



CORPORATE PARTNERS  
EXCELLENCE THROUGH PEOPLE AND PROCESS

# Learner Handbook

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## CORPORATE PARTNERS

Corporate Partners is a Registered Training Organisation (RTO) providing nationally accredited training in Competitive Systems and Practices (CS&P), Manufacturing and Business that can be utilised in most industries but tailored towards the manufacturing and process industries. [Click here](#) for more information.

The company has its head office in Sydney and services clients Australia-wide. Corporate Partners consultants are manufacturing professionals with vast experience in the industry and in working with client company employers and their employees (the learners) to deliver improvements in line with the businesses' strategic goals.

Corporate Partners introduces organisations to Lean Manufacturing techniques through its Visual Workplace Management process, underpinned by formal training programs. As the name suggests, Corporate Partners, partners with clients to increase their internal capability and deliver truly sustainable business improvements.

Corporate Partners is focused on providing value to its clients and their employees with a positive return on investment (ROI) within the first 12 months. ROI might be realised in terms of reduced waste, improved working capital, increased productivity, less rework, greater profitability, and reduction in workers compensation fees.

We apply practical processes which focus all learners on key issues which align their work 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 clients is to improve the business performance and our people are experienced business managers and practitioners passionate about delivering results. We work with clients to improve profitability through the engagement of their employees using world's best processes. Our passion is to help Australian companies achieve excellence in their chosen field.

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: [requests@corporatepartners.com.au](mailto:requests@corporatepartners.com.au)

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

## **OUR VISION**

To become recognised as leaders in driving Business Excellence

## **OUR MISSION**

To lead and coach Australian businesses to become world competitive through implementing best practice processes

## **OUR VALUES**

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

## **REGISTERED TRAINING ORGANISATION**

Corporate Partners is a Registered Training Organisation.

National Code: 91467

Registered Training Organisation's (RTO) are registered with the Australian Quality Skills Authority (ASQA), or a state regulator, to deliver Nationally Accredited Vocational Education Training Qualifications.

Corporate Partners is a privately owned RTO who have a 'Scope' of qualifications they can deliver as part of their RTO functions. 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="#">MSS50316-DIPLOMA OF COMPETITIVE SYSTEMS AND PRACTICES</a>	DIPLOMA OF COMPETITIVE SYSTEMS AND PRACTICES	DELIVER AND ASSESS	✓ YES							
<a href="#">MSS40316- CERTIFICATE IV IN COMPETITIVE SYSTEMS AND PRACTICES</a>	CERTIFICATE IV IN COMPETITIVE SYSTEMS AND PRACTICES	DELIVER AND ASSESS	✓ YES							
<a href="#">MSS30316- CERTIFICATE III IN COMPETITIVE SYSTEMS AND PRACTICES</a>	CERTIFICATE III IN COMPETITIVE SYSTEMS AND PRACTICES	DELIVER AND ASSESS	✓ YES							
<a href="#">MSM20216- CERTIFICATE II IN MANUFACTURING TECHNOLOGY</a>	CERTIFICATE II IN MANUFACTURING TECHNOLOGY	DELIVER AND ASSESS	✓ YES							
<a href="#">BSB42015- CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT</a>	CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT	DELIVER AND ASSESS	✓ YES							

## QUALIFICATIONS

- BSB42015 Certificate IV in Leadership and Management
- MSS30316 Certificate III in Competitive Systems and Practices
- MSS40316 Certificate IV in Competitive Systems and Practices
- MSS50316 Diploma in Competitive Systems and Practices
- MSM20216 Certificate II in Manufacturing Technology

### **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)

“<sup>1</sup>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.

### **MSS30316 CERTIFICATE III IN COMPETITIVE SYSTEMS AND PRACTICES**

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

Competitive Systems focuses on the application of lean and continuous improvement principles across an organisations supply and value chain. The qualification provides the skills needed to improve efficiency in a person’s own work role, team and learner morale. During the course you will develop skills that enable you to apply efficiency principles to recognise and reduce waste and inefficiencies such as unnecessary processing, poor use of human resources and errors/rework. The qualification also focuses on increasing productivity and identifying ways to implement Visual Management boards in the workplace. This program provides problem solving skills to identify and analyse problems, measure and improve performance. It aims to create consistent and integrated systems and processes to continuously improve productivity and sustainability. This program also covers the skills and knowledge required to analyse the workplace in relation to environmentally sustainable work practices, to implement improvements and monitor their effectiveness. The qualification shows the learner how to apply standard work to their job and work area and maintain the housekeeping and other standards. Learners will be shown how to apply skills associated with planning and organising, problem solving and self-management, in order to identify and implement standard work.

### **MSS40316 CERTIFICATE IV IN COMPETITIVE SYSTEMS AND PRACTICES**

You will complete twelve units to 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.

<sup>1</sup> <https://training.gov.au/Training/Details/BSB42015>  
CP\_Learner Handbook\_V15\_Jul20

This qualification provides the skills and knowledge required by a team leader or other person to implement competitive systems and practices in the work of a team or work group, or by a specialist in competitive systems and practices. This qualification provides the skills needed to improve efficiency in a team or work area as well as in a person's own work role through the implementation of lean principles and sustainability. During the qualification you will develop skills that enable you to facilitate efficiency principles to recognise and reduce waste and inefficiencies such as unnecessary processing, poor use of human resources and errors/rework. The qualification focuses on increasing productivity and identifying ways to manage Visual Management boards in the workplace, including the development of the visual concepts and the implementation of the visual workplace. There will be strong emphasis on planning and change management, which requires an ability to learn from experience and feed new information back into strategies to improve performance. This program also covers the skills and knowledge required to analyse the workplace in relation to environmentally sustainable work practices, to implement improvements and monitor their effectiveness. The qualification has a strong emphasis on planning, encouraging, and facilitating in a changing environment within the organisation, including using appropriate communication, teamwork, problem solving, initiative and self-management. This course aims to provide you with the best practice skills to improve your performance, it helps you use the right tools to work smarter and not harder.

### **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.

This qualification provides the skills and knowledge required by a manager or technical specialist to determine and supervise the strategy for lean principles and sustainability in an organisation and the organisations value chain. Most businesses recognise the need to continuously improve operations, develop operational staff & provide knowledge & skills to remain competitive. Businesses need to improve efficiencies, reduce waste of all kind & have employees trained with the necessary skills to problem solve issues.

### **MSS20216 CERTIFICATE II IN MANUFACTURING TECHNOLOGY**

You will complete ten units to be awarded the MSS20216 Certificate II in Manufacturing Technology whilst demonstrating your skills on-the-job as you implement Visual Workplace Management.

This qualification provides the skills and knowledge required of a high school learner from year 10, 11 or 12. This is delivered as part of their school certificate as a Vocational Educational Training in school (VETiS) program.

The units have been selected with careful consideration towards the packaging and how appropriately they suit the schools needs and in conjunction with Corporate Partners Visual Workplace, Problem Solving, Quality, 5S, Environmental, WHS and Equipment operation program. The final selection of 'standard' units for delivery of MSS20216 has been made in conjunction with industry, government bodies and other RTOs.

Learners will gain maximum satisfaction by seeing and understanding how their role fits into the overall process. It provides learners with a set of competencies that collectively open up pathways into employment and/or further study. The gaining of this certificate would be an important addition to an individual's resume for future employment opportunities.

Successful learners gain a qualification for Certificate II in Manufacturing Technology. This is recognised throughout Australia and New Zealand which lifts their value to the business, industry, and community.

## **PART QUALIFICATIONS**

Corporate Partners offers individual units of competencies from our approved list of qualifications grouped together to make what we refer to as a part qualification. These are not an entire qualification but a group of units as part of the qualification usually offered as a cluster in Visual Management, Problem Solving, and Health and Safety but can be created to target specific needs.

### **PROBLEM SOLVING**

The program is based around the lean problem solving and continuous improvement approach of A3 problem solving. Using an A3 template learners will systematically problem solve an issue/s in their workplace based around the ten steps of A3 problem solving including team selection, problem definition, customer impact, containment, process mapping, fishbone, 5 Why's, Corrective actions, monitoring of results and standardisation verification and communication. Learners will complete the A3 and present to management the solutions and implementation findings and plans.

### **VISUAL MANAGEMENT**

Visual Management is a powerful part qualification lean tool that will support and sustain any continuous improvement program. At its core, Visual Management is about streamlining communication across an organisation through visual management boards ensuring the workforce is aligned with company goals. Making goals visual and engaging staff to contribute to the ways the team can improve these, through problem solving and using lean tools drives continuous improvement and workforce development. The benefits of Visual Management are clear and can be seen in productivity improvements, reduced defects, improved on-time delivery, reduced waste and increased profitability.

### **HEALTH AND SAFETY**

One topic that we have found benefits all businesses is health and safety. Every business experience's some form of health and safety issue that continually arises and are never completely resolved. When this occurs people's health and safety can be impacted. This part qualification will provide the skills and knowledge required to identify risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the role. It also describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures, and programs in the relevant work area in order to meet legislative requirements.

## MARKETING

### POLICY

Corporate Partners adheres to the Standards for Registered Training Organisations, particularly Standard 4.1, 5.2 and Schedule 4, as well the NSW Smart and Skilled and QLD supplier policy, supplier agreement and Marketing directive requirements.

### PROCEDURE

Corporate Partners is committed to an ethical approach to all marketing and advertising of our services and products in all areas including:

- We do not knowingly distort, conceal, or provide false information, nor attempt to mislead, through our marketing and advertising activities
- Our marketing and advertising provide clear and accurate information to learners and clients.
- The Managing Director has sole responsibility for authorising advertising, marketing, and promotional material
- Our advertising and marketing material if applicable, distinguish between training and assessment services leading to AQF qualifications and Statements of Attainment, from any other training and assessment services we conduct
- Only advertise Australian Quality Framework (AQF) qualifications that we have on our scope of registration
- Only use 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 use the AQF logo in conjunction with the rules set out in the AQF logo conditions for use.
- Only refer to specific client companies, candidates or trainer and assessors in our marketing and advertising material with their written consent
- Only advertise or market qualifications (legal names and codes) on our scope of registration to deliver as per <https://training.gov.au>
- Do not market fee-free training (Please refer to the [Fees and Charges](#) Policy for more information)
- Acknowledge in our marketing material the Queensland (QLD) Government and / or the department as the funding source for QLD subsidised programs
- Acknowledge 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

## SUBSIDISED TRAINING

### POLICY

Corporate Partners is an approved provider of NSW government subsidised training as a part of the NSW Smart and Skilled program as well as the QLD Certificate 3 Guarantee program, Higher Level Skills Program, User Choice Program and VET in Schools (VETIS) Program .

### PROCEDURE

## PROGRAM AND ELIGIBILITY INFORMATION

### NEW SOUTH WALES

Learners may be eligible for a subsidised qualification or program and should check with Corporate Partners as well as read information on eligibility at the Smart and Skilled website:

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

<https://smartandskilled.nsw.gov.au/are-you-eligible>

### QUEENSLAND

If you are in QLD please read the following information depending on the qualification, program, and delivery arrangements:

#### CERTIFICATE 3 GUARANTEE PROGRAM AND HIGHER LEVEL SKILLS PROGRAM

<https://desbt.qld.gov.au/training/training-careers/incentives/certificate3/faq>

[https://desbt.qld.gov.au/\\_data/assets/pdf\\_file/0018/8145/c3g-factsheet-student.pdf](https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf)

<https://www.qld.gov.au/education/training/subsidies/certificate>

<https://www.qld.gov.au/education/training/subsidies/higher>

#### USER CHOICE

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

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

#### VETIS

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis>

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis/faqs>

## FEES FOR SUBSIDISED TRAINING

See [Fees and Charges](#) below for all information related to fees

## FEES AND CHARGES (TERMS AND CONDITIONS)

### FEES

#### POLICY

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 and schedule 6 of the SRTOs, NSW fee administration policy and contract and QLD Pre-qualified supplier agreements, policy and evidence guides.

#### PROCEDURE

### FUNDED PROGRAMS

#### NEW SOUTH WALES

Corporate Partners advises that in NSW there are fees attached to the completion of subsidised full qualifications as per our Contract, Operating Guidelines 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. Learners who are deemed eligible for credit transfers will also be notified of any adjusted fees chargeable as well as any employer or third party paying fees on behalf of learners.

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:

[www.smartandskilled.nsw.gov.au/for-employers/new-fee-arrangements](http://www.smartandskilled.nsw.gov.au/for-employers/new-fee-arrangements)

or more information can be found at:

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

Corporate Partners contracts with client companies (client), providing qualification programs for client company employees (learners) as part of a business improvement program. Fees and charges are paid by the client, on behalf of the learner, according to the agreed contract for provision of services. Learners do not pay individual enrolment fees. Under special circumstances if the fee is to be paid for by the learner they will be notified by Corporate Partners.

Corporate Partners employs financial management strategies to protect fees and charges paid by clients.

Corporate Partners may charge fees for additional services to a learner or a client (where applicable). This could include the issuance of a replacement qualification testamur or statement of attainment, or if Corporate Partners deems it has taken too many reasonable attempts for a learner 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:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2020\\_21/fee\\_administration\\_policy\\_20\\_21.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/fee_administration_policy_20_21.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 see clause 2.4 Student fees for part qualifications at the following link:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2020\\_21/fee\\_administration\\_policy\\_20\\_21.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/fee_administration_policy_20_21.pdf)

Eligibility for Smart and Skilled programs will be ascertained and may require a fee to be paid, As mentioned, 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. Learners who are eligible for a subsidised program will receive a copy of their notification of enrolment which will outline the fees applicable to their circumstance. See the [Notification of Enrolment Process NSW](#) for more information on this.

## **<sup>2</sup>FEE EXEMPTIONS AND CONCESSIONS FOR SMART AND SKILLED TRAINING**

If you are eligible for Smart and Skilled training and you're an Aboriginal or Torres Strait Islander student, a student with a disability or an Australian Government welfare recipient, you and your dependants may be eligible for a fee exemption or concession when enrolling in a Smart and Skilled course.

When you enrol, your chosen training provider will confirm your eligibility for an exemption or concession.

