

INTERTEK SAI GLOBAL **TRAINING CODE OF** **PRACTICE**

SAI GLOBAL PTY LIMITED
RTO NO:106919

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SAI GLOBAL CODE OF PRACTICE CONTENTS

1	ISAI Global – General Information	5
1.1	About the ISAI Global Student Code of Practice	5
2	About ISAI Global	6
2.1	Learning that Supports Business Needs	6
3	Qualifications	7
3.1	Qualifications Offered by ISAI Global	7
3.2	SAI Global is a Registered Training Organisation with ASQA	7
4	Responsive to Industry and Participant Needs	8
4.1	Training and Assessment Strategy	8
4.2	Industry Engagement	9
4.3	Support Learners	10
4.4	Conduct Effective Assessment	10
4.5	Trainers and Assessors	15
4.6	Manage Transition from Superseded Training Products	16
5	Quality Assurance	18
5.1	Quality Assurance Strategy	18
6	Secure and Accurate Certification	19
6.1	Provide Secure Certification	19
6.2	Provide Credit for Prior Studies	20
6.3	RPL/CREDIT TRANSFER PROCESS	22
6.4	Student Identifier Scheme	24
7	Accessible Information about Services	25
7.1	Provide Accurate Information to Participants	25
8	Informed and Protected Learners	27
8.1	Inform and Protect Learners	27
9	Fair Complaints Handling	29
9.1	Manage Complaints and Appeals Fairly	29
10	COMPLAINTS PROCESS	30
11	Effective Governance and Administration	31
11.1	Ensure that Authorised Officers are in Place and Assess Financial Viability Risk	31
11.2	Protect Prepaid Fees by Learners	31
11.3	Hold Public Liability Insurance	31
11.4	Provide Accurate Information about Performance and Governance	31
11.5	AVETMISS data	32
12	Legislative Compliance	33
12.1	Provide Requested Information to ASQA	33



12.2	Make an Annual Declaration on Compliance with the Standards	33
12.3	Comply with all Relevant Legislative and Regulatory Requirements	33
12.3.1	COMMONWEALTH LEGISLATION	33
12.4	PRIVACY	34
12.5	ACCESS AND EQUITY POLICY	36
13	Student Code of Practice	39
13.1	DO'S AND DON'T'S	39



1 INTERTEK SAI GLOBAL – GENERAL INFORMATION

1.1 About the Intertek SAI Global Student Code of Practice

With a proven track record of over 25 years, Intertek SAI Global has partnered with organisations to build the capacity of individuals, departments and organisations. Our industry recognition arises from our ability to be solution driven and results focused.

As a Registered Training Organisation (RTO), SAI Global Pty Limited (RTO: 106919) is renowned for providing practical and relevant training that is aligned with nationally recognised competencies and qualifications.

The Code of Practice outlines Intertek SAI Global's commitment to ensuring high-quality standards in operations and service by aligning our business practices as an RTO with the requirements of the Standards for Registered Training Organisations 2015, the national regulatory body Australian Skills Quality Authority (ASQA), the Australian Quality Training Framework (AQTF), and the requirements of the Professional Certification body Exemplar Global for auditing courses.

The Code of Practice outlines Intertek SAI Global's commitment to:

- Provide quality training and assessment practices that are responsive to industry and participant needs
- Monitor and review processes to quality assure all training and assessment operations
- Issue AQF certification documentation and provide access to participants
- Provide accurate and accessible information to participants
- Inform participants of their rights and obligations with respect to our services and RTO responsibilities
- Fair complaints handling processes
- Effective governance and administration processes
- Legal compliance

This Code of Practice should be read in conjunction with the Terms and Conditions. Both of these documents can be accessed on the Intertek SAI Global website:

Code of Practice:

<https://cdn.intelligencebank.com/au/share/IXEG/zb66/0Bqq/original/Training+Code+of+Practice>

Terms and Conditions:

<https://learning.saassurance.com.au/training-terms-and-conditions-sai-global-assurance-learning-cms-terms>



2 ABOUT INTERTEK SAI GLOBAL

Intertek SAI Global provides everything from risk assessment and certification to training and standards. We can help participants address any problem long before it impacts their business.

2.1 Learning that Supports Business Needs

Intertek SAI Global provides training services that address key business management needs, including:

- Quality Management
- Occupational Health and Safety
- Environmental Management
- Information Security
- Food Safety
- Risk, Compliance and Governance
- Six Sigma and Business Improvement
- Auditing
- Sustainability

Nationally and Internationally Recognised Training

Intertek SAI Global provides nationally and internationally recognised training. SAI Global Pty Limited (RTO: 106919) is committed to meet the requirements of the VET Quality Framework, and can deliver and assess against national competencies.

For further information about the SAI Global RTO, please visit our training website at <https://learning.saassurance.com.au/>



3 QUALIFICATIONS

Through SAI Global Pty Limited (RTO: 106919) (participants can gain an accredited qualification such as a Diploma as part of the Australian Qualifications Framework.

3.1 Qualifications Offered by SAI Global Pty Limited (RTO No:106919)

- BSB51319 Diploma of Work Health and Safety
- BSB41419 Certificate IV in Work Health and Safety
- BSB50920 Diploma of Quality Auditing
- BSB50420 Diploma of Leadership and Management

All course information is available on the Intertek SAI Global website:

<https://learning.saiassurance.com.au/>.

3.2 SAI Global is a Registered Training Organisation with ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure that national quality standards are met. As a Registered Training Organisation (RTO), SAI Global complies with the Vocational Education and Training Quality Framework for training providers including the Standards for Registered Training Organisations (RTOs) 2015.

For more information, refer to: www.asqa.gov.au and www.training.gov.au

The scope of SAI Global is outlined at:

<http://training.gov.au/Organisation/Details/106919>



4 RESPONSIVE TO INDUSTRY AND PARTICIPANT NEEDS

4.1 Training and Assessment Strategy

Intertek SAI Global commits to undertake any/all of the following activities to ensure that quality training and assessment is delivered to the highest standard:

Qualifications Offered by Intertek SAI Global

- Information about the course of study is provided to participants prior to course commencement.
 - Each course has specific selection requirements in terms of prerequisites and industry experience requirements.
 - All courses specify 'Who Should Attend' and 'Assumed Prior Knowledge'.
 - All Intertek SAI Global training programs are targeted at practitioners, specialists and professionals such as auditors and management certification specialists working in industry.
 - Most accredited courses have post-course assessment requirements, and access to a workplace is required.
 - Intertek SAI Global introductory level courses are suitable for clients with no prior knowledge, skills or experience.
 - Intertek SAI Global specialist courses are suitable for clients with prior knowledge, skills or experience in the relevant area of learning.
 - Some courses have minimum requirements that are assumed. Where students do not meet those minimum requirements, students are directed to attend relevant introductory courses that may be more suitable.
 - Some courses are classified as Diploma level.
 - Fair and equitable access to training is provided to all potential and current clients, and appropriate support and/or reasonable adjustment is given where necessary (including language, literacy and numeracy).
 - Current material for the course is made available to trainers prior to the course, and to participants at the commencement of their course.
 - Training and assessment are delivered in accordance with the requirements of the course, training package/units of competency, the principles of assessment and the rules of evidence.
 - The volume of learning is consistent with the requirements of the AQF. Volume of learning will consist of both nominal hours as well as all other activities associated with the learning, including pre-course and post-course reading, assessments and implementation of the skills and knowledge in the workplace. We recognise that most of our clients have extensive relevant work experience, and this will also affect the number of hours required to complete a qualification.
 - Designate a person or persons with relevant qualifications and experience to undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development.
 - Ensure that all courses/qualifications comply with the transition requirements of the training packages and that clients are informed of any changes to qualifications and courses that may impact on the learning pathway.
-



- Identify, negotiate, plan and implement appropriate learning and assessment strategies to meet the diverse needs of clients.
- Access staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.
- Implement procedures for the recruitment, induction and ongoing development of staff who are involved in training, assessment or client service; encourage and provide relevant opportunities for the professional development of staff and monitor their performance.
- Ensure that all Intertek SAI Global personnel involved in training and assessment are deemed competent for the functions they perform, and that they meet the requirements of the national standards for RTOs.
- Conduct an internal and/or external audit at least once a year.

