rate of \$5.00 and concessional rate of \$2.50 per each unit enrolled. This is unless the student meets the specified exception and or exemptions. Please speak to your representative for further information pertaining to these fees.

Please note enrolling in a subsidised program may alter the enrolment fees or access to funding in future qualifications, please refer to the below link websites for more information.

More information can be found at:

<https://training.qld.gov.au/>

- New South Wales

Corporate Partners advises that in NSW there are fees attached to the completion of subsidised full qualifications as per our Contract and Fee Administration Policy obligations. Arrangements are often made that employers or a third party will be paying these fees on behalf of the learner but Corporate Partners is still obligated to notify learners of fees applicable.

More information can be found at:

<https://smartandskilled.nsw.gov.au/>

New fee arrangements for government-subsidised vocational education and training (VET) in NSW took effect with the implementation of Smart and Skilled on 1 January 2015. For Smart and Skilled fee information, please see the link below for information.

<https://smartandskilled.nsw.gov.au/for-employers/new-fee-arrangements>

Corporate Partners contracts with client companies, providing qualification programs for client company employees as part of a business improvement program. Fees and charges are paid by the client company, on behalf of the employee, according to the agreed contract for provision of services. Client company employees do not pay individual enrolment fees. Corporate Partners employs financial management strategies to protect fees and charges paid by client companies.

Corporate Partners may charge fees for additional services to a learner or client company (where applicable) such as issuance of a replacement qualification testamur, or if Corporate Partners deems it has taken too many reasonable attempts to complete a unit of competency, this may require additional fees to be paid.

Corporate Partners is obligated to give learners access to the Smart and Skilled fee administration policy which can be accessed at the below link:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2017.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf)

For learners who enrol in a Smart and Skilled Targeted Priorities Prevocational and Part Qualifications Program in NSW please note subsidies as per the NSW Smart and Skilled fee administration policy page 5, link below;

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2017.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf)

Eligibility for a Smart and Skilled programs will be ascertained and may require a fee to be paid, As mentioned previous in most circumstances this is paid for by a third party client company rather than by the individual learner. Under special circumstances if the fee is to be paid for by the Learner they will be notified by Corporate Partners.

Learners who are eligible to complete a full qualification under a NSW Smart and Skilled (SAS) funded program can access the schedule of fees for each qualification on the NSW skills list at:

[www.training.nsw.gov.au/smartandskilled/prices\\_fees](http://www.training.nsw.gov.au/smartandskilled/prices_fees)

Fees can be determined differently depending on if learners have already completed a previous qualification, if they have completed any previous credit transfer, recognition of prior learning or are concessional or fee exempt.

#### Deposits

Corporate Partners does not require upfront payments for subsidised training and assessment services and therefore does not take deposits unless under special circumstances, i.e. fee for service, and this would be negotiated on a needs basis.

#### Fee Refund Policy

Enrolment fees are paid by client companies to enable their staff to participate in Corporate Partners programs; therefore refunds are not applicable to the individual learner.

Under special circumstances that learners pay their own fee or enrol in a fee for service arrangement the following conditions apply for fee refunds;

- The withdrawal without penalty cut-off date is prior to the commencement of training and assessment, once the training and or assessment begins, the fees for services still apply.
- Any fees collected by Corporate Partners may be refunded to learners under special circumstances i.e. if the business closes for unforeseen reasons and learners have been deemed disadvantaged.
- Partial refunds may also be issued for learners who have been granted recognition of prior learning and / or credit for particular units

#### Refund Process

- Written notification of cancellation received by Corporate Partners
- Request any refund on monies that may be owed
- Refund request form filled out and given to Accounts
- Accounts refunds monies

#### Cooling off period

The withdrawal without penalty cut-off date is prior to the commencement of training and assessment, once the training and or assessment begins, the fees for services still apply.

### Fee Exemptions

Under NSW Smart and Skilled subsidised programs there are some fee exemptions that may apply, please visit the Smart and Skilled website for more information at the below link:

<https://smartandskilled.nsw.gov.au/for-learners/how-much-will-your-course-cost/concessions-exemptions>

For information on subsidised courses and fee exemptions in QLD please visit the QLD government website at the link below:

<https://training.qld.gov.au/>

### Prepaid fee Policy

As per standard 7.3 of the Standards for Registered Training Organisations, if Corporate Partner either directly or through a third party request prospective or current learners to prepay fees in excess of a total of \$1500 made any time before, during or after enrolment, Corporate Partners needs to have adequate and required fee protections in place to protect the fees for the learner. Corporate Partners does not collect more than \$1500 in prepaid fees from a learner, either directly or through a third party, and do not require learners or third parties on behalf of learners to prepay more than \$1500 for any course they enrol in.