### **EXEMPTIONS**

An exemption is where no fee is charged to the student. For exemptions, the government subsidises the total cost of the qualification.

Fee exemptions are available to eligible students who:

- are Aboriginal or Torres Strait Islander (through descent, self-identification or community identification)
- meet the Smart and Skilled disability criteria (proof of a disability support pension or documentary evidence from an appropriate medical professional is required)
- are the dependants of disability support pension recipients.

### **CONCESSION FEES**

Concession fees are discounted fees for disadvantaged people who are studying for qualifications up to and including Certificate IV.

The concession fee applies to the whole qualification and is a flat fee set for each qualification level, ranging from \$80 for a foundation skills course to \$240 for a Certificate III or IV.

They are available to eligible students who:

- are receiving a specified Australian Government welfare benefit or allowance at the time of their enrolment (e.g. age pension, carer payment, Newstart allowance, Veterans' Affairs pension, single parenting payment or youth allowance)
- are the dependants of a recipient of specified Australian Government welfare benefits or allowances.
- No concession fees are available for Diploma and Advanced Diploma students. These students may be able to access Australian Government VET Student Loans for higher-level courses to pay their fees.

### **OTHER FEE ADJUSTMENTS**

Adjustments are made to fees for part qualifications, recognition of prior learning and credit transfer.

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<sup>2</sup> Smart and Skilled, NSW, <https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost/exemptions-concessions>

## MORE INFORMATION

For more information on exemptions and concessions, visit support for [disadvantaged students](#).

## 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.

### CERTIFICATE III GUARANTEE

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.

Learners enrolling in a Certificate II in Manufacturing Technology are categorised under a VETiS program and there are no fees for learners completing this at school.

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.

Please also be advised and take this as notification that the student will no longer be eligible for a government subsidised training place under a program once they complete the qualification level targeted through the program.

More information can be found at: [www.training.qld.gov.au/](http://www.training.qld.gov.au/)

### USER CHOICE

Student 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. Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency / module.

Other important User Choice requirements as per section 2.6.1 of the User Choice Policy include:

<sup>3</sup>(a) Student contribution fees, as defined in Appendix 2, are the non-government financial contribution to the cost of the training and assessment services provided by the SAS (the fee is paid to the SAS).

(b) The SAS must detail its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to apprentices and trainees.

(c) The SAS must retain evidence of student contribution fees charged and collected for all students, except for those students deemed as fully exempt. In addition, evidence must be retained for all students whose circumstances have been deemed as totally or partially exempt from student contribution fees.

(d) Student contribution fees under the User Choice program are set at **\$1.60** per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. Student contribution fees may be adjusted annually and all SAS will be informed by the department of any changes to the student contribution fees.

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<sup>3</sup> DESBT, User Choice program policy 2020-21, [www.desbt.qld.gov.au/training](http://www.desbt.qld.gov.au/training).  
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<sup>4</sup>(e) The SAS must not charge more than the student contribution fee amounts contained in this policy, except as required periodically by the department.

(f) The SAS may only charge less than the student contribution fee if in accordance with sections 2.6.2 or 2.6.3 of this policy.

(g) When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the department.

(h) Where the SAS must collect a student contribution fee, it may be paid on behalf of the student by their employer or a third party unrelated to the SAS, but cannot be paid or waived by the SAS (whether directly or indirectly), unless approved in writing by the department.

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: [www.training.qld.gov.au/](http://www.training.qld.gov.au/)

Corporate Partners will charge the contribution fee to the employer to pay as a third party on the learner's behalf.

A formal agreement between Corporate Partners and the employer will be negotiated and agreed upon prior to the trainee enrolling. This may include additional charges to just the trainee contribution fee and will be negotiated as part of the formal agreement.

The methods and timing of the collection of the costs of training will negotiated with each employer and will be prior to or on the completion of the formal training and assessment.

Under Queensland User Choice if learners do not complete a unit of competency they will also be entitled to a refund of the unit /s that withdrew. In these circumstances as the contribution fee is paid by the employer the fee will be refunded to the employer third party.

The information included on the refund will include

- Name/s of trainee
- Date of refund
- Specific unit/s of competency
- Amount refunded

#### EXEMPTIONS

There are learners who are exempt from or partially exempt from paying contribution fees. The full list is below.

Please note evidence is required to prove the eligibility for these exemptions as outlined in the enrolment process. Please ask your Corporate Partners representative for more information.

#### <sup>5</sup>PARTIAL EXEMPTIONS

The SAS must charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

(a) The participant was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and the participant is not at school and has not completed year 12.

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<sup>4</sup> DESBT, User Choice program policy 2020-21, [www.desbt.qld.gov.au/training](http://www.desbt.qld.gov.au/training).

<sup>5</sup> DESBT, User Choice program policy 2020-21, [www.desbt.qld.gov.au/training](http://www.desbt.qld.gov.au/training)

(b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.

(c) The participant issues the SAS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.

(d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

#### **<sup>6</sup>FULL EXEMPTIONS**

The SAS may apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

(a) Where payment of the student contribution fee would cause extreme financial hardship, then the SAS may waive these fees.

i. The fee waiver process should be in place at the time of the participant's enrolment.

ii. For 2.6.3(a) of this *Fees and Charges* section, the SAS must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.

(b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the SAS may choose not to collect the student contribution fee. In this circumstance, any decision by the SAS not to collect fees does not create a liability for the department. The SAS may not apply for reimbursement by the department of fee revenue foregone. Refer to the User Choice Qualification and Price List, as published on the department's website, for information on where fee exemptions are applicable.

The SAS must apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

(a) where credit transfer/national recognition has been applied to a unit of competency/module

(b) the participant is a school-based apprentice or trainee

(c) the participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.

#### **\*FREE TRAINING FOR YEAR 12 GRADUATES**

The SAS must not charge a student contribution fee to a Year 12 graduate who:

(a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and

(b) meets the participant eligibility in 2.2.2, and;

(c) enrolls in a high priority qualification identified by the department.

The student contribution fee for free training for Year 12 graduates will now be met by the department as outlined in Table 3 — payment codes (except for qualifications where the student contribution fee is met by Construction Skills Queensland for continuing students only with a unit of competency start date before 1 October 2015; refer to [www.csq.org.au](http://www.csq.org.au) for list of qualifications).

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<sup>6</sup> DESBT, User Choice program policy 2020-21, [www.desbt.qld.gov.au/training](http://www.desbt.qld.gov.au/training).  
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The SAS must retain evidence of participants who are deemed to have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Curriculum and Assessment Authority, or equivalent certification.

Corporate Partners also meets the requirements of the User choice program policy 2.6.5, 2.6.6, 2.6.7 and 2.6.8 which include our information to learners and adherence to the following:

#### **ADDITIONAL CHARGES**

Corporate Partners may charge additional fees to the employers and this will be negotiated and disclosed upfront prior to learner enrolments.

#### **REFUND POLICY**

Corporate Partners will ensure they will provide refund to client company employers who pay for any contribution fees charged above the learners training if they cancel from their enrolment. The refund amount will be a proportionate amount which will total any additional contribution fees charged after the learner has cancelled.

For more information on User Choice in Queensland please refer to the following links:

<https://desbt.qld.gov.au/training/apprentices/incentives>

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

<https://desbt.qld.gov.au/training/providers/funded/userchoice>

See [Fee Refund](#) and [Refund Process](#) for more information

#### **FEE FOR SERVICE TRAINING**

Corporate Partners advises that if a learner enrolls in a course and there is not state or federal funding available then the learner would not be eligible for any subsidy and a full fee for service arrangement would apply for the completion of training, The fee and price of this training would depend on the training being undertaken and learners would be advised of this arrangement prior to enrolment.

#### **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 need's basis.

#### **FEE REFUND**

##### **POLICY**

As per the Standards for RTOs Standard 5 Clause 3 Corporate Partners follows all the requirements set out below:

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the RTO; and
  - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - i) arrangement is terminated early; or
  - ii) the RTO fails to provide the agreed services.

In addition, Corporate Partners follows all State fee and refund requirements to learners including but not limited to co-contribution and administration fees

## PROCEDURE

Enrolment fees are paid by client company employers to enable their staff to participate in Corporate Partners programs, therefore, refunds are not applicable to the individual learner. Under special circumstances learners may pay their own fee or enrol in a fee for service arrangement.

For all arrangements the following conditions apply for fee refunds:

- The withdrawal without penalty cut-off date, otherwise known as a [cooling off period](#) is prior to the commencement of training and assessment, once the training and or assessment begins, the full fees for services still apply.
- If a learner exits a statement of fees will be issued that includes all fees applied and any fees refunded where applicable.
- 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

Other funded program requirements regarding refunds (Including Queensland User Choice contribution fees):

Under Queensland User Choice if learners do not complete a unit of competency they will also be entitled to a refund of the unit /s that withdrew. In these circumstances as the contribution fee is paid by the employer the fee will be refunded to the employer third party.

The information included on the refund will include

- Name/s of learner
- Date of refund
- Specific unit/s of competency
- Amount refunded

## REFUND PROCESS

- \*Formal written notification of cancellation needs to be submitted to Corporate Partners
- Formal written request using a Refund request form needs to be submitted for any refund on monies that may be owed
- Refund request form can be requested and needs to be sent to Corporate Partners ([as per our contact details](#))
- Accounts refunds monies

\*Please note in Queensland funded user choice programs the refund is an automatic process based on any learner units withdrawn.

## RECOVERY OF OUTSTANDING FEES

In most circumstances client company employers pay fees on behalf of their staff learners, and an invoice of fees will be issued to them prior to a learner completing training. In any rare circumstance a learner pays for their own training an invoice will need to be paid directly to Corporate Partners prior to completing or withdrawing as per the [withdrawal without penalty](#) process.

## 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

### NEW SOUTH WALES

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; [www.smartandskilled.nsw.gov.au/for-learners/how-much-will-your-course-cost/concessions-exemptions](http://www.smartandskilled.nsw.gov.au/for-learners/how-much-will-your-course-cost/concessions-exemptions)

### QUEENSLAND

For information on subsidised courses and fee exemptions in QLD please visit the QLD government website at the following link; [www.training.qld.gov.au/](http://www.training.qld.gov.au/)

## PREPAID FEES AND FEE PROTECTION

### 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.

### PROCEDURE

Corporate Partners does not collect more than \$1500 in prepaid fees from a learner, either directly or through a third party. In mitigating circumstances if a fee is paid upfront that may exceed \$1500, as per the requirements of this standard 7.3, it is only paid after a service has been delivered, and fees are only collected where an employer engages Corporate Partners to provide training and/or assessment to members of its staff through a negotiated transaction.

## FURTHER INFORMATION

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

## UNIQUE STUDENT IDENTIFIER (USI)

### POLICY

As per the Standards for RTOs 2015 Standard 3.6, NSW Smart and Skilled Operating Guidelines, and QLD Pre-Qualified Supplier Agreement Corporate Process is to participate and assist learners to obtain a USI, and maintain this information provided.

### PROCEDURE

- Corporate Partners will inform and remind learners and clients prior to enrolment that they will need to create and bring their USI number to enrolment day. This is an instruction guideline given to the learners through a pre enrolment zip prior to enrolment day.
- The information within this guideline contains instructions on how to create a USI number (if learners don't have one already) as well as how to retrieve a USI if learners have one already but may have forgotten it, and the imperativeness of learners bringing it to enrolment today.
- Further information regarding the Unique Student Identifier is provided to the learner at enrolment by the Corporate Partners representative, the Process Checklist and the Learner Handbook.
- The learners 10 digit unique student identifier is captured on the enrolment form.

- If a learner does not have a USI number at enrolment they can give Corporate Partners permission to access or create a Unique Student Identifier on their behalf. A Corporate Partners permission to get USI form needs to be completed to successfully do this for privacy and regulatory reasons.
- All Corporate Partners processes follow the Unique Student Identifiers Act as well as the information provided on the USI website <https://www.usi.gov.au/>
- The learners USI is verified against their details in our Student Management System (SMS) VETtrak and saved on the learners file
- For privacy purposes Corporate Partners cannot and does not share a learners USI number with any third party. All hard copies of learner's information are secured in a locked fireproof cabinet.
- Corporate Partners outlines to learners and follows all confidentiality and privacy policies in relation to the collection and management of learner details.
- Corporate Partners verifies Student Unique Identifiers through our Student Management System VETtrak prior to using this information for any purpose including issuing a qualification or statement of attainment.
- under most circumstances a learner requires a USI (unless exempt) and will need to provide this to Corporate Partners to review any Statement of Attainments of Certificate documentation.
- If the student is exempt under the *Student Identifiers Act 2014* learners will be notified by Corporate Partners as per clause 3.6c outlined above.
- Student Identifiers are captured in our student management system and the soft copy is only accessible to select members of the company to access. The student management system has a username and password access, and has access levels that can be applied if there were multiple users (N/A at Corporate Partners currently)
- All hard copy files of student records are kept in a locked cabinet.

#### **LEARNER INFORMATION ON CREATING OR ACCESSING A USI**

If you are undertaking nationally recognised training delivered by Corporate Partners or any registered training organisation, you will need to have a Unique Student Identifier (USI).

A USI gives you access to your private online USI account, which stores the training information and qualifications you complete from 1 January 2015 onwards.

Creating a USI will only take a few minutes and it's free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to write it on the Corporate Partners enrolment form.

Once you create your USI you will be able to:

- give your USI to each training provider you study with
- view and update your details in your USI account
- view and download your training records and transcript
- manage which training providers can view your transcript
- manage which training providers can view and/or update your details in your USI account

If you already have a USI you can retrieve your USI or password by visiting: <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi>

#### **STEPS TO CREATE YOUR OWN USI**

The following steps show how you can create a USI:

**Step 1** Have at least one form of ID (or preferably two) ready from the list below:

- Australian Passport
- Non-Australian Passport (with Australian Visa) for international students
- Australian Birth Certificate
- Australian Driver's Licence
- Medicare Card
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

**IMPORTANT:** Enter your details exactly as they appear on your form of ID.

**Step 2** Have contact details ready (e.g. email address, home phone number, mobile number and address).

**Step 3** Visit the USI website: <https://www.usi.gov.au/students/create-usi>

**Step 4** Agree to the Terms and Conditions.

**Step 5** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. Write down the USI and keep it somewhere handy and safe. You can also print your USI and have it emailed to you.