STRATEGIES FOR TRAINING AND ASSESSMENT

- Intertek SAI Global has a Strategy Training and Assessment (STA) document in place for all accredited courses and qualifications.
- STA documents include course information such as:
 - Title and code of unit of competency/qualification
 - Nominal duration and volume of learning
 - Purpose of course
 - Recognition given to course
 - Course structure
 - Clustering arrangements
 - Core and elective components for full qualifications
 - Entry requirements/prerequisites
 - Delivery modes
 - Duration and scheduling
 - Assessment summary
 - Workplace assessment
 - Assessor competencies
 - Resources
 - Pathways
 - Ongoing monitoring and evaluation
 - Assessment matrix and mapping document
- All strategies are reviewed prior to the delivery of training programs and are reviewed at least once a year by trainers and assessors and representatives from industry.
- Intertek SAI Global develops a customised training and assessment strategy for all onsite courses held at client facilities. This may be in the form of a Strategy Training and Assessment for qualifications (e.g. BSB51319 Diploma of Work Health and Safety), or in the form of a customised training proposal for the organisation.

4.2 Industry Engagement

Intertek SAI Global commits to consult with industry/employer representatives in any/all of the following activities to ensure that all training and assessment services meet the needs of industry:



- Develop/review new and existing courses in consultation with industry/enterprises.
- Demonstrate a commitment to continual improvement by conducting a review of courses and course materials at least every three years to ensure that they meet the needs of clients, and that they reflect industry, compliance, accreditation and regulatory changes.
- Develop a Strategy Training and Assessment (STA) for all short courses and qualifications in consultation with industry, trainers and assessors.
- All strategies are reviewed prior to the conduct of training programs and are reviewed at least once a year by representatives from industry, by trainers and assessors at the validation and moderation meetings.

4.3 Support Learners

Intertek SAI Global will work with participants to maximise their chance of successfully completing the training by identifying any support that individual participants may need prior to their enrolment.

Participants are eligible to receive support while undertaking a training course with Intertek SAI Global, including:

- Access to qualified trainers and remotely-based staff to assist with individual learning needs.
- Counselling, coaching, additional study resources or coursework may be offered to those who have difficulty in achieving the required level of competency in a program. A fee may be charged for identifying the most appropriate resources. Any fees will be communicated and agreed upon with the participant prior to acceptance.
- Direct assistance or referral to an appropriate agency for those who may experience difficulty on any basis, including disability, medical or other conditions, literacy, numeracy, limitations with the English language or other aspects of learning. Participants are asked to advise Intertek SAI Global of such difficulties upon enrolment.

4.4 Conduct Effective Assessment

Intertek SAI Global validates assessment strategies by reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of trainers/assessors against the same competency standards. Intertek SAI Global will also document any action taken to improve the quality and consistency of assessment.

Intertek SAI Global ensures that its assessments meet the requirements of Exemplar Global and those qualifications or accredited courses within the scope of its registration as an RTO. Intertek SAI Global ensures assessments comply to the requirement of the relevant training package and is conducted in accordance with the Principles of Assessment and Rules of Evidence

Intertek SAI Global will ensure that assessments:



- Comply with the Assessment Requirements in the applicable Training Package(s) and Units of Competency for nationally recognised qualifications and/or accredited courses and Exemplar Global's Examination Principles.
- Are equitable for all persons, taking account of cultural and linguistic needs; and that the assessment process complies with the principles of validity, reliability, fairness and flexibility.
- Inform participants of the context and purpose of the assessment and the assessment process.
- Are conducted by qualified trainers and assessors in accordance with Clauses 1.13 – 1.16 Standard for RTO's 2015/Exemplar Global examiners' requirements
- Focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance including task skills, task management skills, contingency management skills and job role environment skills.
- Involve the evaluation of valid, reliable, accurate, authentic and sufficient evidence to enable judgements to be made about whether competency has been attained.
- Lead to the issuing of a Certificate or Statement of Attainment or qualification when a person is assessed as competent against nationally endorsed unit(s) of competency/Exemplar Global competency standards.
- Provide feedback to the applicant about the outcomes of the assessment process and offer guidance on future options.
- Provide for reassessment on appeal.
- Are reviewed and validated regularly.
- Intertek SAI Global ensures that Recognition of Prior Learning (RPL)/Credit Transfer is offered to all applicants upon enrolment.

Refer to RPL and Credit Transfer Arrangements

ASSESSMENT METHODS

Where applicable, Intertek SAI Global will conduct a formal assessment of competency using any of (but not limited to) the following assessment methods:

- Direct observation by an assessor of demonstrated skills
- Questioning (written or oral)
- Review of work samples/products
- Portfolio of documentary evidence
- Structured in-class activities (activities based on case studies/simulated environments)

Most accredited courses require post-course assessments to be completed in a workplace. Access to a workplace is required to complete post-course assessment tasks.

Post-course Assessments

Most Intertek SAI Global accredited courses contain post-course assessment requirements. Participants are advised to check carefully to ascertain whether there are post-course assessment requirements before enrolling to ensure that they can meet the assessment requirements. Participants have six months in which to complete post-course assessment tasks.

Please contact Client Services with any questions or for any support requests.



Assessment Instructions

Students are provided with information and instructions on any in-class or post-course assessment tasks. Students are given a 'Post-course Assessment (PCA) Instructions' document, which outlines the PCA task and assessment expectations, and offers guidance on how to complete and submit the task.

For further information about submitting assessments:

Refer to:

https://learning.saiassurance.com.au/training-assessments-cms-training_assessments

Assessment forms can be accessed at: https://learning.saiassurance.com.au/training-forms-cms-20200422_150627

CLUSTERING OF ASSESSMENTS

Wherever possible, training and assessments are clustered in qualifications. This is documented in the Course Training and Assessment Strategy.

REASONABLE ADJUSTMENT

Participants have the right to ask for reasonable adjustment to be made to an assessment task if they consider a particular assessment will disadvantage them, provided it does not compromise the integrity or rigour of the assessment.

Examples of reasonable adjustment are the use of adaptive technology, additional time, verbal assessment, large print, bilingual assessment and the provision of study materials in a different format.

THIRD PARTY EVIDENCE

Some Intertek SAI Global courses also require supplementary workplace evidence, including:

- Third party feedback (interviews or documentation from employers, supervisors, peers)
- Indirect observation by a third party of demonstrated skills

Third party reports do not constitute evidence for the purposes of assessment against nationally endorsed training packages; however, these reports can be used to assist the assessor in making an overall determination of competence.

Intertek SAI Global complies with the requirements as outlined in the ASQA Fact Sheet Using third party evidence to assess competence.

