

TRAINING

STUDENT HANDBOOK

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SAI GLOBAL PTY LIMITED
RTO NO: 106919

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INTERTEK SAI GLOBAL – GENERAL INFORMATION

About the Intertek SAI Global Student Handbook

The Student Handbook outlines Intertek SAI Global's commitment to ensuring that high-quality standards are evident in the delivery of training and assessment as a Registered Training Organisation (RTO):

- Quality assurance/continual improvement activity
- Quality training and assessment practice
- Legislative compliance
- Access and equity
- Sound administrative practices
- Issuance and recognition of qualifications
- Procedures for managing appeals, complaints and disciplinary matters

This Student Handbook should be read in conjunction with the Code of Practice and Terms and Conditions. These documents are located on the Intertek SAI Global website at:

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

About Intertek SAI Global

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

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 (RTO: 106919) is committed to meet the requirements of the Vocational Education and Training Framework and the Standards for RTO's 2015. The RTO can deliver and assess against national competencies on our scope and as per the Australian Quality Framework.

For further information about SAI Global RTO, please visit our training website at

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

QUALIFICATIONS

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

With a nationally recognised qualification under your belt, and the choice of a number of management streams, Intertek SAI Global has the training that will help you to succeed at each level of your organisation.

Qualifications Offered by Intertek SAI Global

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

All course information is available on the Intertek SAI Global website:
<https://learning.saiassurance.com.au/>

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 is required to comply with these requirements, the Australian Qualifications Framework and the Standards for Registered Training Organisations (RTOs) 2015.

For more information, visit the following websites:

www.asqa.gov.au

www.training.gov.au

Intertek SAI Global and you

Thank you for choosing to study with Intertek SAI Global. This handbook sets out your rights and responsibilities as a participant in our courses.

Read through this Student Handbook, and if you have any questions, talk with your trainer or contact Customer Service.

1. INTERTEK SAI GLOBAL TRAINING POLICIES

1.1. Quality Assurance

As part of our continual improvement process, Intertek SAI Global utilises a quality management system to conduct regular reviews of courses, procedures, structures and methodologies to ensure that they remain appropriate and effective.

These reviews cover areas such as:

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

1.2. Quality Training and Assessment

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:

- Information about the course of study is provided to you prior to course commencement.
 - Each course has specific selection requirements in terms of prerequisites and industry experience.
 - 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.
 - The majority of 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 or Diploma level courses are suitable for clients with prior knowledge, skills or experience in the relevant area of learning. These courses have high-level literacy and language requirements as they deal with complex standards and legislative requirements.
 - Some courses have minimum requirements that are assumed. If you do not meet those minimum requirements, you may be directed to attend relevant introductory courses.
 - Other courses are classified as Diploma level.
- Current material pertaining to the course is made available to you at the commencement of the course.
- Fair and equitable access to training is guaranteed to all potential and current clients, and appropriate support and/or reasonable adjustment is given where necessary (including language, literacy and numeracy).
- Appropriate learning and assessment strategies are identified, negotiated, planned and implemented to meet your needs.
- Intertek SAI Global will ensure that the volume of learning is consistent with the requirements of the AQF and consists of nominal hours and other activities including pre-

course and post-course reading, assessments and implementation of the skills and knowledge in the workplace. We recognise that you have extensive relevant work experience, and this will also affect the number of hours required to complete a qualification.

- Training and assessment meets the requirements of the course, the principles of assessment and the rules of evidence.
- All courses/qualifications are renewed at least 12 months prior to expiry and you are informed of any changes to qualifications and courses that may impact on your learning pathway.
- New courses are developed in consultation with industry/enterprises, and existing courses/course materials are reviewed at least every three years to ensure that they meet your needs and continue to reflect industry, compliance, accreditation and regulatory requirements.
- Assessment strategies are validated by reviewing, comparing and evaluating the assessment processes, tools and evidence.
- Intertek SAI Global will ensure that all 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.

HOW WE MANAGE THE TRANSITION FROM SUPERSEDED TRAINING PRODUCTS

Intertek SAI Global's training packages are regularly reviewed and usually updated every 3–5 years. This ensures currency of material, with superseded content being replaced by new qualifications or units of competency.

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.

Intertek SAI Global is committed to ensuring that you complete a qualification that closely represents the current skill needs of industry. We will endeavour to transfer you from superseded qualifications into a replacement qualification within the stipulated time by the Skills council. We will keep you informed if the qualification or course in which you are enrolled is superseded/deleted/expired, and will ensure that you are given the opportunity to transfer to replacement Training Package qualifications.