### Further Information

Speak to your Corporate Partners representative or email [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au) if you would like more information of fees or are unsure of the fees calculated, fee refunds, or the complaints and appeals policies.

### Disciplinary Procedures

All learners are expected to participate in the learning program, be respectful of others, adhere to WHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability

Learners are expected to display a high level of personal responsibility for their learning process and for their interaction with other learners and staff members.

Anyone displaying inappropriate or dangerous behaviour (e.g. disruptive workshop behaviour, refusal to follow WHS procedures) will be referred to the client company for appropriate disciplinary action in accordance with the client company processes and procedures. If the inappropriate or dangerous behaviour continues, Corporate Partners will take appropriate disciplinary procedures and may exclude the learner from the program.

## Appendix - 1

### Lodge a Complaint

<b>NAME OF COMPLAINANT:</b>	
<b>COMPANY/SITE:</b>	
<b>YOUR CONTACT DETAILS:</b> <i>(Including phone number)</i>	
<p><b>Description of Complaint:</b> <i>(Use the back of this form if you require more space)</i></p> <p><i>Please provide all details of the incident you believe are relevant, including when and where the incident occurred, names of those involved and any witnesses to the incident.</i></p>	
<b>Resolution Sought:</b> <i>(Please describe the outcome you are seeking.)</i>	
<b>Signature:</b>	<b>Date:</b>

What to do with this form:

1. Speak with the people involved in this complaint – in most instances you may be able to resolve the issue immediately.
2. Raise the issue with your immediate manager – you may be able to resolve the matter with their assistance.
3. If you are unable to resolve the complaint locally, forward this complaint to Corporate Partners.

Corporate Partners  
A: PO Box 252 Menai NSW 2234  
P: 1800104899  
E: info@corporatepartners.com.au

## Appendix - 2

### Request for Statement of Attainment

<b>Legal Name:</b>
<b>Company and site:</b>
<b>Home address:</b> <i>(certificates will be sent to this address)</i>
<b>Contact number:</b>
<b>Signature:</b>
<b>Date:</b>

What to do with this form:

1. Complete information.
2. Please hand this to your Human Resources Department to be forwarded to Corporate Partners

Corporate Partners  
A: PO Box 252 Menai NSW 2234  
P: 1800104899  
E: [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au)

## Appendix – 3

### RPL Expression of Interest

#### Introduction

Welcome to the Corporate Partners Recognition of Prior Learning (RPL) “Expression of Interest” for the following qualifications:

- MSS30316 Certificate III in Competitive Systems and Practices
- MSS40316 Certificate IV in Competitive Systems and Practices
- MSS50316 Diploma in Competitive Systems and Practices

Please note if you are only applying for individual units within the above training packages, you will have the opportunity to select your chosen unit/s within the next stage.

This kit will guide you through the first stage of your application towards a qualification in Competitive Systems and Practices.

The qualifications stipulate the skills, knowledge and competencies required by workplace leaders who are responsible for implementing Competitive Systems and Practices in a working environment.

The Australian Skills Quality Authority (ASQA) recognises that:

The skills in this qualification are often known in industry under a variety of titles many of which relate to manufacturing which is the origin of many competitive systems and practices. The most common term being lean manufacturing. However, other names for some of the system skills and techniques include agile manufacturing, lean operations, six sigma, lean six sigma, and so on. (ASQA, 2015)

In order to obtain the aforementioned qualification/s the candidate must work through the specified requirements and gather evidence for:

**Credit Transfer** exempting the candidate from study of specific units of the qualification on the basis that he/she has already undertaken the same unit(s) with the same unit code and title.

AND/OR

**Recognition of Prior Learning (RPL)** exempting the candidate from study of specific units of the qualification when the candidate has current competency of the skills and knowledge required in this qualification which can be demonstrated by evidence.

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**What is RPL?** RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.

RPL recognises any prior knowledge and experience and measures it against the qualification in which students are enrolled. The candidate may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.