See <https://www.asqa.gov.au/news-publications/publications/fact-sheets/using-other-parties-collect-assessment-evidence>

INTELLECTUAL PROPERTY

Intertek SAI Global's training documents may only be used for the purpose of participants completing their training or assessment with Intertek SAI Global – these training documents must not be used for any other purpose.



CONFIDENTIALITY OF INFORMATION

Intertek SAI Global guarantees the confidentiality of information provided by participants during the course of their training and assessment. This guarantee extends to sensitive information about a person's employment, workplace and/or operations.

PLAGIARISM

Participants are expected to acknowledge the intellectual property of others upon whose work they draw during the preparation of assignments and assessment tasks. Plagiarism is regarded as serious misconduct.

If a participant is found to submit an assessment that is plagiarised, the assessment will be marked as not competent.

Use of AI tools to complete assignments is not acceptable. Participants are expected to complete assessments tasks in their own words.

It is acceptable for students to work with other students to research or to prepare for writing an assessment task. However, their written submissions must be their own work.

TIMEFRAME FOR COMPLETION OF POST-COURSE ASSESSMENTS

The post-course assessment requirements for each course generally entail a commitment of 70 hours per unit of competency for completion of the post course assessment and an additional 80 hours per unit of competency for unstructured self-paced learning. – these hours are usually completed over a 6-month period.

If participants are undertaking more than one course concurrently, we generally recommended that they complete the courses over a period of 6–24 months. The duration will vary according to their situation, as it will require the completion of several workplace-based assessments.

RECORDING ASSESSMENT OUTCOMES FOR ASSESSMENT TASKS

When a student completes an individual assessment task within a unit of competency or qualification, the following will be recorded:

- If a student performs satisfactorily in a single assessment task for a unit of competency, the result will be marked as 'Satisfactory'.
- If a student does not perform satisfactorily in a single assessment task for a unit of competency, the result will be recorded as 'Not Satisfactory'.

Once a student has successfully completed all assessment tasks, an assessment decision will be made and the student will be deemed 'Competent' or 'Not Yet Competent'.

APPLYING FOR EXTENSIONS FOR ASSESSMENTS

Late submissions will not be accepted without prior arrangement. To apply for an extension, participants must notify Intertek SAI Global as soon as possible. Participants can refer to our online policy and download an 'Application for Assessment Extension' form from our website, or alternatively contact our Customer Service team.

One further extension of 6 months is permissible. After this time, it will not be possible for participants to submit their assessment. Further charges will apply.



Intertek SAI Global commits to supporting participants through the pressures of work and other events or commitments. However, if participants are unable to complete an assessment by the due date, they are required to apply for an extension prior to the due date.

Late lodgement of assessments including essays, assignments, and take-home assessments without prior notification will not be normally be accepted, although consideration may be given to exceptional circumstances.

An application for extension to submit an assessment can be lodged by emailing a form to training@saiglobal.com.

All extension requests must provide justifiable reasons. If extension permission has been granted no more than 12 months should pass between attendance on a course and submission of an assessment.

Note: Intertek SAI Global will consider each submission on an individual basis. It is therefore recommended that applicants notify the Customer Service team as soon as possible to discuss their circumstances and needs.

For further information about Assessment Extensions:

https://learning.saiassurance.com.au/training-assessments-cms-training_assessmentsASSESSMENT APPEAL PROCESS

A fair and impartial appeals process is available to all participants in Intertek SAI Global's training programs. If a participant wishes to appeal their assessment result, they should first discuss the issue with the trainer/assessor (the Customer Service team may facilitate communication).

If the participant would like to proceed further with the request after discussions with the trainer/assessor, a formal request should be made in writing within one month of receiving the results of the assessment.

The written request should outline the grounds/reason(s) for the appeal and provide any evidence to support the validity of their claim.

GROUND FOR APPEAL

An application for appeal will be reviewed by a panel consisting of the relevant Intertek SAI Global Manager, Compliance Manager or nominated representatives and an independent third party. This panel will consider whether the appeal is valid on the following grounds:

- A participant claims disadvantage because the trainer did not provide relevant learning and/or assessment materials.
 - A participant claims disadvantage because the trainer varied the assessment requirements without consultation or in an unreasonable way.
 - A participant claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her.
 - A participant claims disadvantage because the assessment process breached the principles of assessment (valid, reliable, flexible and fair).
-



- A participant believes that an administrative error has occurred in the documenting of the assessment outcome.

INDEPENDENT ASSESSOR

If the grounds for an appeal are valid, Intertek SAI Global will appoint an independent assessor who will make all necessary arrangements to conduct a reassessment of the participant at a time that is mutually convenient for all parties concerned. The cost of the reassessment will be carried by Intertek SAI Global, and the independent assessor's decision is final.

All appeals are recorded and reviewed at Intertek SAIG management review meetings. Results of the appeal are communicated in writing to the participant. Copies of this communication are also kept on file, both on the Appeals Register and in the participant's individual file.

Appeals to Registering Authorities

If a participant is still dissatisfied with the assessment outcome after an appeal, they have the right to lodge an official complaint to the relevant regulatory authority and registration body (i.e. the Australian Skills Quality Authority (ASQA) through asqaconnect - <https://asqaconnect.asqa.gov.au/>, using the online complaint form: Note: ASQA does not act as an advocate between the complainant and the training provider. Complaints are recorded against the training provider and use this information on decisions if further regulatory action is required against the training provider.

To contact Exemplar Global, go to: <http://www.exemplarglobal.org/>

Refer to Section 6: Fair Complaints Handling.

4.5 Trainers and Assessors

All Intertek SAI Global facilitators bring to the training environment a wide range of specialist consulting and audit experience and skills.

Through our policy, operating procedures, planning and strategies for training and assessment, Intertek SAI Global will ensure that:

- All trainers are provided with induction training and required to sign a contract to ensure that they understand the expectations and are committed to delivering training on behalf of Intertek SAI Global.
- Trainers and assessors conducting training and/or marking assessments for the RTO must hold:
 - TAE40116 Certificate IV in Training and Assessment OR meet requirements of Schedule 1 as per Clause 1.14
 - vocational competencies at least to the level being delivered and assessed
 - current industry skills in auditing and associated areas. All Intertek SAI Global auditing facilitators are currently working in industry as auditors and/or consultants.
 - current knowledge and skills in vocational training and learning that informs their training and assessment



- All staff (including full-time and contract facilitators and assessors) involved in the delivery and assessment of the Units of Competencies/qualifications offered within Intertek SAI Global's scope of registration have direct access to the current version of the relevant training package, including the appropriate units of competency, assessment guidelines and qualification structure.
- All assessors have access to printed and electronic copies of the assessment tools used in the programs. Assessors while marking assessment/exams comply with the rules of evidence in their decision making to make a judgement.
- All staff continue to develop their vocational, training and assessment competencies and relevant vocational competencies to support continuous improvement in the delivery of training and assessment services conducted by Intertek SAI Global.
- Continue to develop their vocational, training, assessment and relevant vocational competencies to support continuous improvement in the delivery of training and assessment services conducted by Intertek SAI Global. All trainers/ assessors must provide this updated information once a year by completing Intertek SAI Global's Continual Professional Development form.
- Abide by the Intertek SAI Global Learning Policy (this document) and the relevant accreditation body's Code of Conduct (Exemplar Global) as applicable.
-

4.6 Manage Transition from Superseded Training Products

Intertek SAI Global has procedures in place to ensure that all courses/qualifications comply with the transition requirements of the training packages and are renewed at least 12 months prior to expiry. SAI Global complies with the requirements as outlined in the ASQA Standards for Registered Training Organisations (RTOs) 2015.