If you are currently enrolled in courses or are still waiting to complete final assessments within 12 months following a course, you will not be affected. Participants are given 12 months after the endorsement date to complete the requirements of their existing course. After this period, Intertek SAI Global is unable to issue the units of competency or the qualification. If this happens, Intertek SAI Global ensures that no participants are disadvantaged during the transition period. Contact customer service to assist you with the transition

ASQA will remove the superseded training product from our scope of registration one year from the date it was superseded. From this date, we will not:

- enrol or train students in that training product
- issue a qualification or statement of attainment for that training product (except as a replacement for a previously issued qualification or statement of attainment).

1.3. Training Services

TRAINERS AND ASSESSORS

All Intertek SAI Global accredited courses are delivered by qualified and experienced trainers and assessors with a wide range of specialist consulting and audit experience and skills.

All Intertek SAI Global trainers and assessors comply with the following requirements of the National Skills Standards Council:

- 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
 - Have relevant vocational experience and competencies at least to the level being delivered or assessed.
 - 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 SAI Global.

STRATEGIES FOR TRAINING AND ASSESSMENT

- Intertek SAI Global has a Strategy Training and Assessment (STA) framework in place for all accredited courses and qualifications.
- All strategies are reviewed prior to the conduct of training programs and are reviewed at least once a year by trainers and assessors and representatives from industry.
- Intertek SAI Global can develop a customised training and assessment strategy for 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.

1.4. Assessments

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 by ensuring 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 you of the context and purpose of the assessment and the assessment process.
- Are conducted by qualified assessors in accordance with the 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 you are assessed as competent against nationally endorsed unit(s) of competency/Exemplar Global competency standards.
- Provide feedback to you 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 upon enrolment.

ASSESSMENT METHODS

Intertek SAI Global will conduct a formal assessment of competency using a range of different assessment methods including (but not limited to):

- 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)

The majority of accredited courses require post-course assessments to be completed in a workplace, so you will need access to a workplace to complete the post-course assessment tasks.

POST-COURSE ASSESSMENTS

Most Intertek SAI Global accredited courses contain post-course assessment requirements. Please check your course carefully to ascertain whether there are post-course assessment requirements before enrolling to ensure you are able to meet the assessment requirements. You 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

Each participant will be provided with information and instructions regarding the in-class or post-course assessment tasks, including the 'Post-course Assessment (PCA) Instructions' document. This document outlines the PCA task and assessment expectations, and offers guidance on how to complete and submit the task.

For further information about submitting your assessment:

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

You can access the assessment forms at: https://learning.saiassurance.com.au/training-forms-cms-20200422_150627

CLUSTERING OF ASSESSMENTS

Some training organisations train and assess each unit of competency separately. This can be frustrating and can result in participants being over-assessed.

In contrast, assessments in Intertek SAI courses are based on clustered units of competency – you will see at the end of the guide and in your assessment documents the relevant unit or units of competency that each assessment task is assessing.

Clustering similar units of competency together reduces the amount of face-to-face training required. This means less time away from work for you. The integrated assessment approach is outlined by your facilitator for each course. Guidance will be offered in class, giving you a thorough understanding of the assessment requirements.

This approach works best for people with current experience who are able to complete the post-course workplace assessment requirements. This approach does not work for everyone. If you have any queries, please contact our Customer Service team.

REASONABLE ADJUSTMENT

You have the right to ask for reasonable adjustment to be made to an assessment task if you consider a particular assessment will disadvantage you, 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 may 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 purposes of completing your training or assessment with Intertek SAI Global – these training documents must not be used for any other purpose.

CONFIDENTIALITY OF INFORMATION

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

PLAGIARISM

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

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

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

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

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 you are undertaking more than one course concurrently, we generally recommend that you complete the courses over a period of 6–24 months. The duration will vary according to your situation, as you will be required to complete a number of workplace-based assessments.

To be deemed competent in the units of competency, you will need to complete and submit all the assessment tasks within 6 months from the conclusion of your course.

If deemed not yet competent, you will have 2 opportunities to resubmit assessments. After 2 resubmissions, if you are still deemed not yet competent, the final outcome will be not yet competent.

RECORDING ASSESSMENT OUTCOMES FOR ASSESSMENT TASKS

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

If you perform satisfactorily in a single assessment task for a unit of competency, the result will be marked as 'Satisfactory'.