**Step 6** Allow Corporate Partners to view your USI account. You can grant Corporate Partners, as an eligible training organisation, permission to view your USI account.

Under the 'SET UP ACCESS TO YOUR USI ACCOUNT / PERMISSIONS' section:

- Select **Add Organisation** and search for Corporate Partners Pty Ltd (RTO Code: 91467)
- Select **View Details** and **View Transcript**
- Select an **Expiry date** that aligns with your course end date.

#### **STEPS TO REQUEST FOR CORPORATE PARTNERS TO CREATE A USI FOR YOU**

If you would like Corporate Partners to request a USI on your behalf, you will need to complete the Unique Student Identifier Application Form which will be provided to you on enrolment day.

**Step 1** Have at least one form of ID (or preferably two) ready from the list below:

- Australian Birth Certificate
- Australian Driver's Licence
- Medicare Card
- Non-Australian Passport (with Australian Visa) for international students
- Citizenship Certificate
- Australian Passport
- Immi Card

**Step 2** Complete the relevant ID fields on page 1 of the Form.

**IMPORTANT:** Enter your details exactly as they appear on your form of ID.

**Step 3** Write your name, DOB, sign and date page 2 of the Form

**Step 4** Attach a photocopy of the ID to the Form

**Step 5** Submit the completed form along with the completed enrolment pack to your Trainer for checking.

Please note: Corporate Partners may contact you if further information is required.

## PRE ENROLMENT

### POLICY

Corporate Partners has both federal and state requirements to notify learners of particular information prior to enrolment so they can make an informed decision about the course they are enrolling into. The standards for RTOs Standard 5.1 and 5.2 outline specific requirements of what is needed to be provided to learners pre enrolment.

### PROCEDURE

Corporate Partners provides information to learners prior to enrolment so they can make an informed decision about the training product appropriate to their needs. Corporate Partners informs all learners and clients prior to enrolment of important course information through the pre-enrolment process. This includes engagement with the employer firstly to establish the needs of the business and the requirements for training.

Different types of information are provided to the learner and the client before enrolment which includes:

- Pre Enrolment zip
- Learner guide
- Learner Handbook
- USI Information
- Course Outline
- Website information
- Process Checklist

### ELIGIBILITY AND SUITABILITY

Eligibility and Suitability is discussed with employers prior to enrolment, and with learners through the pre-enrolment process, giving them an opportunity to raise questions and or concerns regarding the suitability of the course or their eligibility. Corporate Partners Managing Director will send the information in a pre-enrolment zip folder. Corporate Partners contact details are a part of all the forms so learners can contact Corporate Partners if they need to.

### OFFER AND AGREEMENT

Corporate Partners will discuss the relevant course or qualification based on the workplace needs, gather consensus from management, and then engage the learners giving them the information to make informed decisions about the course they may enrol into. The industry engagement process will happen through the Corporate Partners Managing Director and the site management, then the learners are engaged and consulted and then the agreement is made between the RTO, Employer, and the learner. The pre-enrolment process checklist and enrolment will occur once this agreement has been reached.

### PRE-ENROLMENT CHECKLIST

A Pre-enrolment process checklist has been created to ensure Corporate Partners meet the requirements of not only the Standards for RTOs, particularly standard 5, but also NSW and QLD state pre-enrolment information requirements to learners.

Information is made available to learners' pre-enrolment through many channels including:

- The Learner Handbook – a soft copy is sent out in a pre-enrolment zip, some hard copies at enrolment and links to our website as part of the process checklist.
- a pre-enrolment zip containing – The Learner Handbook, USI information for the learner, course and learner brochure, process checklist for pre and enrolment – this is supplied as a soft copy to the client prior to enrolment.

- links to our website – which include the Learner Handbook, course information, complaints and appeals information, fees refunds and subsidy information, pre-enrolment information, links to subsidise training, and other information about Corporate Partners can be found at:

<https://corporatepartners.com.au/training-competitive-systems-and-practices/>

Learner Guide & Course Outline – contain information about the course as well as the pre-enrolment information learners need to know regarding standard 5 for the Standards for RTOs, as well as QLD and NSW requirements.

#### **PRE-ENROLMENT ZIP**

The pre-enrolment learner zip is sent to the employer prior to enrolment to be passed on to learners who will potentially participate in the program. Learners can read through all the information and make an informed decision about their suitability for the course. Any issues can be raised prior to enrolment.

The zip includes:

- What to bring on the day information sheet
- CP Training Brochure
- CP Learner Enrolment Process Checklist
- CP Learner Guide
- CP Learner Handbook
- USI consent for Corporate Partners
- USI student instruction

#### **LEARNER HANDBOOK**

This information is provided to the learner before they enrol, so that they can make an informed choice and are aware of important aspects of the program. In addition, all State and National standards have been included and made available to the learner. The below information is also included in the Learner handbook, which learners are provided in the zip, and as directed to our website through the Process Checklist:

The following are examples of what is included in the learner handbook for prospective learners:

- Access and Equity
- Access to Records
- Appeals Policy
- Complaints Policy
- Course Cancellation
- Course Extension
- Credit Transfer
- Disciplinary Procedures
- Fees and Charges (see requirements above)
- Language, Literacy and Numeracy
- Learning and Assessment Arrangements
- Legislative Compliance
- Privacy and Confidentiality
- Reasonable Adjustment
- Recognition of Prior Learning
- Fees and Charges
- Refund Policy
- Prepaid Fee Policy
- Issuance & Replacement Testamurs and Statement of Attainment

- Selection and Induction
- Support Services
- Third Party Arrangements

### **PROCESS CHECKLIST**

Prior to enrolment a Pre-Enrolment Process Checklist is completed with learners to make sure they are aware and agree to all information required to make informed decisions prior to enrolment.

Learners are also directed to the Corporate Partners website where information can be found on complaints and appeals, qualification and skills group information, as well as pre-enrolment information.

The Process Checklist is signed and acknowledge by each individual learner and saved as a hard copy on each individuals learner file.

Corporate Partners informs all learner and clients prior to enrolment of the course information through the pre-enrolment process, which includes the learner handbook, and course information. This information is provided to the learner before they enrol, so that they can make an informed choice, and are aware of important aspects of the program. Information provided through the process checklist includes:

- Description of qualification/course
- Accreditation
- Entry requirements
- Volume of learning
- Delivery mode
- Program content
- Assessment information
- Availability of RPL
- Availability of Credit transfer
- Exit points
- Resources issued to students
- Career pathways
- Fees and subsidies
- Complaints and appeals

### **WEBSITE**

Corporate Partners also has a dedicated section on our website for training and particular pre-enrolment information for learners as per the guidelines and regulations.

The learner guide is available on our website and in the pre enrolment zip and the course outline is made available at the first visit with the learners.

## **ENROLMENT**

### **POLICY**

Corporate Partners has obligations to collect certain information from learners at enrolment for both state and federal legislative requirements. The information can include statistical data and information about the learner, their demographics, and circumstances.

As per the User Guide to the Standards for Registered Training Organisations, The RTO is to provide or make readily available information to the learner that outlines the services the RTO will provide the learner, along with the rights and obligations of the learner and the RTO. The RTO may provide information to the learner through one or more documents, for example an enrolment form, policy, employment contract or agreement, induction handbook, or documented practice, training plan or training contract.

### **PROCEDURE**

#### **COURSE SELECTION**

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.

### **ENROLMENT**

Scheduling of the induction and enrolment will be in conjunction with convenient times and you will be notified when this will occur.

Enrolment paperwork to be completed at enrolment include:

- Employer information sheet (one per venue for workplace training)
- Enrolment form (for each learner)
- Language Literacy and Numeracy (LLN) form (for each learner)
- USI authority form for CP consent to apply for USI on behalf of student (as applicable)
- Enrolment Process Checklist – A checklist that learners have been informed and consent (for each learner) completed pre enrolment
- Enrolment Participation (for each learner)
- Learner Handbook – Soft copy access and a few hard copies are printed to bring to sites on enrolment

#### **INFORMATION COLLECTION**

Information collected for Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS), eligibility reasons, learner consent, support needs and understanding of the requirements of the VET sector.

Corporate Partners collects this information for AVETMISS, eligibility, and consent via the enrolment form. The enrolment form includes all relevant fields that are applicable to AVETMISS. There are different Corporate Partners enrolment forms for both NSW and QLD.

The process checklist outlines all the information learners need to know and acknowledge. The LLN identifies if there are any support needs we need to be aware of and a participation form is needed for commencing in any training and assessment.

#### **ENROLMENT PROCESS**

- Enrolment procedure is conducted in the workplace within company organised time
- Enrolment forms are completed and submitted to Corporate Partners head office

- Enrolment form/information is received by RTO administration
- Enrolment is processed and recorded
- Learner/client is notified of acceptance
- Learner/client is interviewed on the phone or in person, if any needs have been identified that may require a response
- Learner/client is allocated to course
- Learner/client is allocated to trainer and assessor
- Learner/client record is created in the Student Management System
- Notification of enrolment is sent out to the students with their Training Plan (NSW where applicable)
- Training Plan is issued to students (All states)
- A signed Training Plan is to be returned to the Corporate Partners head office a copy to remain with the learner and updated periodically
- Notification is given to all regulatory bodies as per the guidelines
- Information is stored securely, and care is taken to maintain learner's information

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 NSW

### POLICY

As per the Smart and Skilled Operating Guidelines and Contract Terms and Conditions in NSW Corporate Partners must inform learners of the Notification of Enrolment Process and complete the steps and declarations as outlined by the guidelines.

### PROCEDURE

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.

Corporate Partners must adhere to the eligibility criteria for students, outlined in Schedule 2 of the Smart and Skilled Contract Terms and Conditions.

As per the Smart and Skilled Operating guidelines Corporate Partners is obligated to have the following information available on our website for learners:

<sup>7</sup>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.

*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.*

*If the Prospective Student does not provide their consent, the Provider must not proceed with the Notification of Enrolment Process.*

If the Prospective student does not provide their consent, the Provider must not proceed with the Notification of Enrolment Process

- b) **(subcontractor)** if the Provider has approval from the Department for any part of the Approved Qualification to be delivered by a subcontractor, the Provider must notify the Prospective Student (and any relevant employer) of the subcontracting arrangement.
- 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.

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<sup>7</sup>Training Services NSW, Smart and Skilled Operating Guidelines, [www.training.nsw.gov.au/smartandskilled/contract\\_policy.html](http://www.training.nsw.gov.au/smartandskilled/contract_policy.html)  
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- 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.

Corporate Partners Process will abide by the above requirements as well as completing the following:

- A notification of enrolment is generated after a learner has successfully been given a commitment ID.

A learner copy and an RTO copy are generated, and the following steps are applied:

- Learner copy is attached to the back of a Training Plan copy to be given to learners
- Learner copy is handed to the learner by the trainer and assessor
- Training Organisation copy is placed on the learners private file in the Corporate Partners office.

## 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 and most courses require at least 3 months experience in the relevant industry.

## TRAINING, ASSESSMENT AND LEARNING PROCEDURES

### TRAINING

#### POLICY

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.

Corporate Partners are obligated as per the Standards for Registered Training Organisations (SRTOs) 7, 1.1 and 2.2 to systematically monitor training and assessment strategies and practices, including the amount of training provided consistent with training package requirements and VET accredited course, and to continually improve these systems.

#### PROCEDURE

Corporate Partners programs involve face-to-face workplace training including presentations, discussions, activities and walk throughs in the workplace. The face to face workshops is led by the trainer with the presentation which outline the course material as well as the tasks to be complete and when. The face-to-face learning can be substituted with online training options if this is requested and discussed as a reasonable adjustment option.

Learners are also given a copy of a training handbook for each unit of competency and or cluster. Learners can request copies of the presentation if they wish. The presentation and training handbooks have been developed in support of each unit of competency and will be given to the learners at the start of each cluster or relevant unit.

The workshops are delivered one day a week in a classroom setting. Workshop time is generally 1.5 hours a week. The training days are scheduled prior to the commencement of training and times and days are scheduled for the entire program upfront. Usually training days and times stay the same for consistency and convenience purposes.

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, checklists and forms, practical application activities and presentations.

Corporate Partners programs are delivered through structured on-the-job learning, workshops and include one-to-one guidance, workplace training, consultation and coaching for learners.

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

#### POLICY

Assessment is <sup>8</sup>The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective. 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.

#### PROCEDURE

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

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<sup>8</sup> <https://www.voced.edu.au/content/glossary-term-assessment>

questions, presentations and checklists, forms and 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 and Learners will be given a Satisfactory or Not Yet Satisfactory result for the completion of tasks within an assessment pack.

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.

## **SUBCONTRACTING AND WORK PLACEMENT**

### **POLICY**

As per the requirements of the standards for RTOs, Standard 1 Clause 2.3 and 2.4 Corporate Partners ensures the following:

The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.

The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

### **PROCEDURE**

Corporate Partner does not have a third party 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 the courses offered.

All the training and assessment is currently delivered by Corporate Partners based off our current scope of registration and qualification delivery as per

<https://training.gov.au/Organisation/Details/91467>

Corporate Partners will inform learners if changes are made to this delivery, or if a third party is sort due to company closure, early termination of training or the agreed services cannot be met.

## **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

### **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. See [Course Extension](#) and [Course Suspension](#) for more information on options available.

### **DISCIPLINARY PROCEDURES**

All learners are expected to participate in the learning program, be respectful of others, adhere to Work Health & Safety 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.

### **ON-THE-JOB COACHING AND MENTORING**

Corporate Partners support the implementation of Visual Workplace Management (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 Visual Management meetings, project teams and one-on-one in the workplace.

### **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.

The course is structured around reinforcing the activities learnt from the previous lesson while continuing with the weeks topic and is structured, so learners give feedback at every training session to make it clear their level of understanding for the topic

## **COMPETENT/NOT YET COMPETENT**

The Corporate Partners assessor will consider all the evidence provided and determine competence across the whole unit based off Satisfactory outcomes shown in all assessment tasks. All tasks need to be completed in full and be deemed Satisfactory to achieve a competent result, otherwise the outcome will be Not Yet Competent.