Intertek SAI Global will apply to have new Training Package qualifications and units of competency (except version updates) added to its scope of registration by submitting an [Application to change RTO scope of registration](#) to ASQA within the transition period.

Intertek SAI Global is committed to ensuring that participants complete a qualification that closely represents the current skill needs of industry. Intertek SAI Global will endeavour to transfer participants from superseded qualifications into a replacement qualification within one year from the release date. We will provide timely advice and guidance to students if the qualification or course in which they are enrolled is superseded/deleted/expired, and we will ensure that students are given the opportunity to transfer to replacement Training Package qualifications.

Intertek SAI Global will ensure that all participants' training and assessment is completed, and that the relevant AQF certification documentation is issued within:

One year from the date the superseded training product on our scope of registration is released on the National Register.

Two years from the date the AQF qualification was removed or deleted from the National Register where an AQF qualification is no longer current and has not been superseded.



One year from the date a skill set, unit of competency, accredited short course or module was removed or deleted from the National Register where it is no longer current and has not been superseded.

- Intertek SAI Global will transfer continuing students of the superseded qualification into the replacement qualification as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the National Register, unless they will be genuinely disadvantaged.
- A Testamur for a superseded qualification may be issued to an eligible student until expiry of the teach-out period applicable to the qualification. Upon expiry of the teach-out period, Intertek SAI Global will only issue a Testamur for a superseded qualification as a replacement of a version previously issued.
- Students who have not completed the superseded qualification during this timeframe will be transferred to the new qualification.

Intertek SAI Global will ensure that new participants do not commence training and assessment in a training product that has been removed or deleted from the National Register.



5 QUALITY ASSURANCE

5.1 Quality Assurance Strategy

Intertek SAI Global utilises a quality management system to ensure that improvements and non-conformances are managed. Inputs into Intertek SAI Global's quality management system can be identified by (but are not limited to):

- Client feedback
- Audit processes
- Client complaints/grievances
- Industry consultation
- Training evaluations
- General identified non-conformances

Intertek SAI Global regularly conducts and reviews these inputs in accordance with its continual improvement process, along with identification and management of potential risks and preventive action. Intertek SAI Global will carry out regular reviews of courses, procedures, structures and methodologies to ensure that they remain appropriate and effective.

These reviews will cover such areas as (but not limited to):

- Communication and feedback processes
- Feedback and stakeholder input
- Trainer and Assessor Standards
- Training and Assessment Strategies
- Course materials
- Assessment Guidelines structure and procedures
- Application of industry or workplace standards
- Recognition of Prior Learning procedures
- Complaints and appeals procedures
- Records and reporting processes

Outcomes of these reviews will be reported on and fed back into the Quality Management System for continual improvement.



6 SECURE AND ACCURATE CERTIFICATION

6.1 Provide Secure Certification

Intertek SAI Global issues nationally recognised Statements of Attainment and qualifications and/or Exemplar Global Certificates of Attainment to those who meet the required outcomes of a qualification or unit of competency in accordance with the Australian Qualifications Framework (AQF), the relevant endorsed Training Package and/or Exemplar Global requirements.

Intertek SAI Global will issue, record and report issuance of certificates that: Meet the requirements in the current AQF implementation handbook, including the national codes

- Meet the requirements specified by Exemplar Global
- Identify the unit(s) of competency from training packages, accredited courses or Exemplar Global competencies that the client has attained
- Identify SAI Global by its RTO national provider number
- Are issued within 30 days of confirmation of competence by the assessor (i.e. within 30 days from the date on which the participant's assessment was marked)

Intertek SAI Global undertakes to issue certificates within 30 days of the successful completion of all required components of a course (including formal assessment where required):

- Statement of Attainment is issued on completion of a nationally accredited unit of competency
- Certificate of Attainment is issued for Exemplar Global units of competency
- Statement of Attendance is issued for attendance on a course

Intertek SAI Global will retain electronic records of qualifications and Statements of Attainment issued to participants for a period of 30 years.

For a Statement of Attainment to be issued, participants must provide a valid USI number.

For more information about USIs:

<https://www.usi.gov.au/>

OVERSEAS STUDENTS

Intertek SAI Global offers Exemplar Global units of competency to overseas students who wish to gain international recognition.

Refer to Intertek SAI Global's RTO scope on training.gov.au for scope of delivery outside Australia for the RTO no 106919. International customers who are undertaking training whilst residing in an overseas country are not required to provide a USI to be awarded the Statement of Attainment.



REISSUING QUALIFICATIONS AND TRANSCRIPTS

Requests for the reissue of certificates should be made in writing to training@saiglobal.com. Intertek SAI Global will require proof of identity that is consistent with our records before certificates will be reissued.

Administration fees may apply for reissuing qualifications, Statements of Attainment and other certificates. Participants should contact Customer Service for more information including details of any fees payable for reissue. Reissued certificates will carry the original date of issue, the original certificate code number and the date of reissue.

6.2 Provide Credit for Prior Studies

RECOGNITION OF QUALIFICATIONS AND VET STATEMENTS OF ATTAINMENT ISSUED BY OTHER RTOS

Intertek SAI Global complies with the requirements of the Australian Qualifications Framework for the recognition of qualifications and Statements of Attainment issued by other RTOs. Students are instructed to contact Customer Service on enrolment if they have completed units of competency or qualifications from other RTOs that are relevant to the training program in which they are enrolled or planning to enrol.

See Recognition of Prior Learning/Credit Transfer.

RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER ARRANGEMENTS

Intertek SAI Global is committed to providing participants with the opportunity to formally assess their existing skills and competencies against components or full programs/courses delivered by Intertek SAI Global. The two methods used – RPL and Credit Transfer – are outlined below.

WHAT IS RPL?

Recognition of Prior Learning (RPL) is the acknowledgement of a person's skills and knowledge acquired through previous training and/or work or life experience, which may be used to grant status or credit in a subject or module. Recognition of Prior Learning can lead to a full qualification in the VET sector.

Recognition of Prior Learning involves the formal assessment of the applicant's existing skills against competencies delivered by Intertek SAI Global, irrespective of how or where these skills have been acquired (i.e. prior study, work and life experiences, informal/non-formal learning).

WHAT IS CREDIT TRANSFER?

Credit Transfer is the granting of status or credit by an institution or training organisation to students for modules (subjects) or units of competency completed at the same or another institution or training organisation.

Credit Transfer involves the recognition of the competencies already assessed and awarded by another Registered Training Organisation (RTO) or by another Exemplar Global-certified training provider.