If you do not perform satisfactorily in a single assessment task for a unit of competency, the result will be recorded as 'Not Satisfactory'.

Once you have successfully completed all assessment tasks, an assessment decision will be made and you 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, you must notify SAI Global as soon as possible. Refer to our online policy and download the 'Application for Extension of Assessment' form from our website, or alternatively you can contact our Customer Service team.

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

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

Please note that late lodgement of assessments including essays, assignments and take-home assessments without prior warning will not be normally be accepted, although consideration may be given to exceptional circumstances.

Application for extension to submit an assessment can be lodged by emailing a form to [TIS training@saiglobal.com](mailto:TIS.training@saiglobal.com).

All extension requests must provide justifiable reasons. If extension permission has been sought 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 you notify the Customer Service team as soon as possible to discuss your circumstances and needs.

For further information about Assessment Extensions:

Extension forms are available on the SAI website at:
https://learning.saiassurance.com.au/training-forms-cms-20200422_150627

ASSESSMENT APPEAL PROCESS

A fair and impartial appeals process is available to all participants in Intertek SAI Global's courses. If you wish to appeal your assessment result, please first discuss the issue with the trainer/assessor (the Customer Service team may facilitate communication).

If you 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 your assessment.

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

GROUNDINGS 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 where you:

- Claim a disadvantage because the trainer did not provide relevant learning and/or assessment materials.
- Claim disadvantage because the trainer varied the assessment requirements without consultation or in an unreasonable way.
- Claim disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to you.

- Claim disadvantage because the assessment process breached the principles of assessment (valid, reliable, flexible and fair).
- Believe that an administrative error has occurred in the documenting of the assessment outcome.

INDEPENDENT ASSESSOR

If the grounds for an appeal are valid, SAI Global will appoint an independent assessor who will make all necessary arrangements to conduct a reassessment 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 SAI Global management review meetings. Results of the appeal are communicated in writing to you. Copies of this communication are also kept on file, both on the Appeals Register and in your individual file.

See Section 2.6: Complaints Process

APPEALS TO REGISTERING AUTHORITIES

If you are still dissatisfied with the assessment outcome after an appeal, you have the right to lodge an official complaint with the relevant regulatory authority and registration body – i.e. the Australian Skills Quality Authority (ASQA) through asqaconnect - <https://asqaconnect.asqa.gov.au/>.

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.

Exemplar Global can be contacted at: <http://www.exemplarglobal.org/>

1.5. Recognition of Prior Learning (RPL) and Credit Transfer Arrangements

Intertek SAI Global is committed to providing you with the opportunity to formally assess your existing skills and competencies against components or full programs/courses delivered by Intertek SAI Global.

WHAT IS RPL?

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

Recognition of Prior Learning involves the formal assessment of your existing skills against competencies delivered by Intertek SAI Global, irrespective of how or where these skills were acquired (for example, prior study, work and life experiences, informal/non-formal learning).

WHAT IS CREDIT TRANSFER?

Credit Transfer is the granting of status or credit to you by an institution or training organisation 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

RPL/CREDIT TRANSFER PROCESS

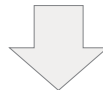
INITIAL PHONE, EMAIL OR ONLINE CONTACT REGARDING CT/RPL

- 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



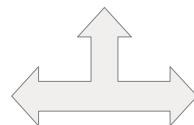
PROFESSIONAL CONVERSATION

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

PROCESS FOR APPLYING FOR CREDIT TRANSFER

1. You make initial enquiries regarding Credit Transfer. Customer Service explains the process to you and clarifies which qualification (or part thereof) you 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. You complete the Credit Transfer Application Form identifying the units of competency you would like to attain via the Credit Transfer process, explaining the context of your claim, and listing and collating evidence to support your application. You can contact Customer Service for further information if required (you will be referred to the Assessor

or Subject Matter Expert if the question relates to technical aspects of competence and recognition).

4. You send in the completed form. Your enrolment details are entered into the system and an invoice is generated. An initial check is made to see whether you need to be contacted for further clarification, additional verified documents and/or missing information.
5. You are advised of the outcome. If your application is not accepted, you will be given the opportunity to resubmit evidence. If this is not accepted, the assessor will recommend that you undertake the course or engage in the RPL process.
6. If successful, the unit will be added to the transcript.

Note: As a RTO, SAI Global Pty Ltd will not issue a qualification or statement of attainment that is achieved wholly through recognition of units through credit transfer completed at another RTO.

For more information about RPL and Credit Transfer:

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

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.