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

“Not Yet Competent” does not mean failure. It just means there is not 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. Or see [Re-Assessment](#) for more information.

## **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.

The process for re-assessment is outlined in the assessment pack given to learners to read and acknowledge prior to assessment takes place and the following process applies;

- If you do not achieve the required standard, you will be given the opportunity to be re-assessed by the assessor (maximum 3 attempts).
- Arrangements will be made on an individual basis as required through your Assessor.
- A request for Re-Assessment form must be completed if a learner wishes to be reassessed under the above conditions and this is available at [Appendix 4](#) within this document.

## **COURSE EXTENSION**

### **POLICY**

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.

### **PROCEDURE**

Corporate Partners will make every effort to assist learners to extend their training under extenuating circumstance. The strategies will depend on the circumstances and the situation and learners are to discuss this with their Corporate Partners representative. Be mindful that Corporate Partners will not extend for more than 12 months.

An Extension Request Form is to be completed and submitted to Corporate Partners to determine eligibility for an extension, and this can be found at [Appendix 6](#).

## **COURSE SUSPENSION OR DEFERMENT**

### **POLICY**

Learners may suspend or defer their courses under certain circumstances, i.e. if they are going to miss a long period of the course, Corporate Partners will apply the following procedure under extenuating circumstances.

## PROCEDURE

Corporate Partners will make every effort to assist learners to suspend or defer their training under extenuating circumstance. The strategies will depend on the circumstances and the situation and learners are to discuss this with their Corporate Partners representative. Be mindful that Corporate Partners will not suspend or defer for more than 12 months. A Suspension Request Form will need to be completed by the Learner and authorisation given by Corporate Partners before it will be authorised. A copy of the Request for Suspension Form is located at [Appendix 1](#) with information on how to submit this to Corporate Partners.

## DISCONTINUING TRAINING

### POLICY

Learners can discontinue or cancel their training courses if they feel they cannot continue, and the following procedure will need to be followed to terminate.

### PROCEDURE

Corporate Partners will make every attempt to ascertain the reason for cancelation or discontinuation as the first step and will request this information from the learner. If the reason for cancelation or discontinuation is to proceed Corporate Partners will send a cancelation form to the learner and or employer to sign, date and give reason for the cancelation.

Corporate Partners wants it to be made clear that any applicable fees will apply according to the fee policies and procedures within this handbook even if a learner cancels or discontinues training.

Corporate Partners will issue a Statement and Attainment or Certificate (if applicable) for any Units of Competency completed competently prior to cancelation within 30 days of notification of the discontinuance provided all applicable fees have been paid and the Learner has provided a Unique Student Identifier number.

A copy of an updated Training Plan will also be issued and sent to learners with a copy of their Statement of Attainment and or Certification.

Corporate Partners will provide data to our State Training Authority that training is not continuing within 30 days. Once this is complete the learners file will be finalised.

## PATHWAYS

Learners may choose to build on the qualifications attained in Corporate Partners 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.

## PROGRAM CONTENT & DELIVERY

Learners please refer to the course outline and learner guide provided at pre-enrolment for more information on the qualifications delivered and offered. Information on each cluster within a qualification is also available in the Appendix section of each Training Handbook given to learners at the first training session of each are of the program.

## 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.

## 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 (provided all work is completed and submitted, any outstanding fees are paid, and learners have provided a valid USI).

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.

## 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 the Learner Handbook is made available to all learners.
- Provision is made for language, literacy and numeracy participation and assessment where appropriate.
- Training Handbook
- Presentation Material
- Training handouts
- Assessment documents
- Trainer and Assessor

### HUMAN RESOURCES

A trainer and assessor will be assigned to all learners who undertake training and assessment. Corporate Partners ensures that trainers and assessors have the required skills and knowledge needed as per current regulatory requirements and industry expectation.

Trainers and assessors also have a profile that is completed for qualifications which includes individual units of competency they can train which is updated at least annually to ensure their currency in industry and vocational skills. The required skills and knowledge needed includes but is not limited to:

- Current Vocational qualifications at least to the level needed to deliver training and assessment
- Current Industry qualifications, and or experience at least to the level needed to deliver training and assessment
- Current knowledge and experience in the Vocational Education and Training industry
- Ability to work well with others

Corporate Partners also ensures all trainers and assessors comply with these requirements and copies of qualifications are stored together with the PD evidence with the trainer/assessor profile in the following location: VETtrak Student Management System (SMS)

### LEARNING RESOURCES

The following learning resources will be available to ensure learners are able to obtain and absorb the required skills and knowledge required prior to assessment:

- Workshops at all levels of business
- Learning workbooks and handouts
- Coaching and mentoring from Corporate Partners training and assessment consultants
- Synchronous completion of checklists and forms
- Participating/leading regular workplace Lean/kaizen activities
- Practical Application activities
- Leading daily activities and continuous learning
- Presentations to senior management
- Reference list of relevant reading material.

### PHYSICAL RESOURCES

All learners involved in the training and assessment of a qualification or course have:

- Direct access to the current version of the units of competency and assessment requirements
- Access to appropriate training materials and presentations relevant to the area of training and assessment
- Access to the latest copy of assessment tools used for this course or qualification
- Access to training and assessment resources to meet the requirements of learners including those with special needs or who may need reasonable adjustments to the assessment process
- Access to equipment and facilities to meet the requirements of each unit of competency, to successfully complete the course or qualification (further information provided below).

Specifically, the following physical resources are available for the delivery and assessment of the units of competency selected for this qualification:

- Staff
  - Corporate Partners training facilitator
  - Corporate Partners admin support
  - Client support
  - Client lean facilitator and management support
- Facilities
  - Workplace undertaking course or qualification
  - Training facilities
  - Secured area for storage of mandatory documents
  - Work area for Corporate Partners facilitator
  - Visual Management Boards in a suitable location
- Equipment
  - Computer
  - Projector
  - Whiteboard
  - Resources to complete workplace projects
  - Access to a camera

## **KNOWLEDGE RESOURCES**

Learners are required to have at least 3 months full time experience in a relevant industry to enter the program in order to have knowledge and skills in important areas including:

- access to company policies and procedures
- Knowledge of standard operating procedures (SOP's)
- Existing safety and environmental skills
- Knowledge relevant to the industry and the business
- Time to learn tasks
- At least a basic understanding of business practices
- Practical Skill Application

The course is designed for learners to apply practical skills learnt through the training into their workplace, as part of their day to day policies and procedures relating to their job role

Learner handbooks are supplied to each learner also to develop skills and knowledge around each of the topics and each of the areas of competency as a whole.

## **WORKPLACE EQUIPMENT, FACILITIES AND SAFETY**

Prior to the commencement of training and assessment a Corporate Partners trainer and assessor will complete 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.

## CERTIFICATION AND STATEMENT OF ATTAINMENT

### ISSUANCE

#### POLICY

As per the Standards for RTOs Standard 3 Clause 1 to 4, Corporate Partners is required to issue AQF certification to learners who meet the requirements of the training product as specified in the training package. This includes making sure all certification documents are issued within 30 days of the learners being assessed as competent, provided all fees are paid.

All records of the learner's certification will be maintained by the RTO in accordance with the standards for current and past learners.

#### PROCEDURE

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

A qualification will be issued to learners in their full legal name as confirmed by their Unique Student Identifier (USI) number upon successful completion of the Corporate Partners full qualification program. Learners issued with a qualification will also receive documentation that identifies the units of competency that have been achieved.

Corporate Partners will issue a Statement of Attainment (SOA) to learners who partially complete a qualification or group of units that form part of a qualification. The statement will also include a list of the units completed and clearly state that the SOA forms part of a full qualification.

Corporate Partner will issue these to learners provided all criteria for the units of competency have been met and learners are deemed competent in unit.

Corporate Partner will issue these to learners provided all applicable fees have been paid and the learner has provided a correct Unique Student Identifier number.

A copy of an updated Training Plan will also be issued and sent to learners with a copy of their Statement of Attainment and or Certification.

Corporate Partners will provide data to our State Training Authority to notify them that training is complete proficient within 30 days and then learner files will be finalised.

Corporate Partners maintains records relating to the issuance of qualifications in accordance with Standard 3 or the Standards for Registered Training Organisations and complies with all certificate register compliance requirements.

Learners be mindful that without a USI Corporate Partners may not be able to issue you with a Certificate and or Statement of Attainment

### REISSUANCE

#### POLICY

Learners may request a reissuance of the Qualification or Statement of Attainment completed with Corporate Partners at any time.

#### PROCEDURE

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

Corporate Partners due to privacy reasons will only reissue any Certification or Statement of Attainments directly to the learner and will not for any reason send to a Third Party a copy, a replacement or accept a request form.

Learners will be required to complete a Request for a Replacement Certificate Request form to identify themselves if they wish to have a Certificate or Statement of Attainment reissued. A copy of this can be found at [Appendix 2](#).

Under some circumstances a fee may apply to have any Certificate or Statement of Attainment reissued.

## CREDIT TRANSFER

### POLICY

As per the Standards for RTOs Standard 3 Clause 5, NSW operating guidelines and QLD Supplier agreement Corporate Partners accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar.

Corporate Partners will also report any credit transfers where there is supporting evidence and its authenticated.

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

### PROCEDURE

In line with Standard 3 of the Standards for Training Organisations 2015, and particularly 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 accept a valid USI Transcript as evidence of unit of competency completion to recognise credit for units. Learners will need to provide a full copy of their USI transcript to apply for this. Learners can visit the USI Registry at <https://portal.usi.gov.au> to check if the information is stored by the Registry on previous training undertaken, to help identify any previously achieved UoC/modules that can be granted credit.

Corporate Partners will check units against our internal credit transfer eligibility form to confirm if the units are recognised and eligible and will inform learners of outcomes. If learners are successful this may also mean learners are eligible for reduced learners fees, see [Fees and Charges](#) for more details on this.

If a learner feels they have credit transfers that are in line with the chosen program of study, they can submit a certified copy of the transcript or USI Transcript to Corporate Partners at 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 applied to the learners file documents.

If you are applying for credit transfers through an RPL application, please refer to the RPL Expression of Interest Application in [Appendix 3](#) for more information.

Corporate Partners

A: PO Box 252 Menai

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

## RECOGNITION OF PRIOR LEARNING

### POLICY

As per state requirements and the Standards for RTOs Standard 1 Clause 8, Corporate Partners has an implemented assessment system that ensures assessment (including recognition of prior learning)

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

As per state requirement and the Standards for RTOs Standard 1 Clause 12, Corporate Partners offers recognition of prior learning to individual learners.

Recognition of Prior Learning (RPL) allows learners to be granted recognition based on an assessment of previous learning and unique experience if there are equivalent outcomes.

### PROCEDURE

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 is offered by Corporate Partners for all items on its scope.

### NSW RECOGNITION FRAMEWORK

Corporate Partners Recognition process aligns with the NSW Recognition Framework including:

Adhering to standards

- Complying with national standards
- Complying with the NSW Quality Framework
- Aligning with TAEASS504A – Develop and Implement Recognition Strategies

Stages of recognition

- Establish the context
- Provide information
- Gather evidence
- Assess the evidence
- Make an assessment decision
- Issue credentials or plan the next step

Record keeping and reporting

- Requirements of the national standards
- Audit and retention requirements
- Requirements of the smart and skilled contract

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 see the [NSW Recognition framework](#) for more information

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

Please see [Credit Transfer](#) for more information on this.

Corporate Partners recognises the AQF qualifications and Statements of Attainment issued by other RTO in Australia. The units and / or work experience must be current and or equivalent. Evidence provided for this process will need to contain some material dated within the last five years. Corporate Partners process is as follows:

- Learner is made aware of RPL options through marketing, website, enrolment checklist and the Learner Handbook
- 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 – see [Appendix 3](#))
- Learner applies for credit transfers and RPL
- Assessor is appointed and completes initial interview with the candidate
- Learner is granted applicable credit transfers and RPL Kit
- Learner completes RPL kit including: the self-evaluation, third party and supporting documentation
- Application for RPL submitted by the learner
- Assessor assesses application
- Learner is informed of outcome
- Relevant certificates or statement of attainments will be issued

## APPEALS FOR REASSESSMENT

### POLICY

As per Standard 6, Clauses 2 to 6 of the Standard for Registered Training Organisations, Corporate Partners is committed to ensuring all assessments are valid, reliable, fair and consistent and learners can review a decision including assessment decision made by Corporate Partners through an appeals process.

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.

### 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. If a learner is seeking an appeal, see [Appendix 4 - Request for Reassessment form](#). This should be completed and lodged to Corporate Partners (details at [Appendix 4](#)).
5. All appeals will be referred to the appropriate person at Corporate Partners, who is independent to the outcome, and non-bias.
6. The independent person will conduct an investigation, gather evidence to support a decision, act fairly and without bias or unnecessary delay.
7. The independent person will make a full record of the appeal being made.
8. Learners will be given a copy of all information relating to the outcome and an opportunity to reply to the outcome before a decision is made. This will be considered before a decision is made.
9. Where the outcome is not satisfactory to the learner, the appeal will be referred to the RTO Managing Director, who will consider the information provided including:
  - The circumstances surrounding the issue
  - The relevant people involved
  - Why an appeal is being lodged
  - Any evidence including dates and documentation
10. 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 appeal.
11. 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.
12. A third party or other appeal process may incur a cost and Corporate Partners will notify the learner in advance.
13. If the appeal is deemed required to take more than 60 calendar days to action Corporate Partners will inform the learner in writing including the reasons for the delay and provide regular updates to the appellant on the progress of the matter.
14. Appeal outcomes will be entered into the Corporate Partners Complaints and Appeals Register.
15. The 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.
16. Outcomes and actions are kept secure and in an area only accessible to those who need to be involved.

## FURTHER APPEALS

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:

<https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

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.