For more information about RPL and Credit Transfer:



https://learning.saiassurance.com.au/recognition-of-prior-learning-cms-20200410_155242



6.3 RPL/CREDIT TRANSFER PROCESS

INITIAL PHONE, EMAIL OR ONLINE CONTACT REGARDING CT/RPL

- Student provided with information on costs and next steps towards the professional conversation
- Student completes initial contact form or online form and provides contact details, CV and other qualifications, qualification being sought
- Assessor reviews CV and other qualifications, completes an initial assessment summary



PROFESSIONAL CONVERSATION

- Assessor and Student engage in a professional conversation in which the assessor guides the student through the RPL/Credit Transfer Process
- Student provided with RPL and Credit Transfer kit including detailed application form, self-assessment forms, third party observation reports, evidence guides
- Student provides evidence against qualifications and units of competency



APPLICATION SUBMISSION

- Student provides all relevant information
- Assessor and Student engage in a professional conversation in which the assessor guides the student through the RPL/Credit Transfer Process
- Student: provided with RPL and Credit Transfer kit including detailed application form, self-assessment forms, third party observation reports, evidence guides
- Student provides evidence against qualifications and units of competency
- Intertek SAI Global Customer Service informs the student of the assessment outcome



APPLICATION APPROVED

Student issued with Statement of Attainment/qualification

APPLICATION NOT APPROVED

Assessor outlines training or assessment options to address gaps, detail the appeal process



PROCESS FOR APPLYING FOR RPL

- 1 The applicant makes initial enquiries regarding RPL via email or phone or by completing the online short RPL/Credit Transfer form. Customer Service refers the client to our RPL Assessor who contacts the applicant directly.
- 2 The RPL Assessor has a professional conversation with the applicant to explain the assessment process and to clarify which qualification (or part thereof) they are seeking.
- 3 The RPL Assessor emails the applicant with detailed information on RPL and the RPL/Credit Transfer Application Form.
- 4 When the RPL/Credit Transfer Application Form is completed and returned to Intertek SAI Global, the applicant's enrolment details are entered into the system, an invoice is generated and the RPL Kit and Facts Sheet are sent out to the applicant.
- 5 The applicant completes the RPL/Credit Transfer Application Form, identifying the units of competency they would like to attain via the RPL process, explaining the context of their claim, and listing and collating evidence to support their application. The applicant can call Customer Service (and ask for the RPL officer) for further information if required (if the question relates to technical aspects of competence and recognition, the applicant will be referred to a qualified assessor).
- 6 The applicant submits the completed RPL Kit. An initial check is made of the applicant's submission to see whether they need to be contacted for further clarification, and/or to obtain additional verified documents and any missing information. The application is then forwarded to an appropriate, qualified assessor.
- 7 The assessor assesses the RPL/Credit Transfer application.
- 8 Where applicable, the application will be sent to Exemplar Global for approval.
- 9 The applicant is advised of outcome, usually by email.
- 10 The applicant can contact Customer Service with any questions they might have about the assessment outcome. If required, the applicant is provided with two additional formal opportunities to submit any other information as requested by the assessor to enhance their application, after which an hourly fee will apply to any further assessment. If the applicant is not successful, they are provided with alternative pathways. If the applicant is not satisfied with the outcome, they may appeal the assessment decision via the appeals process.
- 11 If the application for RPL is successful, a Statement of Attainment is sent to the applicant (where applicable) upon payment of invoice. If the RPL is for a unit of competency towards a qualification, the unit will be added to the transcript of the qualification.

PROCESS FOR APPLYING FOR CREDIT TRANSFER

- 1 The applicant makes initial enquiries regarding Credit Transfer. Customer Service explains the process to the applicant and clarifies which qualification (or part thereof) they are seeking.
 - 2 Please note that Customer Service will not accept/consider unsolicited copies of certificates etc. as part of the Credit Transfer enquiry.
 - 3 The applicant completes the Credit Transfer Application Form identifying the units of competency they would like to attain via the Credit Transfer process, explaining the context of their claim, listing and collating evidence to support their application. The applicant can contact Customer Service (RPL/Credit Transfer Officer) for further information if required (if
-



the question relates to technical aspects of competence and recognition, they will be referred to the Head Assessor or Subject Matter Expert).

- 4 The applicant submits the completed form. The applicant's enrolment details are entered into the system and an invoice is generated. An initial check is made to see whether the applicant needs to be contacted for further clarification, additional verified documents and/or missing information.
- 5 The applicant is advised of the outcome. If the application is not accepted, the applicant will be given the opportunity to resubmit evidence. If this is not accepted, the applicant is advised to undertake the course or engage in the RPL process.
- 6 If successful, the qualification or unit will be added to the transcript.

For more information about RPL and Credit Transfer:

https://learning.saiassurance.com.au/recognition-of-prior-learning-cms-20200410_155242

6.4 Student Identifier Scheme

Intertek SAI Global maintains an effective student management system that is secure and current. SAI Global will only issue a qualification or Statement of Attainment when a participant provides a verified Unique Student Identifier (USI).



7 ACCESSIBLE INFORMATION ABOUT SERVICES

7.1 Provide Accurate Information to Participants

Intertek SAI Global delivers training services that address key business management needs in major capital cities and regional centres across Australia.

Intertek SAI Global ensures that all marketing and advertising pertaining to the delivery of training services is ethical with respect to:

- Accuracy and authorisation
- Obtaining prior written permission from any relevant person or organisation
- Accurate representation of courses to prospective clients
- Fees and any costs associated with undertaking training including accessing VET FEE-HELP or any other government loan or subsidy
- Offering AQF qualifications within Intertek SAI Global's scope of registration and appropriate use of Federal and State/Territory symbols
- Marketing training and assessment services leading to AQF qualifications and/or Statements of Attainment separately from any other training/assessment services
- Marketing training and assessment services of Intertek SAI Global with clear information provided to clients to ensure that students are informed of the RTO with which they are enrolling
- Marketing training and assessment services leading to Exemplar Global certification and use of their logo in accordance with Exemplar Global requirements

The RTO's Marketing Manager approves all new marketing and promotional material, and any other public information about Intertek SAI Global, prior to its release. A register is kept of all approvals, along with a complete copy of the material.

Regular monitoring is carried out on all currently approved material, particularly online material, to ensure that it remains consistent with Intertek SAI Global's scope of registration and operations. When material is no longer in use, it is marked as 'non-current' in the register after being verified as no longer in circulation.

Intertek SAI Global will retain electronic/hard copies of all advertising and marketing material used, including material created/used by a third party.

USE OF ACCREDITING BODIES' LOGOS

Intertek SAI Global complies with the requirements for the use of National and State/Territory symbols.

Intertek SAI Global uses the Nationally Recognised Training (NRT) logo:

- On AQF Qualifications and Statements of Attainment issued within its scope of registration
 - In accordance with the Nationally Recognised Training Logo Specifications
 - Intertek SAI Global uses the logo of the recognition authority only in accordance with the recognition authority's conditions of use.
-



Intertek SAI Global uses the Exemplar Global logo only in accordance with its conditions of use as outlined in the Training Provider Examiner Certification Scheme Certification Requirements.



8 INFORMED AND PROTECTED LEARNERS

8.1 Inform and Protect Learners

TRAINING PRODUCT

Intertek SAI Global will work with participants to identify, negotiate, plan and implement appropriate learning and assessment strategies to meet the diverse needs of its clients.

Intertek SAI Global provides accurate information to prospective participants about their training services via marketing material and our website, including:

- Title and code of unit of competency/qualification
- Core and elective components for full qualifications
- Entry requirements/prerequisites
- Delivery modes
- Duration of training courses
- Venue locations and scheduling
- Fee information

STUDENT SUPPORT

Participants are eligible to receive support while undertaking a training course with Intertek SAI Global, including:

Access to qualified trainers and remotely-based staff to assist with individual learning needs.

Counselling, coaching, additional study resources or coursework may be offered to those who have difficulty in achieving the required level of competency in a program. A fee may be charged for these services, and this will be identified and agreed upon with the participant prior to acceptance.

Providing direct assistance or referring the participant to an appropriate agency for those who may experience difficulty on any basis including disability, medical or other conditions, literacy, numeracy, limitations with the English language or other aspects of learning. Participants are asked to notify SAI Global of any such difficulties upon enrolment.