You are encouraged to contact Customer Service on enrolment if you have completed units of competency or qualifications from other RTOs that are relevant to the training program in which you are currently enrolled or in which you are planning to enroll.

See Section 1.6: Certification.

1.6. Certification

ISSUING STATEMENTS OF ATTAINMENT, QUALIFICATIONS AND OTHER CERTIFICATES

Intertek SAI Global issues nationally recognised Statements of Attainment and qualifications and/or Exemplar Global Certificates of Attainment if you meet the required outcomes of a qualification or unit of competency.

- 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 you have 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 your assessment was marked)

Intertek SAI Global undertakes to issue certificates within 30 days of the successful completion of all required components of a course and any formal assessment that may be 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
- For a Statement of Attainment to be issued, you 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

Administration fees may apply for reissuing qualifications, Statements of Attainment and other certificates. Please contact Customer Service for more information regarding fees for reissue.

See Section 1.7: Student Fees and Refunds

Requests for the reissue of certificates should be made in writing to TIS training@saiglobal.com. Intertek SAI Global requires proof of identity that is consistent with our records in order to reissue certificates. Please contact Customer Service for more information.

Reissued certificates will carry the original date of issue, the original certificate code number and the date of reissue.

1.7. Student Fees and Refunds

FEES

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

For information about payment of fees, refer to the Terms and Conditions located on the SAI Global website: <https://learning.saassurance.com.au/training-terms-and-conditions-sai-global-assurance-learning-cms-terms>

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

REFUNDS

Intertek SAI Global maintains fair and reasonable refund policies. Refer to the Terms and Conditions at: <https://learning.saassurance.com.au/training-terms-and-conditions-sai-global-assurance-learning-cms-terms>

1.8. Student Support

Intertek SAI Global will work with you to maximise your chance of successfully completing the training by identifying any support you may need prior to enrolment.

For the duration of the enrolment period, you are eligible to receive support from our Customer Service team and from other relevant support staff. Throughout the training period, you will also have access to qualified face-to-face and remotely-based staff who can assist with your individual learning needs.

If you have difficulty in achieving the required level of competency in a program, you may be offered counselling, coaching, additional study resources or coursework. A fee may be charged for identifying the most appropriate resources. Any fees will be communicated and agreed with you prior to acceptance.

You are encouraged to notify Intertek SAI Global on enrolment if you experience difficulty on any basis. This includes disability, medical or other conditions, or aspects of learning such as literacy, numeracy or limitations with the English language. We may be able to provide direct assistance, or alternatively to refer you to an appropriate agency.

1.9. Administrative and Record-keeping

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

- Your enrolment, attendance, progress through courses and assessment outcomes
- Any awards or statements of attainment issued to you for completed courses/qualifications
- Fees paid by you, the balance due and any refunds given
- Intertek SAI Global will provide copies of these records upon request.

Accredited course records are available to you for a period of 30 years from the date of the course attended. Requests for such records must be made in writing to TIS training@saiglobal.com, 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 any non-accredited course records prior to 2005 will involve an hourly fee for manual search, and Intertek SAI Global cannot guarantee results.

2. SAI GLOBAL GENERAL POLICIES

2.1. Legislative Compliance

Intertek SAI Global has an obligation to comply with relevant Commonwealth, State or Territory legislation and regulatory requirements related to training and assessment.

Further information can be found in the Intertek SAI Global Code of Practice:

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

2.2. Privacy

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

Intertek SAI Global also has procedures in place to allow you a reasonable degree of control about what happens to your personal information. Your training and assessment results are maintained for a period of 30 years in accordance with the requirements of the APPs.

APP 1 – OPEN AND TRANSPARENT MANAGEMENT OF PERSONAL INFORMATION

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

You are able to request information about your personal data held by Intertek 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 your right to contact us without having to identify yourself, 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 your health, nationality or ethnic background, 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 your training records. This information may include your name, date of birth, address, postcode and contact details, attendance records, assessment results and program evaluations.

By completing an enrolment form, you 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 of your information and records.

APP 6 – USE OR DISCLOSURE OF PERSONAL INFORMATION

Outlines how Intertek SAI Global may use and disclose your personal information. If certain conditions are met, Intertek SAI Global does not always require your consent to use and disclose your 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 your 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 you, with the exception of the Unique Student Identifier number.

APP 10 – QUALITY OF PERSONAL INFORMATION

Intertek SAI Global will take reasonable steps to ensure that personal information collected from you 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, as it pertains to the purpose of the use or disclosure.