FURTHER APPEALS	
<b>ASQA (NSW, SA &amp; ACT)</b> 1300 701 801 - OPTION 5	<b>DETA (QLD)</b> 1300 369 935 OFFICE OF FAIR TRADING 13 74 68 (REFUNDS)
<b>TAC SECRETARIAT (WA)</b> (08) 9441 1925	<b>DET (NT)</b> (08) 8901 1371 OR (08) 8901 1357
<b>VRQA (VIC)</b> VICTORIAN OMBUDSMAN 03 9613 6222 OR 1800 806 314 CONSUMER AFFAIRS (REFUNDS) 1300 55 81 81	<b>TASMANIAN QUALIFICATIONS AUTHORITY (TAS)</b> 03 6233 6364

## COMPLAINTS

### POLICY

As per standard 6, Clause 1 to 6 of the Standard for Registered Training Organisations, 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.

### PROCEDURE

If you have a complaint regarding any aspect of Corporate Partners programs, or the conduct of the RTO, its trainers, assessors, another learner, a third party to the program or other staff, you are encouraged to raise your concerns immediately. Most complaints can be resolved quickly through constructive discussion. 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/client is encouraged to speak with the people involved in this complaint first - In most instances the issue can be resolved immediately.
2. If this does not resolve the issue or is not an option the learner/client is encouraged to raise the issue with their immediate manager - the matter may be able to be resolved with their assistance.
3. If further assistance is necessary a complaint should first be lodged with Corporate Partners office within 30 days of the issue arising, where practicable. See Appendix 5 Complaint Form.
4. The complaint form should be completed in full and lodged to Corporate Partners as per the instructions in Appendix 5
5. All complaints will be referred to the appropriate person at Corporate Partners, who is independent to the issue and non-bias.
6. The independent person will conduct an investigation, gather evidence to support a decision, act fairly and without bias or unnecessary delay.
7. The independent person will make a full record of the investigation being made.
8. Learners will be given a copy of all information relating to the outcome and an opportunity to reply to the outcome before a decision is made. This will be considered before a decision is made.
9. Where the outcome is not satisfactory to the learner/client, the complaint will be referred to Corporate Partners Managing Director, who will consider the information provided including:
  - The circumstances surrounding the issue
  - The relevant people involved
  - Why a complaint is being lodged
  - Any evidence including dates and documentation
  - The name of any witnesses who could support the case
10. 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.
11. 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.
12. If there are any costs to the learner/client including a third party or mediator, this information will be disclosed to the learner/client prior to engaging services.

13. If a complaint is deemed to require 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.
14. A Complaints and Appeals Register is kept as a record of all current and completed complaints and appeals.
15. The 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.
16. 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.

## FURTHER COMPLAINTS

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:

[www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider](http://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider)

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.

COMPLAINTS HANDLING AGENCIES	
<p><b>NSW</b></p> <p>A LINK TO THE CONSUMER PROTECTION STRATEGY AND COMPLAINTS PROCESS IS AVAILABLE AT – SEE LINK BELOW;  <a href="http://WWW.TRAINING.NSW.GOV.AU/FORMS_DOCUMENTS/SMARTANDSKILLED/CONTRACT/CONSUMER_PROTECTION_STRATEGY">WWW.TRAINING.NSW.GOV.AU/FORMS_DOCUMENTS/SMARTANDSKILLED/CONTRACT/CONSUMER_PROTECTION_STRATEGY</a></p>	<p><b>QLD</b></p> <p>IF YOU HAVE A COMPLAINT ABOUT ANY OF THE SERVICES CORPORATE PARTNERS IS PROVIDING OR OUR CONDUCT IN SUPPLYING THESE YOU CAN MAKE A COMPLAINT TO THE QLD DEPARTMENT, THE QUEENSLAND TRAINING OMBUDSMEN OR A COMPLAINTS AGENCY IF YOU ARE UNSATISFIED WITH THE OUTCOME OF THE COMPLAINT.</p> <p><b>DESBT (QLD)</b>            1300 369 935            OFFICE OF FAIR TRADING 13 74 68 (REFUNDS)</p>
<p><b>VRQA (VIC)</b></p> <p>VICTORIAN OMBUDSMAN            03 9613 6222 OR 1800 806 314            CONSUMER AFFAIRS (REFUNDS)            1300 55 81 81</p>	<p><b>DET (NT)</b></p> <p>(08) 8901 1371 OR (08) 8901 1357</p>
<p><b>ASQA (NSW, SA &amp; ACT)</b></p> <p>1300 701 801 - OPTION 5</p>	<p><b>TAC SECRETARIAT (WA)</b></p> <p>08) 9441 1925</p>
<p><b>TASMANIAN QUALIFICATIONS AUTHORITY (TAS)</b></p> <p>03 6233 6364</p>	

## CONSUMER PROTECTION

### POLICY

As per the NSW Smart and Skilled Operating guidelines 3.1 and 3.2, Corporate Partners must make the following information available to students.

- a. The Provider Consumer Protection Policy (including the contact details of the consumer protection officer)
- b. The Consumer Protection Strategy; and
- c. The contract details for the Departments Customer Support Centre (as provided by the Department from time to time)

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.

All learners and potential learners have the right to expect that the training received is consistent with the national VET regulators requirements under the VET Quality Framework and the requirements of the Smart and Skilled Consumer Protection Strategy and the contract.

### PROCEDURE

Corporate Partners have implemented a Consumer Protection Policy incorporating our obligations and the consumers obligations, encompassing the complaints handling system in line with ASQA requirements, the NSW Quality Framework and Consumer Protection Strategy, 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 [Marketing Policy](#) for more information)
- Let consumers know about their subsidised training entitlements, their fees, responsibilities and obligations (please see the Corporate Partners Policy on [Fees and Charges Policy](#) and [Refunds](#) for more information)
- Consumer feedback and complaints handling policies and procedures (please see the Corporate Partners [Complaints Policy](#) for more information)
- Pathways for resolving or escalating complaints, please refer to our complaints procedure (please see the Corporate Partners [Complaints Policy](#) for more information)
- Provide feedback on a regular basis through training and assessment, company details, the learner handbook resources, Corporate Partners website, in addition to having a dedicated consumer protection officer.

### CONSUMER PROTECTION STRATEGY

- Learners will be informed of information collected about them and review the correctness of this information
- Learners are to be given access to this consumer protection system from Corporate Partners as well as the Smart and Skilled Consumer Protection Strategy: [www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy)
- Learners are to provide Corporate Partners with accurate information about yourself, behave responsibly and ethically.
- Learners can expect the education and training from Corporate Partners 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).

## STATEMENT OF EXPECTATIONS

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

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 as per the statement of expectations at the following link [www.training.nsw.gov.au/forms/documents/smartandskilled/statement\\_of\\_expectations/statement\\_of\\_expectations](http://www.training.nsw.gov.au/forms/documents/smartandskilled/statement_of_expectations/statement_of_expectations)

## CONSUMER PROTECTION AND SMART AND SKILLED

For all consumer rights and options for making a complaint please visit the Smart and Skilled website; [www.smartandskilled.nsw.gov.au](http://www.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
- A link to an online form to make an enquiry or complaint, or give feedback

## CONSUMER PROTECTION OFFICER

Corporate Partners

Consumer Protection Officer – Ray Edwards

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

p. 1800 104 899

## DEPARTMENTS CUSTOMER SUPPORT CENTRE

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

## RELATED CORPORATE PARTNERS POLICIES

- [Privacy](#)
- [Marketing and Advertising](#)
- [Fees and Charges](#)
- [Refunds](#)
- [Complaints Policy](#)
- [Appeals for Re-Assessment](#)

## 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

## 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.

Corporate Partners complies with Commonwealth and State legislation and regulatory requirements on all relevant legislations and requires learners including:

- [Work Health and Safety Act 2011](#)
- [Safe Work Australia Act 2008](#)
- [Child Protection \(Working with Children\) Act 2012 and Child Protection \(Working with Children\) regulation 2013](#)
- [Anti-discrimination](#) including:
  - [Age Discrimination Act 2004](#)
  - [Disability Discrimination Act 1992](#)
  - [Racial Discrimination Act 1975](#)
  - [Sex Discrimination Act 1984](#)
- [Bullying](#)
- [Harassment](#)
- [Access and Equity](#)
- [Language Literacy and Numeracy](#)
- [Reasonable Adjustment](#)
- [Support Services](#)
- [Privacy Act 1988](#)
- [Copyright Act 1968](#)
- [Freedom of information Act 1982](#)
- [Changing your Personal Information](#)
- [Record Keeping](#)
- [Intellectual Property Laws Amendment Act 2015](#)
- [Plagiarism](#)
- [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
- [Consumer Protection \(Smart and Skilled Consumer Protection Strategy\)](#)

## **WORK HEALTH AND SAFETY ACT 2011**

Work health and safety, formerly referred to as occupational health and safety, is the exercise of health and safety procedures at work.

### **LEGISLATION**

Work Health and Safety Act 2011

### **DUTY OF CARE**

Health and Safety Acts spell out the requirements known as duty of care. Duty of care requires that everything reasonable and practicable be done to protect the health and safety of others in the workplace.

### **EMPLOYER OBLIGATIONS**

- The health and safety of each of their workers
- Their own health and safety
- The health and safety of other people who come to the workplace

### **WORKER OBLIGATIONS**

- Comply with instructions of an employer regarding health and safety
- Use personal protective equipment if provided
- Not wilfully misuse anything provided for health and safety purposes
- Not wilfully place at risk the health and safety of another person
- Not wilfully injure themselves

### **CORPORATE PARTNERS OBLIGATIONS**

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, as an 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 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.

## SAFE WORK AUSTRALIA ACT 2008

\*The object of the establishment of Safe Work Australia is to improve national WHS outcomes and workers' compensation arrangements by providing an inclusive tripartite forum for representatives of governments, workers and employ

- a) collaborate on national WHS and workers' compensation matters; and
- b) lead the development of evidence-based national WHS and workers' compensation policies and strategies;
- c) promote consistency in WHS and workers' compensation arrangements across Australia.

\* [www.legislation.gov.au/Details/C2017C00260/Download](http://www.legislation.gov.au/Details/C2017C00260/Download)

## WORKING WITH CHILDREN

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 and the Child Protection (Working with Children) Regulation 2013, to the NSW Department of Family & Community Services in accordance with the Act.

### <sup>9</sup>OBJECT OF ACT

The object of this Act is to protect children:

- (a) by not permitting certain persons to engage in child-related work, and
- (b) by requiring persons engaged in child-related work to have working with children check clearances.

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 and the Child Protection (Working with Children) Regulation 2013, to the NSW Department of Family & Community Services in accordance with the Act. Report the wellbeing of Under 18 year old's in NSW.

Corporate Partners does adhere to the Child Protection (Working with Children) Act 2012 and Child Protection (Working with Children) Regulation 2013 as noted above for any learners who may enrol under this circumstance. Corporate Partners is also obligated to conduct as and when required the appropriate child related employment screening of employees or individuals in accordance with the Office of the Children's Guardian or their successors.

Corporate Partners must adhere to the Child Protection (Working with Children) Act 2012 and the Child Protection (Working with Children) Regulation 2013 found at:

[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) 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).

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) as well as;  
[www.legislation.nsw.gov.au/inforcepdf2012-51](http://www.legislation.nsw.gov.au/inforcepdf2012-51) and [www.legislation.nsw.gov.au/inforcepdf2013-156](http://www.legislation.nsw.gov.au/inforcepdf2013-156)

## ANTI-DISCRIMINATION

<sup>9</sup> [www.legislation.nsw.gov.au/#/view/act/2012/51](http://www.legislation.nsw.gov.au/#/view/act/2012/51)

## OVERVIEW

<sup>10</sup>In Australia, it is unlawful to discriminate on the basis of a number of protected attributes including age, disability, race, sex, intersex status, gender identity and sexual orientation in certain areas of public life, including education and employment. Australia's federal anti-discrimination laws are contained in the following legislation:

- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984.*

The department also administers the [Australian Government Guidelines on the Recognition of Sex and Gender](#). The guidelines outline a consistent gender classification system and standard of evidence required to establish or change gender on personal records for Australian Government departments and agencies.

More information on Australia's anti-discrimination laws can be found at:

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

## AGE DISCRIMINATION

Discrimination occurs when an opportunity is denied to a person because of their age and where age is irrelevant to the person's ability to take advantage of that opportunity.

The Act also provides for positive discrimination – that is, actions which assist people of a particular age who experience a disadvantage because of their age. It also provides for some exemptions.

An employer, regardless of their size, may be legally responsible for age discrimination which occurs in the workplace or in connection with a person's employment unless it can be shown that 'all reasonable steps' have been taken to reduce this liability.

## LEGISLATION

The Age Discrimination Act 2004 prohibits less favourable treatment not only because of age, but also because of characteristics generally pertaining to age and characteristics generally imputed to people of that age. The Act covers:

- **Employment:** offers of employment, terms and conditions of employment, access to promotion and training, dismissal.
- **Education:** refusal or failing to accept an application or admission, terms and conditions on which applications are accepted, denial or limitation of access to benefit.
- **Accommodation:** refusal of an application for accommodation, terms and conditions on which the accommodation is offered, deferring or according lower priority for accommodation, denying or limiting access to any benefit associated with accommodation.
- **Goods, services or facilities:** refusal to provide goods, services or facilities, terms or conditions on which goods, services or facilities are provided, the manner in which goods, services or facilities are provided.

## CORPORATE PARTNERS OBLIGATIONS

Trainers and assessors must be careful to ensure that you do not discriminate against a person because of their age.

Avoid thinking in stereotypes and displaying negative attitudes towards younger and mature age learners. Jokes about someone's age or asking them to do something that is unfair for someone their age, may be regarded as indirect discrimination.

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<sup>10</sup> <https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx>

Trainers and assessors who may be subject to age discrimination are encouraged to report anything of this nature immediately.

For further information an Age Discrimination fact sheet can be downloaded from: [www.humanrights.gov.au/our-work/employers/age-discrimination](http://www.humanrights.gov.au/our-work/employers/age-discrimination)

## **DISABILITY DISCRIMINATION**

Disability Discrimination legislation (DDA) protects people with a disability from being treated unfairly or differently to someone without a disability.

Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

### **LEGISLATION**

Disability Discrimination Act 1992 (DDA)

Disability legislation can be used to ensure that people with a disability:

- Are treated fairly at work, including getting a job, pay rates, training, promotion
- Are treated fairly in education and training and are allowed access to any schools, TAFE colleges, university or other colleges
- Are not treated differently when renting or buying a house or flat
- Have the same degree of access to shops, restaurants, banks, theatres, sports and social facilities
- Are not harassed, ridiculed or shunned because of their disability
- Are allowed the same opportunities as those without disabilities

### **RIGHTS**

A person with a disability has a right to study at any educational institution in the same way as any other student. It is against the law for an educational authority to discriminate against someone because that person has a disability.

The DDA protects people with a disability against discrimination in education in these areas;

- Admission: Refusal or failure to accept an application for admission from a person with a disability or accepting a person with a disability as a student on less favourable terms or conditions than others.
- Access: Denying or limiting access to people with a disability, expelling a person because of a disability or subjecting a person with a disability to any other detriment.
- Harassment: Humiliating comments or actions about a person's disability, such as insults, or comments or actions that create a hostile environment.

### **REASONABLE ADJUSTMENT**

The DDA uses the principle of reasonable adjustment, sometimes called reasonable accommodation, to ensure equity of treatment for people with disabilities.

Reasonable adjustment refers to measures or actions taken in order to provide a learner with 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
- Changing course delivery
- Modifying premises

## UNJUSTIFIABLE HARDSHIP

If a learner has a disability and the requirements necessary to accommodate the needs of the individual will cause major difficulties or unreasonable costs to a person or organisation, then this is called 'unjustifiable hardship'.

## CORPORATE PARTNERS OBLIGATIONS

Corporate Partners makes sure they are aware of possible unwitting discrimination, such as not allowing a person to attend work visits or delivering training in an inaccessible format and take precautions to prevent this.

Corporate Partners try to be as inclusive as possible in the design and delivery of training and assessment, drawing on a wide range of strategies. Corporate Partners may have to alter processes (reasonable adjustment) to enable a person with a disability to acquire and demonstrate competency.

For further information a disability Discrimination fact sheet can be downloaded from:

[www.humanrights.gov.au/our-work/employers/disability-discrimination](http://www.humanrights.gov.au/our-work/employers/disability-discrimination)

## RACIAL DISCRIMINATION

Racial discrimination occurs when a person is treated less favourably than another because of race, religion, colour, national or ethnic origin.

### LEGISLATION

The Commonwealth Racial Discrimination Act 1975, in conjunction with relevant State anti-discrimination legislation, makes racial discrimination unlawful in various circumstances, such as employment.

### EXCEPTIONS

The Act creates an exception to this provision where special measures shall not be deemed to be racial discrimination if they are taken for the sole purpose of securing the adequate advancement of certain racial or ethnic groups or individuals.

This provision recognises that to treat all people, regardless of differences, in exactly the same way can simply serve to continue the systemic discrimination faced by some groups.

### RIGHTS

The Act promotes equality of all people regardless of their race, religion, colour or origin. Under this Act it is illegal to:

- Deny access to facilities, places, accommodation, education based on race, religion, colour or origin
- Refuse goods and services based on race, religion, colour or origin
- Prevent membership of a union or other association based on race, religion, colour or origin
- Refuse employment of a person, or treat the person differently in the workplace, based on race, religion, colour, origin

## CORPORATE PARTNERS OBLIGATIONS

Corporate Partners treats everyone equally and will not tolerate discrimination in any form from any party.

Corporate Partners will make provisions when dealing with people who may have social or functional skills in English, this includes allowances in your assessment such as;

- Speaking slowly and clearly
- Writing instructions
- Drawing diagrams and illustrations to make instructions clearer
- Asking for a translator

- Asking for a mediator so that cultural misunderstandings do not occur

## **SEX DISCRIMINATION**

### **LEGISLATION**

The intention of the Commonwealth Sex Discrimination Act 1984 is to ensure that men and women are treated fairly and equally in and out of the workplace.

### **RIGHTS**

The Act means it is against the law to:

- discriminate against someone because of their gender or marital status
- discriminate against a woman because she is pregnant
- sexually harass someone
- dismiss someone from their job because of their family responsibilities

### **WHAT DOES IT MEAN?**

The Act means it is unlawful to discriminate in many public areas of public life. The most common areas where there is discrimination on the basis of one's gender include employment, insurance, superannuation, education, accommodation and housing.

Sexual harassment is any unwanted or unwelcome sexual behaviour that makes a person feel offended or humiliated and that reaction is reasonable in the circumstances.

It has nothing to do with mutual attraction or friendship. Sexual harassment is serious - and it is against the law!

Sexual harassment can include such things as:

- Touching
- Staring or leering
- Whistling
- Sexually suggestive comments and jokes
- Persistent invitations or requests for sex
- Showing or displaying lewd pictures
- Indecent exposure, sexual assault
- Obscene telephone calls or letters
- Unnecessary familiarity
- Employers can be held legally responsible for sex discrimination or sexual harassment by employees.

### **CORPORATE PARTNERS OBLIGATIONS**

Corporate Partners ensures that you do not discriminate against a person on the basis of gender or family situation.

Corporate Partners avoids and will not tolerate any unwanted or uninvited behaviour of any kind. Corporate Partners stays objective and should not become involved in the person's personal life.

A Corporate Partners representative may also be subject to sexual harassment or discrimination and are encouraged to report anything of this nature immediately.

## BULLYING

One definition of workplace bullying is 'less favourable treatment of a person by another in the workplace, beyond which may be considered reasonable and appropriate workplace practice.'

Bullying can include behaviour that intimidates a person. It may include abuse of power, isolation, alienation of employees or poorly managed conflicts of opinion or personality. Inappropriate comments about personal appearance, work performance and verbal abuse are also common.

### RESULTS

Victimising behaviour or workplace bullying can result in forced resignation, ill health, exclusion from productive duties and low morale.

### RELEVANT LEGISLATION

Health and Safety Acts - Employers have a duty to ensure the health and safety of their employees

Anti-Discrimination Acts - Where bullying involves acts of discrimination or sexual harassment, a complaint may be lodged under this legislation.

Workplace Relations Acts - Where an employee is dismissed or is forced to resign as a result of workplace bullying, the employee may be entitled to make a claim.

Also, the Workcover Act and the Criminal Code could all be invoked, depending on the type and severity of the workplace bullying.

### CORPORATE PARTNERS OBLIGATIONS

Corporate Partners obligation to ensure that the learner or candidate does not feel bullied by any of your actions or choice of language.

Corporate Partners role is to support the learning process and focus on the assessment tasks that are being performed. Inappropriate comments, even if they are meant to be humorous, may be offensive and this may impact on performance.

## HARASSMENT

<sup>11</sup>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 and workplace.

### CORPORATE PARTNERS OBLIGATIONS

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

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<sup>11</sup> <https://en.wikipedia.org/wiki/Harassment>  
CP\_Learner Handbook\_V15\_Jul20

Further information on Discrimination, harassment and bullying can be downloaded from;  
[www.humanrights.gov.au/our-work/employers/workplace-discrimination-harassment-and-bullying](http://www.humanrights.gov.au/our-work/employers/workplace-discrimination-harassment-and-bullying)

## ACCESS AND EQUITY

<sup>12</sup>Access and equity are 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.

## DISADVANTAGED LEARNERS

Corporate Partners 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, intellectually, racially or by gender. This may also include learners who are eligible for a needs loading including Aboriginal or Torres Strait Islander learners.

Corporate Partners will make all reasonable effort to make judgements and provide support to those with special needs or disadvantaged learners or will provide the learner with another provider who can offer the support they need.

Corporate Partners ensures they comply with Disability Standards for Education found at  
<https://education.gov.au/disability-standards-education>.

## LANGUAGE LITERACY AND NUMERACY (LLN)

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.

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<sup>12</sup> Glossary ASQA: <https://www.asqa.gov.au/search/access%20and%20equity>  
CP\_Learner Handbook\_V15\_Jul20

## 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.

## INCLUSIVE PRACTICES

<sup>13</sup>QLD government have an initiative known as inclusive practices is designed to ensure everyone needs to have the opportunity to develop the skills they need to fully participate in society, be active citizens and positively contribute to our state's future prosperity.

The belief system incorporates:

- Inclusive practices is everyone's responsibility
- Everyone can learn
- Learning is lifelong

VET action at three levels:

- Delivery of training
- Registered training organisation structures, systems and processes
- Policy and funding

Three layers of learner support:

- Informed self-help information and tools
- Base level assistance
- Specialised support

More information can be found at:

[Inclusive Learning: A way forward](#)

More information for learners with disabilities can also be found at:

[Skills disability Support : A guide for students with disability](#)

## SUPPORT SERVICES WEBSITES

### NEW SOUTH WALES

Corporate Partners comply with Disability Standards:

[www.education.gov.au/disability-standards-education](http://www.education.gov.au/disability-standards-education)

### QUEENSLAND

Inclusive Support:

[www.training.qld.gov.au/providers/inclusive/framework](http://www.training.qld.gov.au/providers/inclusive/framework) and

[www.training.qld.gov.au/providers/inclusive/resources](http://www.training.qld.gov.au/providers/inclusive/resources) and

[www.training.qld.gov.au/providers/inclusive/disability/support](http://www.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)

## PRIVACY

### POLICY

Corporate Partners understands that learners may have concerns about their privacy and their confidentiality and the security of information that Corporate Partners may obtain about them. This policy sets out the privacy steps taken to secure learner information.

### PROCEDURE

In 2001, the Commonwealth Privacy Act 1988 was amended, and Australians now have specific rights in relation to how their personal information is handled by many private sector organisations.

### Privacy Rights

A person can:

- Know why their personal information is being collected and how it will be used
- Ask for access to their records, including health information
- Take up opportunities to stop receiving direct marketing material
- Correct inaccurate information about themselves
- Know which organisations will be given their personal information
- Ensure organisations only use information for purposes they have told the person about
- Find out what information an organisation holds on them and how they manage it
- National Privacy Principles

Privacy rights come in the form of ten National Privacy Principles (NPPs). These set the standards organisations are required to observe in collecting, storing, using, disclosing, protecting and transferring personal information:

- NPP1: Collection - describes what an organisation should do when collecting personal information.
- NPP2: Use and Disclosure - outlines how organisations can use and disclose personal information.
- NPP3: Data Quality & NPP4: Data Security - set the standards that organisations must meet for the accuracy, currency, completeness and security of personal information.
- NPP5: Openness - requires organisations to be open about how they handle personal information.
- NPP6: Access & Correction - gives a general right of access to own personal information, and to have it corrected.
- NPP7: Identifiers - says that generally, Commonwealth government identifiers (such as the Medicare number or the Veterans Affairs number) can only be used for the purposes for which they were issued.
- NPP8: Anonymity - where possible, requires organisations to provide the opportunity for interaction with them without identification.
- NPP9: Transborder Data Flows - outlines privacy protections that apply to the transfer of personal information out of Australia.
- NPP10: Sensitive Information - requires a person's consent when an organisation collects sensitive information such as health information, or information about racial or ethnic background, or criminal record.

### CORPORATE PARTNERS OBLIGATIONS

Corporate Partners have an obligation to ensure they do not use a learner or candidate's personal information in any way that could be construed as infringing the Privacy Principles.

This includes actions like passing on a person's contact details without their consent, refusing to show a candidate their personal record, sharing results with people who are not directly concerned with the assessment process.

## **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 complies with the requirements of the Privacy Act.

Corporate Partners collects personal details and AVETMISS required 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 to satisfy current State and Federal reporting requirements for RTO's and may be shared with regulatory and government agencies and are not used or disclosed by Corporate Partners for any other purpose.

Learner files are retained and stored 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 training 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, assessors and administrators have access to your personal files retained at Corporate Partners premises as per Corporate Partners Privacy Policy.

Information is stored in files in a fireproof storage facility with limited access levels.

## **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 learner personal information, feedback, or complaints and appeals.

Corporate Partners will always show the necessary level of discretion in order to keep learner 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 assessments, 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.

Corporate Partners will not provide any of a learner's personal information to a third party.

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

## **COPYRIGHT ACT 1968**

Legally enforceable rights of the creators which controls access to the work or other subject matter.

All of Corporate Partners materials are to be used for training and assessment purposes only and are not to be modified, changed, or redistributed in any way without the formal written permission of Corporate Partners.

Corporate Partners materials are their own and are not to be used outside the normal course of the operation.

## **FREEDOM OF INFORMATION**

The Commonwealth Freedom of Information Act 1982 has three main aims:

### **AVAILABILITY**

Agencies have to make available to the public information about their functions and operations such as;

- structure
- decision making processes
- public participation through boards, councils or committees
- policy documents

### **ACCESS**

People have the right to access information and documents that an agency has about them.

### **AMENDMENT**

A person can apply for information about their personal affairs to be changed if they believe it is inaccurate, misleading, discriminatory or incomplete.

## **CORPORATE PARTNERS OBLIGATIONS**

Corporate Partners gives the right to learners to access all of their documents regarding their learning and assessment, including the results. Although they have not right of access to the results of others.

## **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.

If you need to request any changes a Change of Details Form needs to be completed. This can be found at [Appendix 7](#).

## RECORD KEEPING

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

### CORPORATE PARTNERS OBLIGATIONS

- Keeping copies of all learner work for the required period of time as per state and national standards.
- Keeping 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 learner 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 privacy matters including enquiries, or the lodgement of a complaint, Corporate Partners can be contacted at its office on:

P: 1800 104 899.

E: [requests@corporatepartners.com.au](mailto:requests@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.

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 garner the same response from students, or be similar due to a workplace policy, Corporate Partners wants to make it very clear that copying another students work and saying that is your own will not be tolerated and can be deemed as plagiarism and mean a 'Not Yet Competent' outcome for learners.