STUDENT FEES AND REFUNDS

Intertek SAI Global has effective financial management procedures in place to:

Ensure that Intertek SAI Global complies with its financial management policies

Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement

When requested, provide their registering body with a formal assurance that SAI Global has sound financial management standards for matters related to their scope of registration and scale of operations

Course fees are advertised in the Training Calendar and on the website.



SCHEDULE OF FEES	INCLUDING GST
Change to replace attendee	\$50.00
Change to invoice after issuance	\$50.00
Request for email certificate after 90 days	\$50.00
Reprint of archives more than 5 years	\$100.00
RPL application per unit of competency	\$350.00
CT applications – unit on SAI scope	\$50.00
CT applications – unit - not on SAI scope	\$150.00

Intertek SAI Global has systems in place to protect fees paid in advance, and maintains fair and reasonable refund policies.

For information about fees and refunds, refer to the Terms and Conditions at:
<https://learning.saassurance.com/en-au/training-terms-and-conditions>

PRE-PAID FEE PROTECTION FOR STUDENTS ENROLLED ON NATIONALLY RECOGNIZED TRAINING

As per the Standard for RTO's 2015, RTO's who collect fees more than \$1500 must be covered by one of the measures in schedule 6. Intertek SAI Global will maintain a bank guarantee to safeguard domestic students enrolled on a course that offers nationally recognised units of competencies and pay fees in excess of \$1500 in advance. In the event of Intertek SAI Global becoming insolvent and unable to return services, the bank guarantee will be executed by the nominated 3rd party HWL Solicitors.

NOTE: Fee protection only applies to students who pay excess of \$1500 and are enrolled on a course that offer nationally recognised units of competencies



9 FAIR COMPLAINTS HANDLING

9.1 Manage Complaints and Appeals Fairly

Feedback from customers may include complaints, positive feedback, requests, enquiries and suggestions for improvement. Intertek SAI Global values customer feedback in any of these forms and will use this feedback to ensure that customers' needs are being met and our practices and services are continually improved upon.

Intertek SAI Global ensures that participants have access to a fair and equitable process for dealing with complaints and grievances. The complaints mechanism is an important component of Intertek SAI Global's continual improvement approach and is aligned with Intertek SAI Global's corporate complaints/grievance policy.

The Intertek SAI Global Quality and Compliance Manager will monitor Continuous Improvement 'Cases' by generating regular reports to identify any areas for improvement in the Quality Management System and will record continual improvement items in a case file in CRM. The management team will review the complaints and identified continual improvement mechanisms on a regular basis.

COMPLAINTS PANEL

If the company representative is unable to action the complaint to the satisfaction of the complainant, they may ask for the complaint to be referred to the Intertek SAI Global Compliance Manager (or a nominated management representative). An independent panel consisting of the Intertek SAI Global Manager and a relevant company representative will be convened to review the complaint.

The complainant shall be invited to present his/her case to the panel and may be accompanied by one other person as support or as representation if a face-to-face meeting is requested.

The panel will decide on the complaint based on consultation with the complainant, and that decision will be final.

The panel will communicate its decision to all parties in writing within 5 working days of convening and provide records to the Intertek SAI Global manager.

Appeals to Registering Authorities

If the complainant is still dissatisfied with the assessment outcome after an appeal, they have the right to submit a formal complaint to the relevant regulatory authority and registration body (i.e. the Australian Skills Quality Authority (ASQA) using the online complaint form: <https://asqaconnect.asqa.gov.au/>

Note: ASQA will not investigate and act on individual complaints. Complaints received are used to look at patterns and will be used to make informed decisions when/if further regulatory scrutiny of a training provider is required.

To contact Exemplar Global, go to: <http://www.exemplarglobal.org/>



10 COMPLAINTS PROCESS

INITIAL PHONE, EMAIL OR ONLINE CONTACT REGARDING COMPLAINT

- The complainant contacts the facilitator/SAI Global Customer Service via phone/email/direct contact
- Intertek SAI Global representative will determine whether corrective action is required or if unsure, will discuss with their relevant manager and record the complaint as a Case in the CRM and record in the Global Intellex system
- Intertek SAI Global representative will contact the complainant via email or phone to acknowledge the complaint



INVESTIGATION

- The Intertek SAI Global Manager will decide on the best way to rectify the complaint, identify and action any necessary corrective and preventive action, and record outcomes in the CRM as a Case. Update Intellex and record the case number

RESPONSE

- Intertek SAI Global representative contacts the student with the outcome of the investigation. A Complaints Panel may be established

COMPLAINTS PANEL

If the Intertek SAI Global representative is unable to action the complaint to the satisfaction of the Complainant, they may ask for the complaint to be referred to the Intertek SAI Global Compliance Manager (or a nominated management representative).

An independent panel consisting of the relevant manager and company representative and an independent person will be convened to review the complaint.

The complainant shall be given an opportunity to present his/her case to the panel and may be accompanied by one other person as support or as representation.

The panel will communicate its decision to all parties in writing within 5 working days of convening.



RESOLUTION OF COMPLAINT

Case is closed in CRM and Intellex



COMPLAINT REFERRED EXTERNALLY.

Client contacts external regulatory body – ASQA or Exemplar Global as appropriate

Note: ASQA will not investigate and act on individual complaints. Complaints received are used to look at patterns and will be used to make informed decisions when/if further regulatory scrutiny of a training provider is



11 EFFECTIVE GOVERNANCE AND ADMINISTRATION

11.1 Ensure that Authorised Officers are in Place and Assess Financial Viability Risk

Intertek SAI Global has established organisational charts, position descriptions and duty statements to ensure that its training manager(s):

Have sufficient authority to ensure that Intertek SAI Global's practices comply with the RTO Standards at all times

Meet the 'Fit and Proper Person' requirements

Intertek SAI Global understands its obligation to advise ASQA if there are any changes that may impact on the training manager's ability to meet the 'Fit and Proper Person' requirements.

Intertek SAI Global has established practices to regularly monitor and review its financial viability via risk assessments and reporting requirements. The Board is responsible for the overall governance of SAI Global Pty Limited, including establishing and monitoring key performance goals. The Board has created a framework for managing Intertek SAI Global including internal controls, a business risk management process and the development and application of appropriate ethical standards.

11.2 Protect Prepaid Fees by Learners

Intertek SAI Global offers a range of courses and qualifications in audit, compliance and risk, and food safety. Courses range in duration from 1 to 5 days. All course fees must be paid prior to the commencement of training.

Intertek SAI Global Pty Limited maintains a bank guarantee to safeguard domestic students in the event of Intertek SAI Global becoming insolvent and thus unable to return fees that have been paid in advance. The bank guarantee commits to refund fees paid in advance to students who are registered in nationally recognised training.

Intertek SAI Global Pty Limited has nominated HWLE as the beneficiary to execute the bank guarantee in the event Intertek SAI Global Pty Limited is no longer able to deliver courses as a RTO and collected fees greater than \$1500 in advance from students

11.3 Hold Public Liability Insurance

Intertek SAI Global holds and maintains a current policy for public liability insurance that covers the scope of its training and assessment services. The public liability insurance includes cover for all trainers and assessors who are engaged by Intertek SAI Global to deliver training and assessment services.

11.4 Provide Accurate Information about Performance and Governance

Intertek SAI Global maintains a complete and accurate record of the attendance and progress of participants through courses, as well as financial records that reflect all payments and charges and the balance due.