APP 11 – SECURITY OF PERSONAL INFORMATION

In keeping with our commitment to protecting your privacy, information collected is not disclosed to third parties, with the exception of your employer (upon request if they are financing your 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 your personal details are kept secure and that no unauthorised persons or organisations have access to your records.

APP 12 – ACCESS TO PERSONAL INFORMATION

Intertek SAI Global recognises your right to have access to your personal information.

APP 13 – CORRECTION OF PERSONAL INFORMATION

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

For more information about privacy: <https://learning.saiassurance.com.au/privacy-policy-cms-systempage.privacyPolicy.pagelet2-Page>

2.3. Work Health and Safety Policy

Intertek SAI Global ensures full compliance with the building, health and safety approval requirements of each site used for the delivery of training. All training premises used by Intertek SAI Global will comply with the health, safety and structural requirements outlined in the Building Code of Australia.

Intertek SAI Global will conduct training/assessment in a manner that supports your 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 you of the procedure to follow in the event of a fire alarm. Please observe this if the alarm goes off.

2.4. 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.

Intertek SAI Global endeavours to provide training and assessment approaches that are responsive to the diverse needs of all participants. This is achieved through compliance with Commonwealth anti-discrimination legislation, the relevant State and Territory legislation, and relevant Federal, State, Territory and Local Government bodies.

Intertek SAI Global will provide information to you about our Access and Equity policy, such as:

- Training and assessment approaches and activities cater for learner 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

All participants and staff can expect an environment that is free from discrimination and harassment. Staff or participants will never be made to feel intimidated, bullied, offended or humiliated on the basis of:

- Ethnicity, nationality or national origin
- Gender, marital status or pregnancy
- Age
- Disability
- Religion
- Sexual orientation

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

You are also expected to respect the diversity of others, and to ensure that your own behaviour 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 SAI's legal obligation to conduct a fair and thorough investigation.

Refer Section 2.6: Complaints

2.5. Student Code of Practice

Intertek SAI Global believes that you 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 and discrimination.

You 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 you sign 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.saiassurance.com.au/training-terms-and-conditions-sai-global-assurance-learning-cms-terms>

DO'S AND DON'T'S

The following behaviour is considered inappropriate and may result in the cancellation of your enrolment or online learning subscription:

- Acting dishonestly or engaging in unprofessional behaviour 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 SAI Global staff relating to the safety of any person(s) on Intertek 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.
- Exhibiting behaviours consistent with being under the influence of alcohol and/or illicit substances.
- Physically or verbally assaulting any person(s) on the premises of SAI Global or any training venue hired by Intertek SAI Global.
- Exhibiting any form of conduct on the premises of Intertek SAI Global or any training venue hired by Intertek SAI Global that is considered to be aggressive, disorderly, disruptive, 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 drugs consumption), you will be immediately removed from the training program, with the matter referred to the Compliance Manager or a nominated representative.

DISCIPLINARY PROCEDURE (EXCLUDING CASES OF SERIOUS MISCONDUCT) INVOLVES:

- A verbal warning will be given by the trainer/nominated company representative and documented on your individual file.
- If the behaviour continues after the verbal warning, the Learning Quality and Compliance Manager or a nominated representative will arrange counselling for you by an appropriate member of staff. A written warning will be issued to you, and a copy of this warning will be noted and kept on your individual file.
- If the behaviour continues beyond the written warning, you will be removed from the training program. Notification of your removal will be made in writing and a noted copy will be placed on your individual file.
- If you wish to lodge a complaint regarding any disciplinary action taken, you should follow the Intertek SAI Global Complaint Procedure.

See Section 2.6: Complaints Process

2.6. Complaints Process

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

In particular, Intertek SAI Global ensures that you 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.

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 Operations 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 make a decision 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 you are still dissatisfied with the outcome after lodging a complaint, you have the right to submit the 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.com>

COMPLAINTS PROCESS

INITIAL PHONE, EMAIL OR ONLINE CONTACT REGARDING COMPLAINT

- The complainant contacts the facilitator/ Intertek 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
- Intertek SAI Global representative will contact the **complainant** via email or phone to acknowledge the complaint



INVESTIGATION

- The Intertek SAI Global Representative will make a decision 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. Record the complaint in Intellex system using the Case number



RESPONSE

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

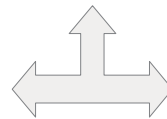
COMPLAINTS PANEL

- 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.