## VOCATIONAL EDUCATION AND TRAINING AND VOCATIONAL QUALITY FRAMEWORK

For further information on legislations and policies at both state and federal level please see the below links:

- NSW State Training Service:  
<https://www.training.nsw.gov.au/smartandskilled/index.html>
- NSW Smart and Skilled website:  
<https://smartandskilled.nsw.gov.au/>
- QLD Department of Employment, Small business, and training:  
<https://desbt.qld.gov.au/training/training-careers>
- Australian Skills Quality Authority:  
<https://www.asqa.gov.au/students>
- [Subsidised Training](#) ; Please also refer to pages 13 to 16 for more information and links on subsidised training in both NSW and QLD
- [Unique Student Identifier](#) ; Please see pages 17 to 18 for more information on USI information as well as the USI website <https://www.usi.gov.au/>

## APPENDICES

## APPENDIX 1 – SUSPENSION REQUEST FORM

LEARNER DETAILS									
Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Dr <input type="checkbox"/>	Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Other <input type="checkbox"/>
Legal First Name			Middle Name						
Surname			Date of Birth						
Email					Phone				
Address									
Town/Suburb			State		Postcode				
Employer									
QUALIFICATION - Qualification you are requesting suspension from (please tick)									
<input type="checkbox"/>	MSM20216 - Certificate II in Manufacturing Technology		<input type="checkbox"/>	MSS30316 - Certificate III in Competitive Systems and Practices					
<input type="checkbox"/>	MSS40316 - Certificate IV in Competitive Systems and Practices		<input type="checkbox"/>	MSS50316 - Diploma in Competitive Systems and Practices					
<input type="checkbox"/>	BSB42015 - Certificate IV in Leadership and Management		<input type="checkbox"/>	SG00003035 - Problem Solving					
<input type="checkbox"/>	SG00003439 - Problem Solving & WHS		<input type="checkbox"/>	SG00004349 - Visual Management Level 3					
<input type="checkbox"/>	MSM20216 - Certificate II in Manufacturing Technology		<input type="checkbox"/>	MSS30316 - Certificate III in Competitive Systems and Practices					
Other: _____									
SUSPENSION REASON									
SUSPENSION PERIOD - Please refer to 'Suspension period' overleaf before completing this section as guidelines apply									
Start date of suspension	/	/	End date of suspension	/	/				
EMPLOYER REPRESENTATIVE DECLARATION - I declare that I have read the information on page 2 and agree to the suspension request form conditions.									
Name		Signature		Date					
LEARNER DECLARATION - I declare that I have read the information on page 2 and agree to the suspension request form conditions.									
Name		Signature		Date					

#### INFORMATION ON THE SUSPENSION OF LEARNERS/TRAINEESHIPS

Under State and Federal guidelines, Corporate Partners may offer a suspension of training for a short period of time in special circumstances such as long-term illness, injury, travel, study and maternity/paternity arrangements. To avoid cancellation and recommencement of training, the training may be temporarily suspended.

This form must be completed to be eligible for suspension of training and both parties must sign this form to indicate their consent.

#### **SUSPENSION PERIOD**

The maximum period that training may be suspended for is 12 months per application for full qualifications and learners enrolled in Subsidised Training in an Approved Qualification (i.e. Smart and Skilled contract for a part qualification) cannot have a suspension End Date after the Training End Date of the Subsidised Training. Please contact your Corporate Partners Trainer for the Training End Date of the Subsidised Training you are enrolled in. The start date of the suspension cannot be less than seven days from the date you apply for on this form.

The employer and learner/trainee must agree to the start and end dates of the proposed suspension and must also provide their signed consent on this form.

While training is suspended, the learner/trainee cannot participate in training.

#### **WITHDRAWAL OF CONSENT**

The employer and learner may withdraw their agreement to suspend the training. The withdrawal notification must be submitted in writing and received by Corporate Partners within seven days after the application for suspension was received by Corporate Partners.

If the withdrawal of consent notification is received within the above timeframe, the application for suspension is taken to be withdrawn and the training remains active.

If withdrawal of consent is not received, the suspension will be confirmed in writing to all parties.

#### **NOTIFICATION OF CHANGES IMPACTING THE SUSPENSION PERIOD**

The employer and learner/trainee must notify Corporate Partners, in writing, if there are any changes to the suspension period, such as an early return to employment. Any changes to the suspension period may not be approved due to our reporting obligations.

#### **END OF SUSPENSION PERIOD**

Once the suspension period has finished and the training has recommenced, Corporate Partners will review and update the training plan and notify all relevant parties.

#### SUBMITTING THIS FORM

Please submit this completed form and any supporting evidence documentation to Corporate Partners via email or post to:

Email: [requests@corporatepartners.com.au](mailto:requests@corporatepartners.com.au)

Address: Corporate Partners, PO Box 252 Menai NSW 2234

## APPENDIX 2 – REPLACEMENT CERTIFICATE REQUEST

LEARNER DETAILS					
Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/>	Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Other <input type="checkbox"/>
Legal First Name		Middle Name			
Surname		Date of Birth			
Email				Phone	
Address					
Town/Suburb		State		Postcode	
If name was different from above when you completed the qualification, please list your previous name below					
•					
If address was different from above when you completed the qualification, please note your previous address below					
Address					
Town/Suburb		State		Postcode	
USI INFORMATION - You must update your details on the USI registry with the new information before we can process your request					
Does the personal information listed above match what is recorded on the USI register? <a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a>					
Yes <input type="checkbox"/> my personal information has not changed and my USI register reflects my name and address stated above					
No <input type="checkbox"/> my personal information has changed, and I have updated my USI register					
QUALIFICATION INFORMATION					
Qualification Name and Number					
Date you completed qualification					
Employer Name					
REQUEST - Reason for requesting replacement certificate					

LEARNER DECLARATION - I declare that the information I have provided to the best of my knowledge is true and correct.		
Name	Signature	Date

SUBMITTING THIS FORM				
<p>Please submit this completed form and supporting evidence documentation, where necessary, to Corporate Partners via email or post. If the form and any supporting evidence document is emailed to Corporate Partners, it must be emailed from your personal email address.</p> <p>Email: <a href="mailto:requests@corporatepartners.com.au">requests@corporatepartners.com.au</a></p> <p>Address: Corporate Partners, PO Box 252 Menai NSW 2234</p> <p>Please note: Your original certificate will no longer be valid.</p> <p>The replacement certificate will usually be issued within 2 weeks of receiving the request.</p>				
OFFICE USE ONLY				
Form received by		Date received	/ /	Via email <input type="checkbox"/> Via post <input type="checkbox"/>
Action taken or required				
Date action completed	/ /	Signature		

## APPENDIX 3 - RPL EXPRESSION OF INTEREST

### INTRODUCTION

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

- MSM20216 - Certificate II in Manufacturing Technology
- MSS30316 Certificate III in Competitive Systems and Practices
- MSS40316 Certificate IV in Competitive Systems and Practices
- MSS50316 Diploma in Competitive Systems and Practices
- BSB42015 - Certificate IV in Leadership and Management

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.

### 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 applicant may not need to complete all 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.

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)

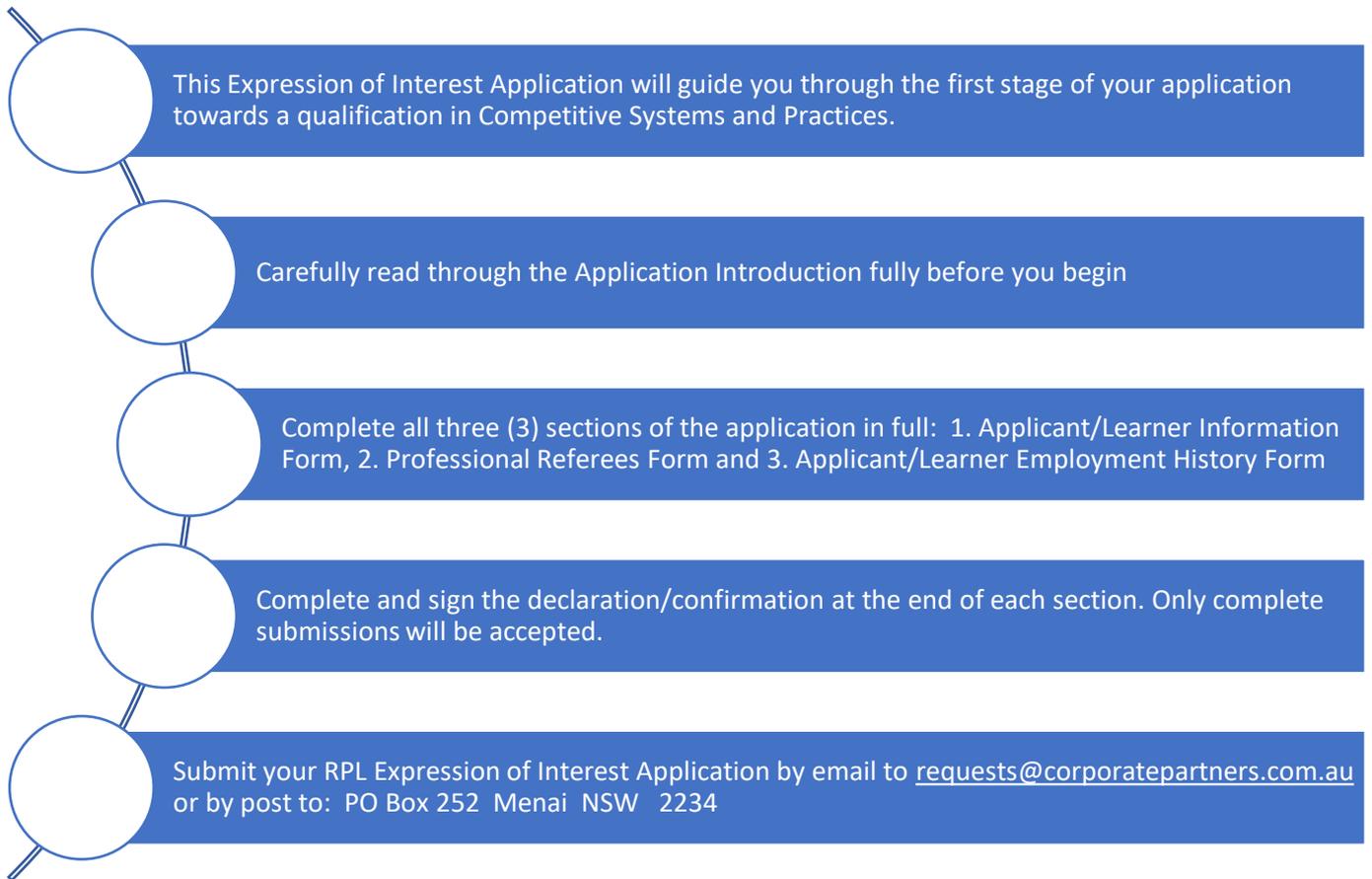
In order to obtain the aforementioned qualification/s the applicant must work through the specified requirements and gather evidence for:

- **Credit Transfer** exempting the applicant 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.

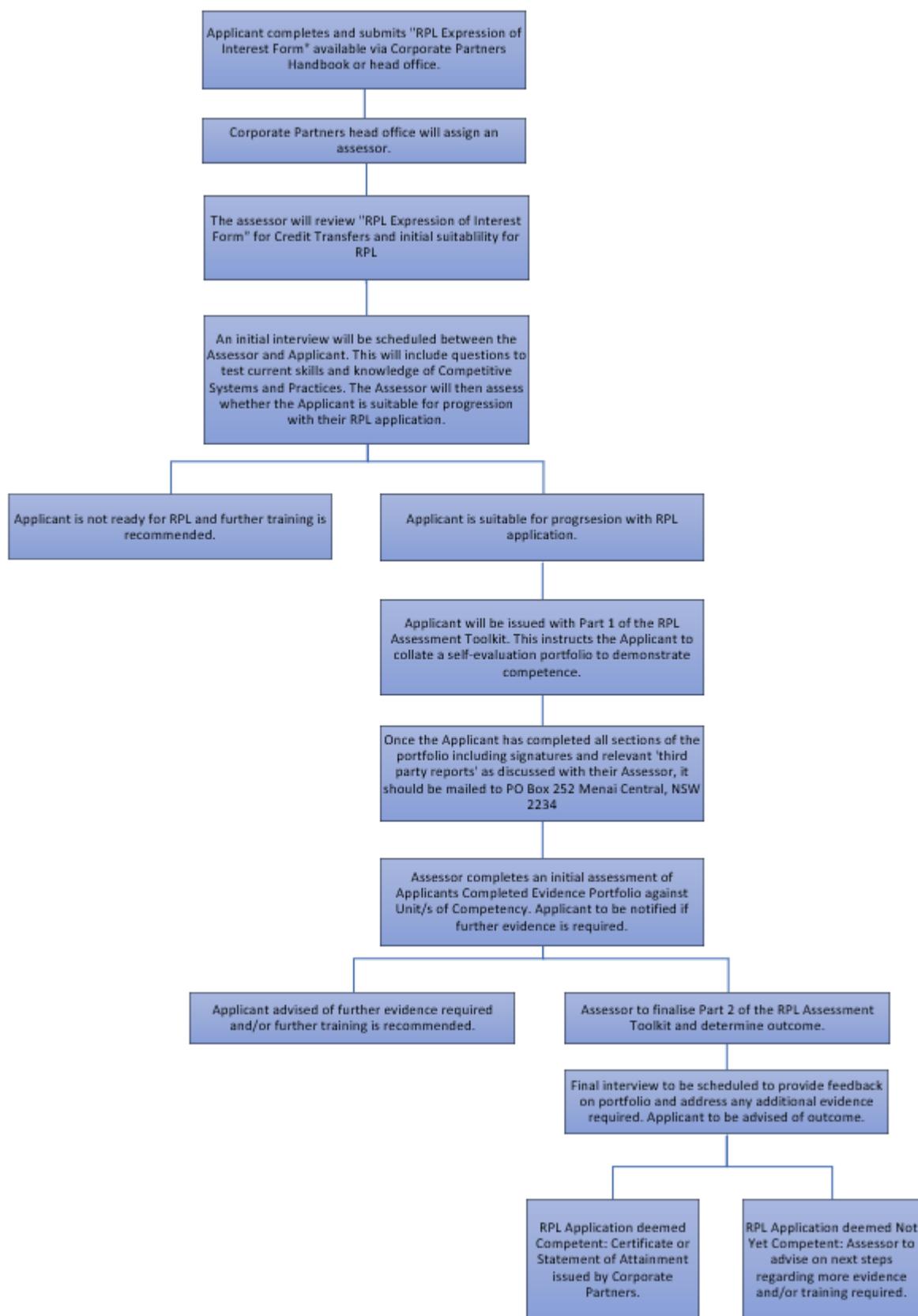
AND/OR

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

## QUICK START GUIDE



## RECOGNITION OF PRIOR (RPL) LEARNING APPLICATION - PROCESS MAP



## 1. APPLICANT/LEARNER INFORMATION FORM

QUALIFICATION IN WHICH YOU ARE SEEKING RECOGNITION – Please tick					
<input type="checkbox"/> MSM20216 - Certificate II in Manufacturing Technology					
<input type="checkbox"/> MSS30316 - Certificate III in Competitive Systems and Practices					
<input type="checkbox"/> MSS40316 - Certificate IV in Competitive Systems and Practices					
<input type="checkbox"/> MSS50316 - Diploma in Competitive Systems and Practices					
<input type="checkbox"/> BSB42015 - Certificate IV in Leadership and Management					
If you are applying for Credit Transfers, please ensure you attach a verified copy of the relevant Certificates and/or Transcripts.					
APPLICANT/LEARNER DETAILS					
Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/>	Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Other <input type="checkbox"/>
Legal First Name		Middle Name			
Surname		Date of Birth			
Email				Phone	
Address					
Town/Suburb		State		Postcode	
Are you a permanent resident of Australia?			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you need an interpreter to help you with an interview?			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you have a disability which we should be aware of?			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Will you need special aids if you are required to undertake a practical assessment? If yes, please complete the next question.			<input type="checkbox"/> Yes <input type="checkbox"/> No		
Please provide details of special aids so that we can assist you if required.					
CURRENT EMPLOYMENT					
Are you currently employed?			<input type="checkbox"/> Yes <input type="checkbox"/> No		
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?			<input type="checkbox"/> Yes <input type="checkbox"/> No		If 'No' go to the next page
<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>			<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>		
If you have further recent industry experience relevant to your application, please attach another sheet or your current <i>résumé</i> .					