Intertek SAI Global will maintain up-to-date records of:*

The verified qualifications and experience of all persons working on behalf of Intertek SAI Global as trainer/assessors

Participant enrolment, attendance and outcomes (including assessment and awards issued)

Fees paid and refunds given

11.5 AVETMISS data

Intertek SAI Global adheres to its record archiving policy relating to accredited and non-accredited training records.

* Personal training records can be accessed by individual participants upon request.

Accredited course records are available to participants for a period of 30 years from the date of the course attended. Requests for such records must be made in writing, supplying the following information:

Full name, date of birth and address given at the time of enrolment

Name of course undertaken and date(s) course attended

Name of facilitator

Access to personal non-accredited course records after 2005 can be provided to participants upon request. However, any non-accredited course searches prior to 2005 will involve an hourly fee for manual search, and Intertek SAI Global cannot guarantee results.

Note: *These records are available upon application in writing to training@saiglobal.com



12 LEGISLATIVE COMPLIANCE

12.1 Provide Requested Information to ASQA

Intertek SAI Global is committed to working with ASQA and upon request will provide the following information about our training and assessment services:

- Business registration records, e.g. Australian Securities and Investments Commission (ASIC) reports
- Documentation demonstrating that we satisfy the Financial Viability Risk Assessment Requirements
- Documentation verifying that relevant people associated with SAI Global satisfy the Fit and Proper Person Requirements
- Information on strategies, resources and other materials used to conduct training and assessment
- Documents demonstrating trainer and assessor credentials
- Information on delivery operations such as modes, venues, funding, learner types and activity conducted
- Evidence relating to record management systems
- Public liability insurance coverage
- The names of current or past participants, who may be surveyed about satisfaction levels
- Any other information required to demonstrate compliance with the VET Quality Framework

12.2 Make an Annual Declaration on Compliance with the Standards

Intertek SAI Global provides an annual declaration of compliance with these Standards to the VET regulator, and in particular to verify that we:

- Currently meet the requirements of the Standards across our entire scope of registration, and that we have met the requirements of the Standards for all AQF certification documentation we have issued in the previous 12 months
- Have training and assessment strategies and practices in place that ensure that all current and prospective participants will be trained and assessed in accordance with the requirements of the Standards

12.3 Comply with all Relevant Legislative and Regulatory Requirements

As a training organisation, Intertek SAI Global has an obligation to comply with relevant Commonwealth, State and Territory legislation and regulatory requirements.

Intertek SAI Global is subject to a range of legislation related to training and assessment as well as general business practices. Legislation includes (but is not limited to):

12.4 COMMONWEALTH LEGISLATION

- Copyright Act 1968
 - Disability Discrimination Act 1992
 - Disability Discrimination and Other Human Rights Legislation Amendment Act 2009
 - Disability Standards for Education 2005
-



- Fair Work Act 2009
- Fair Work Amendment Act 2013 (Anti-Bullying)
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act 1988 (Privacy Act), including National Privacy Principles
- Privacy Amendment Act 2004
- Privacy and Personal Information Protection Act 1998
- Privacy Regulation 2014
- Racial Discrimination Amendment Act 1983 and Racial Discrimination Regulations
- Sex and Age Discrimination Legislation Amendment Act 2011
- Sex Discrimination Act 1984 and Regulations 1984
- Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework

NSW LEGISLATION

- NSW Anti-discrimination Act 1977
- NSW Commission for Children and Young People Act 1998
- Vocational Education and Training (Commonwealth Powers) (Transitional) Regulation 2011
- Vocational Education and Training (Commonwealth Powers) Act 2010

JAS-ANZ

Intertek SAI Global also recognises the role of JAS-ANZ, which is the government-appointed accreditation body for Australia and New Zealand responsible for providing accreditation of conformity assessment bodies in the fields of certification and inspection (i.e. they accredit Exemplar Global and SAI Global).

12.5 PRIVACY

Intertek SAI Global complies with the Australian Privacy Principles found in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and has procedures in place for the collection, storage, access, use and disclosure of personal information.

Intertek SAI Global also has procedures in place to allow individuals a reasonable degree of control over what happens to their personal information. Individual training and assessment results are maintained for a period of 30 years as per the requirements of the APPs.

App 1 – open and transparent management of personal information

Intertek SAI Global's privacy policy ensures that participants' personal information is managed in an open and transparent way. This includes maintaining and complying with a clearly expressed and up-to-date APP privacy policy.

Participants are able to request information about their personal data held by SAI Global. This includes information such as payments, achievements course information data and personal information collected as part of the enrolment process.

App 2 – anonymity and pseudonymity

Intertek SAI Global values the right of participants to contact SAI Global without having to identify themselves, or alternatively by using a pseudonym. This generally applies to course enquiries pre-enrolment.



App 3 – collection of solicited personal information

Intertek SAI Global has a policy for collecting personal information that is solicited. This policy applies higher standards to the collection and handling of 'sensitive' information relating to health, nationality or ethnic background, or criminal records, etc.

App 4 – dealing with unsolicited personal information

Intertek SAI Global has a policy to deal with the handling of unsolicited personal information.

App 5 – notification of the collection of personal information

Intertek SAI Global collects personal information necessary for the creation and maintenance of participants' training records. This information may include name, date of birth, address, postcode and contact details, attendance records, assessment results and program evaluations.

By completing an enrolment form, participants agree to information being collected and used in accordance with RTO reporting requirements (established under legislation).

Intertek SAI Global undertakes to observe all relevant State, Territory and Commonwealth legislative and regulatory requirements in line with the Australian Privacy Principles, and confidentiality is maintained with respect to all participant information and records.

As an RTO, Intertek SAI Global also collects data for the purposes of AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard). This is a legal requirement for all RTOs. Enrolment and completion details and AVETMISS data may be passed on to relevant government agencies such as ASQA or NCVER, or representatives thereof, and remain confidential to those agencies. Participants may also be contacted to take part in surveys; these are an essential tool used for monitoring the quality of service provision. The Public Administration Act 2004, the Information Privacy Act 2000 and the Privacy Act 1988 (Cth) provide protection against the misuse of participant information.

Please note that personal information obtained may also be provided to Exemplar Global, where appropriate, in keeping with our arrangement as an Exemplar Global TPECS training provider. This enables Exemplar Global to contact participants to determine whether they are interested in pursuing Exemplar Global personal certification. http://www.Exemplar Global.com/cp_com.html

App 6 – use or disclosure of personal information

Outlines how Intertek SAI Global may use and disclose participants' personal information. If certain conditions are met, Intertek SAI Global does not always need a participant's consent to use and disclose their personal information.

App 7 – direct marketing

Intertek SAI Global may only use or disclose personal information for direct marketing purposes if certain conditions are met.

App 8 – cross-border disclosure of personal information

Outlines the steps that Intertek SAI Global must take to protect participants' personal information before it is disclosed outside Australia.



App 9 – adoption, use or disclosure of government related identifiers

Intertek SAI Global does not use identifier codes from other organisations for the purposes of identifying participants, except for the Unique Student Identifier number.

App 10 – quality of personal information

Intertek SAI Global will take reasonable steps to ensure that the personal information it collects from participants is accurate, up to date and complete.

Intertek SAI Global will also take reasonable steps to ensure that personal information used or disclosed is accurate, up to date, complete and relevant, with respect to the purpose of the use or disclosure.

App 11 – security of personal information

In keeping with our commitment to protect participants' privacy, information collected is not disclosed to third parties, with the exception of to participants' employers (upon request if the employer is financing a participant's training program), ASQA for audit purposes and other service/benefit providers with permission. We do not sell personal information to third parties.