### **Why you should apply for RPL**

If you apply for RPL and your application is successful you could:

- reduce or eliminate the need for any training in skills and knowledge you already have
- save time by not needing to attend any or a reduced number of classes and completing unnecessary work
- save money because you will not have to buy textbooks and other learning material
- complete your qualification in a shorter time
- advance to a higher level qualification in a shorter time if desired.

### **Quick Start Guide**

1. Carefully read through the application kit fully before you begin
2. Follow the instructions noted in each section
3. Complete all relevant sections of the application in full.
4. Complete and sign the declaration at the end.
5. Submit your RPL Expression of Interest Kit by email to [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au) or by post to: PO Box 252 Menai NSW 2234

## Recognition of Prior (RPL) Learning Application - Process Map



## Candidate's Information Form

### Qualification in which you are seeking recognition:

- MSS30316 Certificate III in Competitive Systems and Practices
- MSS40316 Certificate IV in Competitive Systems and Practices
- MSS50316 Diploma in Competitive Systems and Practices

If you are applying for Credit Transfers please ensure you attach a verified copy of the relevant Certificates and Transcripts.

### Personal details

Surname		
First name/s		
Any other name/s used		
Home address		
Postal address (if different from above)		
Telephone numbers	Home:	Work:
	Mobile:	Fax:
Email address		
Are you a permanent resident of Australia?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do you need an interpreter to help you with an interview?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do you have a disability which we should be aware of?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will you need special aids if you are required to undertake a practical assessment?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Please provide details of special needs so that we can assist you if required.		
<b>Current employment</b>		
Are you currently employed?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
If 'yes', in which occupation are you currently employed?		
What is your current job title?		
Who is your current employer?		
How long have you worked in this job approximately?	year/s	month/s
Is this occupation in the same industry as the industry in which you are applying for recognition?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If 'no', go to the next page

If 'yes', list some of the main tasks you perform as part of your work that you think are relevant to your RPL application.


*If you have further recent industry experience relevant to your application, please attach another sheet or your current résumé.*

Rate your knowledge and skills against the qualification relevant to your RPL application.

Industry area: <b>Competitive Systems and Practices</b>	Yes	No	Possibly
I think my experience is of a high level.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think I am skilled to do this job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to do the work tasks really well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can explain my experience and provide documentary evidence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have undertaken much of this work without supervision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Further training**

I have attended training courses in this area of work.	<input type="checkbox"/>	<input type="checkbox"/>	
If 'yes', what training did you undertake? Include date training completed (month, year).			

**Is there any further information you wish to give in support of your application?**

**Provide two (2) Professional Referees** – these may be contacted and verified by your assessor throughout your application.

<b>Referee #1</b>	
Name	
Position	
Organisation	
Address of organisation	
Phone number	
Mobile number	
Email address	
<b>Referee #2</b>	
Name	
Position	
Organisation	
Address of organisation	
Phone number	
Mobile number	
Email address	

### Candidate's Employment History Form

(You may attach a current **résumé** in place of completing this section.)

Name, address and phone number of employers	Period of employment (DD/MM/YYYY)		Position/s held	Full-time Part-time Casual	Description of major duties
	From	To			
1.					
2.					
3.					
4.					
5.					

Please attach additional sheet if required.

- Copy of CV Submitted
- Copy of relevant Certificates and Transcripts (witnessed by JP)

### Declaration

I declare that the information contained in this application is true and correct and that all documents are genuine.

Candidate's signature		Date	
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## Appendix 4

### Request for Re-Assessment

<b>LEARNER NAME:</b>	<b>DATE:</b>
<b>COMPANY/WORKSITE:</b>	<b>CONTACT PHONE NUMBER:</b>
Please complete this form by describing why you think the Assessment Decision was unfair or inaccurate. List any additional evidence you may have to support your claim for competence and submit this evidence along with your Request for Re-Assessment.	

\* Corporate Partners may wish to contact your manager to gather further evidence to support your Request for Re-Assessment

Unit Name & Code	List your Manager *	Please describe why you think the assessment decision is unfair or inaccurate	Describe any additional evidence to support your request for re-assessment

Corporate Partners  
 A: PO Box 252 Menai  
 P: 1800 104 899  
 E: [info@corporatepartners.com.au](mailto:info@corporatepartners.com.au)