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	Yes <input type="checkbox"/> No <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?			
APPLICANT/LEARNER DECLARATION - I declare that the information I have provided to the best of my knowledge is true and correct.			
Name	Signature		Date

2. Professional Referees Form – Provide two (2) professional referees. These may be contacted and verified by your assessor throughout your application.

REFEREE #1		
Name		
Position		
Organisation		
Address of organisation		
Phone number		
Mobile number		
Email address		
REFEREE #2		
Name		
Position		
Organisation		
Address of organisation		
Phone number		
Mobile number		
Email address		
APPLICANT/LEARNER CONFIRMATION – I understand that Corporate Partners may contact the referees listed above for more information regarding my application and previous experience.		
<b>Name</b>	<b>Signature</b>	<b>Date</b>

### 3. APPLICANT/LEARNER EMPLOYMENT HISTORY FORM

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 also attach a:

- Copy of your Curriculum Vitae (CV)/Resume, and
- Original certified copy of relevant Certificates and/or Transcripts I.e. witnessed by a Justice of the Peace (JP)

**APPLICANT/LEARNER DECLARATION** - I declare that the information contained in this application is true and correct and that all documents are genuine

Name	Signature	Date
------	-----------	------

OFFICE USE ONLY		
Date received	/ /	Assigned Assessor name
<p>Application completed in full: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, contact and forward Application to Assessor for review: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If No, send Application back to learner: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><b>Once Assessor has completed review</b></p> <p>RPL outcome confirmed in writing to all parties (If not eligible, reason provided to learner): Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If eligible for RPL, Toolkit sent to Applicant: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Form saved to learner file on VETtrak: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Outcome/actions required (as advised by Assessor):</p>		
<b>Staff name</b>	<b>Signature</b>	<b>Date complete</b>
ASSESSOR USE ONLY		
<p>References, CV/Resume and Certificate and/or Transcripts have been checked for eligibility? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Eligible for RPL: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>RPL outcome provided to CP office. If not eligible, provide reason): Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If eligible for RPL, Assessor to work in conjunction with Learner to complete Toolkit: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Notify CP office of Toolkit process and outcome/ actions required: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Notes:</p>		
<b>Assessor name</b>	<b>Signature</b>	<b>Date complete</b>

## APPENDIX 4 - REQUEST FOR RE-ASSESSMENT

LEARNER DETAILS					
Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/>	Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Other <input type="checkbox"/>
Legal First Name		Middle Name			
Surname		Date of Birth			
Email				Phone	
Address					
Town/Suburb		State		Postcode	
Employer					
QUALIFICATION - Qualification you are requesting re-assessment (please tick):					
<input type="checkbox"/> MSM20216 - Certificate II in Manufacturing Technology		<input type="checkbox"/> MSS30316 - Certificate III in Competitive Systems and Practices			
<input type="checkbox"/> MSS40316 - Certificate IV in Competitive Systems and Practices		<input type="checkbox"/> MSS50316 - Diploma in Competitive Systems and Practices			
<input type="checkbox"/> BSB42015 - Certificate IV in Leadership and Management		<input type="checkbox"/> SG00003035 - Problem Solving			
<input type="checkbox"/> SG00003439 - Problem Solving & WHS		<input type="checkbox"/> SG00004349 - Visual Management Level 3			
<input type="checkbox"/> Other: _____					
RE-ASSESSMENT REASON - Please describe why you think the assessment decision was unfair or inaccurate					
ADDITIONAL EVIDENCE – List any additional evidence to support your request for re-assessment and submit along with this form					
LEARNER DECLARATION - I declare that the information I have provided to the best of my knowledge is true and correct.					
Name	Signature			Date	

**SUBMITTING THIS FORM**

Please submit this completed form and any supporting evidence documentation to Corporate Partners via email or post to:

Email: [requests@corporatepartners.com.au](mailto:requests@corporatepartners.com.au)

Address: Corporate Partners, PO Box 252 Menai NSW 2234

**OFFICE USE ONLY**

Received by		Date received	/ /	Trainer name	
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Action taken or required

Request approved: Yes  No

Form saved to learner file on VETtrak: Yes  No

Request outcome confirmed in writing to all parties: Yes  No

Form received by		Signature		Date	/ /
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## APPENDIX 5 – COMPLAINT FORM

LEARNER DETAILS (The Complainant)									
Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Dr <input type="checkbox"/>	Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Other <input type="checkbox"/>
Legal First Name				Middle Name					
Surname				Date of Birth					
Email						Phone			
Address									
Town/Suburb				State			Postcode		
QUALIFICATION INFORMATION									
Qualification Name and Number									
Date you completed qualification (If applicable)									
DESCRIPTION OF THE COMPLAINT - 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.									
RESOLUTION SOUGHT – Please describe the outcomes you are seeking									
LEARNER DECLARATION – I have read and understood the Complaints Policy as per the Learners Handbook as per my declaration below.									
Name			Signature			Date			

SUBMITTING THIS FORM				
<p>Please submit this completed form and any supporting evidence documentation to Corporate Partners via email or post to:</p> <p>Email: <a href="mailto:requests@corporatepartners.com.au">requests@corporatepartners.com.au</a></p> <p>Address: Corporate Partners, PO Box 252 Menai NSW 2234</p>				
OFFICE USE ONLY				
Complaint received by		Date received	/ /	In writing <input type="checkbox"/> In person <input type="checkbox"/>
Action taken or required				
Date action completed	/ /	Signature		

## APPENDIX 6 – EXTENSION REQUEST FORM

LEARNER DETAILS									
Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Dr <input type="checkbox"/>	Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Other <input type="checkbox"/>
Legal First Name			Middle Name						
Surname			Date of Birth						
Email					Phone				
Address									
Town/Suburb			State			Postcode			
Employer									
QUALIFICATION - Qualification you are requesting an extension (please tick)									
<input type="checkbox"/> MSM20216 - Certificate II in Manufacturing Technology		<input type="checkbox"/> MSS30316 - Certificate III in Competitive Systems and Practices							
<input type="checkbox"/> MSS40316 - Certificate IV in Competitive Systems and Practices		<input type="checkbox"/> MSS50316 - Diploma in Competitive Systems and Practices							
<input type="checkbox"/> BSB42015 - Certificate IV in Leadership and Management		<input type="checkbox"/> SG00003035 - Problem Solving							
<input type="checkbox"/> SG00003439 - Problem Solving & WHS		<input type="checkbox"/> SG00004349 - Visual Management Level 3							
<input type="checkbox"/> Other: _____									
EXTENSION REASON									
EXTENSION PERIOD - Please refer to 'Extension period' overleaf before completing this section as guidelines apply									
Start date of extension:        /        /			End date of extension:        /        /						
EMPLOYER REPRESENTATIVE DECLARATION - I declare that I have read the information on page 2 and agree to the extension request form conditions.									
<b>Name</b>		<b>Signature</b>		<b>Date</b>					
LEARNER DECLARATION - I declare that I have read the information on page 2 and agree to the extension request form conditions.									
<b>Name</b>		<b>Signature</b>		<b>Date</b>					

### INFORMATION ON THE EXTENSION OF LEARNERS/TRAINEESHIPS

Under State and Federal guidelines, Corporate Partners may offer an extension of training for a short period of time in special circumstances such as long-term illness, injury, travel, study and maternity/paternity arrangements. To avoid cancellation and recommencement of training, the training may be temporarily suspended.

This form must be completed to be eligible for extension of training and both parties must sign this form to indicate their consent.

#### **EXTENSION PERIOD**

The maximum period that training may be extended for is 12 months per application for full qualifications and learners enrolled in Subsidised Training in an Approved Qualification (i.e. Smart and Skilled contract for a part qualification) cannot have an extension End Date after the Training End Date of the Subsidised Training. Please contact your Corporate Partners Trainer for the Training End Date of the Subsidised Training you are enrolled in.

The extension request needs to be completed and submitted to Corporate Partners no later than 90 days from the end date of your qualification.

The extension request must have a reasonable explanation for extension of the qualification and the learner must provide further evidence to support the reason for extension if Corporate Partners deems this necessary.

The learner and employer are advised that the extension may not be approved if the rationale for extension is deemed to be not a sufficient reason for the time increase.

The employer and learner/trainee must agree to the start and end dates of the proposed extension and must also provide their signed consent on this form.

#### **WITHDRAWAL OF CONSENT**

The employer and learner may withdraw their agreement to extend the training. The withdrawal notification must be submitted in writing and received by Corporate Partners within seven days after the application for extension was received by Corporate Partners.

If the withdrawal of consent notification is received within the above timeframe, the application for extension is taken to be withdrawn and the training remains with the current completion dates.

If withdrawal of consent is not received, the extension will be confirmed in writing to all parties.

#### **NOTIFICATION OF CHANGES IMPACTING THE EXTENSION PERIOD**

The employer and learner/trainee must notify Corporate Partners, in writing, if there are any changes to the extension period, such as an early completion of training and assessment. Any changes to the extension period may not be approved due to our reporting obligations.

#### **END OF EXTENSION PERIOD**

Once the extension period has finished and the training has recommenced, Corporate Partners will review and update the training plan and notify all relevant parties.

### SUBMITTING THIS FORM

Please submit this completed form and any supporting evidence documentation to Corporate Partners via email or post to:

Email: [requests@corporatepartners.com.au](mailto:requests@corporatepartners.com.au)

Address: Corporate Partners, PO Box 252 Menai NSW 2234

OFFICE USE ONLY					
Extension Approved	Yes <input type="checkbox"/> No <input type="checkbox"/>	Extension start date	/ /	Extension end date	/ /
Action taken or required					
<p>VETtrak updated: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Form saved to learner file on VETtrak: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><b>QLD Traineeships only</b> - Notification sent to Apprenticeship Support Australia: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Extension confirmed in writing to all parties: Yes <input type="checkbox"/> No <input type="checkbox"/></p>					
Form received by		Signature		Date	/ /

## APPENDIX 7 – CHANGE OF DETAILS FORM

LEARNER DETAILS - (Provide details as it was when you last dealt with Corporate Partners e.g. at enrolment)					
Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/>	Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Other <input type="checkbox"/>
Legal First Name		Middle Name			
Surname		Date of Birth			
Email				Phone	
Address					
Town/Suburb		State		Postcode	
QUALIFICATION & EMPLOYER INFORMATION					
Qualification Name and Number					
Date you completed qualification (If applicable)					
Employer Name (at time of enrolment)					
USI INFORMATION - You must update your details on the USI registry with the new information before we can process your request					
Do the changes required listed below match what is recorded on the USI register? <a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a>					
<b>Yes</b> <input type="checkbox"/> my personal information has not changed and my USI register reflects my name and address stated above.					
<b>No</b> <input type="checkbox"/> my personal information has changed, and I have updated my USI register.					
CHANGE/S REQUIRED - List the new details					
SUPPORTING EVIDENCE – A photocopy of supporting documents must be attached to this form as evidence					
TICK THE CHANGE REQUIRED	SUPPORTING DOCUMENTS			TICK IF DOCUMENT ATTACHED	
<input type="checkbox"/> Residential address	Drivers Licence			<input type="checkbox"/>	
<input type="checkbox"/> Legal name	Birth Certificate, Marriage Certificate or Change of Name Certificate			<input type="checkbox"/>	
<input type="checkbox"/> Gender	Birth Certificate			<input type="checkbox"/>	
<input type="checkbox"/> Phone and email contact details	N/a			N/a	
LEARNER DECLARATION - I declare that the information I have provided to the best of my knowledge is true and correct.					
Name		Signature		Date	

**SUBMITTING THIS FORM**

Please submit this completed form and supporting evidence documentation, where necessary, to Corporate Partners via email or post. If the form and any supporting evidence document is emailed to Corporate Partners, it must be emailed from your personal email address.

Email: [requests@corporatepartners.com.au](mailto:requests@corporatepartners.com.au)

Address: Corporate Partners, PO Box 252 Menai NSW 2234

**OFFICE USE ONLY**

Form received by		Date received	/ /	Via email <input type="checkbox"/>
				Via post <input type="checkbox"/>
Action taken or required				
Date action completed	/ /	Signature		

COMMONWEALTH OF AUSTRALIA

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[www.corporatepartners.com.au](http://www.corporatepartners.com.au)  
email: [requests@corporatepartners.com.au](mailto:requests@corporatepartners.com.au)

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