It is the responsibility of Intertek SAI Global and all who work for us to ensure that participants' personal details are kept secure and that no unauthorised persons or organisations have access to these records.

App 12 – access to personal information

Intertek SAI Global recognises the right of participants to have access to their personal information.

App 13 – correction of personal information

Intertek SAI Global recognises the right of participants to have information held about them corrected if it is inaccurate, incomplete or out of date.

For more information about SAI:

<https://learning.saiassurance.com.au>

12.6 ACCESS AND EQUITY POLICY

Intertek SAI Global is committed to providing a safe learning environment that values diversity, offers equality of opportunity to all participants and staff, and is free from harassment and discrimination. As such, Intertek SAI Global endeavors to provide education and training that is responsive to the diverse needs of all stakeholders. This is achieved through compliance with Commonwealth anti-discrimination legislation, relevant State and Territory legislation, and relevant Federal, State and Local Government bodies.

All participants will be accepted in an ethical and responsible manner that is consistent with the requirements of the course. Prior to enrolment, participants have access to clear information about their course and about relevant associated services and procedures. A copy of Intertek SAI Global's policy on Access and Equity will be included



in information provided to employers, trainers/assessors and participants, and will outline information such as:

- Training and assessment approaches and activities will cater for participant diversity, access, equity and support considerations and will ensure relevance, fairness and consistency
- Any person who raises a complaint will be directed to use the SAI Global Complaint Procedure
- Intertek SAI Global's operations, products and services are actively reviewed to ensure that provision is made for access, equity and support and participant diversity
- The Intertek SAI Global Compliance Manager will be responsible for the implementation and maintenance of this Access and Equity policy

Intertek SAI Global personnel are responsible for ensuring that they understand and implement the Access and Equity Policy, and that they behave appropriately towards all stakeholders. Stakeholders should expect that there is no discrimination on the basis of:

- Ethnicity, nationality or national origin
- Gender, marital status or pregnancy (under the Sex Discrimination Act 1984)
- Disabilities (under the Disability Discrimination Act 1992)
- Age (under the Age Discrimination Act 2004)
- Religion
- Sexual orientation

Participants are not to be harassed (made to feel intimidated, bullied, offended or humiliated) with respect to any of the above criteria.

Concerns regarding discriminatory treatment or harassment raised with Intertek SAI Global will be dealt with promptly, fairly and impartially.

Participants are also expected to respect the diversity of others, and to ensure that their own behavior does not result in other participants or staff feeling intimidated, humiliated or offended.

HARASSMENT, VICTIMISATION, BULLYING

Intertek SAI Global will not tolerate harassment, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive learning environment. This includes harassment, victimisation and bullying with respect to gender, ethnicity, nationality/national origin, religion, disability, sexual orientation or age.

Participants and staff should be aware that differing social and cultural standards might mean that behaviour that is acceptable to some may be perceived as offensive by others. Any offensive conduct, whether directly experienced or observed, should be promptly reported to management.

All complaints will be promptly investigated. The privacy of a client filing a report, and the individual under investigation, shall be respected at all times in accordance with Intertek SAI's legal obligation to conduct a fair and thorough investigation.



Refer Section 6: Fair Complaints Handling

TRAINING PREMISES

Intertek SAI Global will comply with the building, health and safety approval requirements of each site used for training delivery (i.e. educational premises). All training premises used by Intertek SAI Global will comply with the Building Code of Australia with respect to a range of health, safety and structural requirements including (but not limited to):

- Emergency lights
- Air flow
- Egress
- Electrical load
- Participant capacity
- Exit signage
- Fire safety
- Door and corridor widths
- Toilet facilities
- Disabled access and disabled toilet facilities

WORK HEALTH AND SAFETY POLICY

Intertek SAI Global will deliver training/assessment services in a manner that supports participants' health, safety and welfare by ensuring that:

Facilitators conduct a site orientation at the commencement of each training session. This includes information on emergency exits and procedures, and hazard and incident reporting procedures.

If a facilitator or participant identifies a hazard or potential hazard in the learning environment, it is the responsibility of the facilitator to report this to venue management/personnel.

If a facilitator or participant is involved in an incident whilst participating in an Intertek SAI Global public course, the facilitator will inform Intertek SAI Global Customer Service or the relevant manager.

Venue staff will inform participants of the procedure to follow in the event of a fire alarm. Participants must observe this procedure if the alarm goes off.



13 STUDENT CODE OF PRACTICE

Intertek SAI Global believes that participants have the right to be treated with respect and courtesy by Intertek SAI Global Staff and fellow participants in an environment that is conducive to learning and free from harassment.

Participants are expected to behave in a cooperative and professional manner at all times during training sessions, activities and group work. Participants who consistently compromise the learning environment will face disciplinary action and potential expulsion from the course. This also applies to the online learning environment and discussion forums.

Agreement with Intertek SAI Global Terms and Conditions and the Intertek SAI Global Student Handbook must be acknowledged and ticked (to accept) when a participant signs the Training Registration Online Form, in order for the registration to be deemed valid.

The Terms and Conditions can be accessed on the Intertek SAI Global website: <https://learning.saissurance.com.au/training-terms-and-conditions-sai-global-assurance-learning-cms-terms>

13.1 DO'S AND DON'T'S

The following behaviour is considered inappropriate and may result in the cancellation of a participant's enrolment or online learning subscription:

- Acting dishonestly or engaging in unprofessional behavior by communicating (including posting or emailing) with another participant or Intertek SAI Global personnel in an inappropriate, inaccurate or objectionable way.
- Failing to comply with any instructions given by a member of Intertek SAI Global staff relating to the safety of any person(s) on SAI Global premises.
- Carrying or consuming alcohol or any drug of addiction or dependence (excluding drugs prescribed by a qualified medical practitioner) on Intertek SAI Global training premises.
- Carrying or consuming alcohol on Intertek SAI Global training premises.
- Exhibiting behaviors consistent with being under the influence of alcohol and/or illicit substances.
- Physically or verbally assaulting any person(s) on the premises of Intertek SAI Global or any training venue hired by Intertek SAI Global.
- Exhibiting any form of conduct within Intertek SAI Global premises that is considered to be aggressive, disorderly, disruptive or harassing, or that compromises the comfort, safety or convenience of any person who is acting lawfully and entitled to be present.
- Damaging or removing any property or resource of SAI Global or of any training venue hired by Intertek SAI Global.

Entering any area of Intertek SAI Global premises or any other place to which participants have access for the purpose of tuition, when not entitled to do so, or having entered, refusing to leave said premises when asked.



Plagiarising another's work and failing to acknowledge their intellectual property.

In the event of serious misconduct (i.e. assault, alcohol/illicit drug consumption), participants will be immediately removed from the training program, with the matter referred to the Compliance Manager or a nominated representative.

DISCIPLINARY PROCEDURE (EXCLUDING FOR CASES OF SERIOUS MISCONDUCT) INVOLVES:

- A verbal warning will be given by the trainer/nominated company representative and documented on the participant's individual file.
- If the behaviour continues after the verbal warning, the Compliance Manager or a nominated representative will arrange counselling for the participant by an appropriate member of staff. A written warning will be provided to the participant, and a copy of this warning will be noted and kept on the participant's individual file.
- If the behaviour continues beyond the written warning, the participant will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the participant's individual file.

If a participant wishes to lodge a complaint in relation to any disciplinary action taken, they should follow the Intertek SAI Global Complaint Procedure.

Refer Section 6: Fair Complaints Handling
