



Corporate Partners Code of Practice

Our Vision

‘Become recognized as leaders in driving Business Excellence.’

Our Mission

‘To lead and coach Australian businesses to become world competitive through implementing Bets Practice processes.’

Our Values

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

Access and Equity Policy

Corporate Partners ensures persons seeking enrolment in our programs are treated equitably. Enrolment is available to all employees regardless of level of schooling or previous academic achievement. Our programs are designed to be accessible for all employees, and support will be provided for any candidates with language, literacy and numeracy difficulties.

We promote a learning environment that is free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

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

Corporate Partners enrolments

All applicants are provided with the following information prior to enrolment to enable them to make an informed choice:

- accredited program information including content and vocational outcomes
- accredited program calendar including orientation session
- application form
- Code of Practice



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Entry requirements

Entry to Corporate Partners involves the completion of an enrolment form and evidence of ability to meet the specific program requirements as outlined in the program information.

English Language proficiency

The English language proficiency required to undertake Corporate Partners programs will generally be the proficiency required of the job roles performed by candidates.

Learner enrolment

Enrolment forms are processed in order of receipt by Corporate Partners. Upon enrolment candidates will receive a learning pack containing:

- Leaner Handbook
- Learning Materials
- Corporate Partners Code of Practice
- RPL information sheet

Learner orientation

A candidate orientation session will be held prior to the commencement of the Corporate Partners qualification programs and will cover the following:

- introductions to staff, associates, coaches and other candidates
- Corporate Partners program calendar of activities
- flexible learning and assessment strategies
- Corporate Partners policies and procedures (e.g. Recognition of Prior Learning, Complaints and Appeals etc.)
- question and answer session

Corporate Partners Fees and Charges Policy

Corporate Partners contracts with client companies to provide qualification programs in Competitive Manufacturing for client company employees as part of a holistic business improvement program. Fees and charges are paid by the client company according to the agreed contract for provision of services. Client company employees do not pay individual enrolment fees.

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

Refund policy

Individual candidates do not pay enrolment fees. Enrolment fees are paid by client companies to enable their staff to participate in Corporate Partners.



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Candidate guidance services

Corporate Partners aims to provide useful and comprehensive information and support to candidates to assist them during their training program.

A *Learner Handbook* is provided to all candidates on acceptance to a Corporate Partners qualification program. This *Handbook* is regularly updated.

Candidates experiencing learning or other difficulties will be directed to appropriate sources of help and support. Provision is made for language, literacy and numeracy assessment where appropriate.

Complaints procedure

Corporate Partners encourages all stakeholders to resolve complaints at the earliest opportunity and to involve all parties in an honest and constructive manner. In the first instance, Corporate Partners encourages stakeholders to:

1. Speak with the people involved in complaints – in most instances this may resolve the issue immediately.
2. Raise complaints with the immediate manager – they may be able to resolve the matter for the complainant.
3. If they are unable to resolve the complaint locally, complete a Complaint Form and forward this to Corporate Partners

Corporate Partners is committed to the early resolution of complaints received. Persons wishing to complain may do so through the following procedure:

obtain a Complaint Form from the Corporate Partners qualification program coordinator

complete and return form as soon as possible to the Corporate Partners program coordinator

the complaint will be promptly considered by the Corporate Partners

Corporate Partners will consult with other persons involved in the grievance

Corporate Partners will mediate to resolve the situation.

if the complaint remains unresolved an independent mediator will be engaged

candidates who remain unsatisfied with the outcomes of Corporate Partners complaints processes will be referred to the NSW Vocational Education and Training Accreditation Board (VETAB), or have the option of utilising the National Training Complaints Hotline., on 1800 000 674.



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Occupational Health & Safety

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

The delivery and assessment of all Corporate Partners incorporate the relevant OH&S legislation and requirements as they apply to work practices.

All injuries, accidents and near misses must be reported according to the client company processes and procedures.

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

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

Privacy policy

Corporate Partners is committed to supporting the ‘National Privacy Principles for the Fair Handling of Personal Information’ which sets clear standards for the collection, access, storage and use of personal information which we obtain as part of our business operations.

You may access your candidate records upon request. Please contact Corporate Partners to request access to your records or update your personal information.

Disciplinary procedures

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

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

Participation

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

Candidates who do not display regular attendance at their workshops and on-the-job assessments will be referred to client company for appropriate disciplinary action in accordance with the client company processes and procedures. If the non-attendance continues, Corporate Partners will exclude the candidate from the program.

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



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Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the determination of advanced standing that a candidate has through their previous formal or informal training, work experience and/or life experience. Corporate Partners recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with its mutual recognition obligations.

RPL is offered to all candidates on enrolment and are provided with Information on Recognition of Prior Learning. Candidates may apply for an RPL assessment related to competencies/units included in their target qualification. An RPL application form is included in your candidate pack and is also available from the Corporate Partners program coordinator or from Corporate Partners.

Candidates are required to provide sufficient evidence of competence to sustain a successful RPL. The evidence required is established through the RPL process

The RPL process is structured to minimise time and cost to candidates. It provides guidance in enabling applicants to gather sufficient evidence to support their claim for recognition of current competencies held, regardless of how, when or where the prior learning occurred.

Training and learning procedures

Corporate Partners at client companies are delivered in a manner that provides individual candidates with the best opportunity to succeed in achieving their goals.

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

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

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



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Corporate Partners assessment procedures

Assessment is carried out in accordance with the National Assessment Principles as endorsed by the National Training Framework Committee, May 1998. These can be found at <http://www.dest.gov.au/NR/rdonlyres/326B3567-6B3F-4978-ADAD-D6CB47F18F31/11729/nationalassessmentprinciples.pdf>

Assessment for all Corporate Partners qualification programs is compulsory. Assessment processes cover the broad range of skills and knowledge needed to demonstrate competency in the relevant field of study. Assessment integrates knowledge and skills with their practical application.

Corporate Partners provide candidates with clear descriptions of the performance standards expected of candidates. Corporate Partners programs include information of methods of assessment, assessment tasks, and guidelines and suggestions for the provision of adequate evidence to support claims for competence.

Corporate Partners allows for only “Competent” or “Not yet competent” on completion of each competency/unit.

Workplace assessment procedures

Workplace assessments are conducted in accordance with the model assessment procedure as approved by the National Training Quality Council (NTQC).

Workplace assessments will be conducted according to training/assessment plans as agreed between the trainer/assessor and all stakeholders.

Corporate Partners enable candidates to undertake a self-assessment process prior to requesting formal assessment. Corporate Partners assessors will negotiate and inform candidates on all aspects of workplace assessments prior to formal assessment. This will include assessment methods, assessment tools and reasonable adjustments to the assessment process where appropriate.

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



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Appeals against assessment decisions

Learners wishing to appeal against competency/unit assessment decisions may make a formal request for re-assessment of their work as follows:

obtain a Request for Re-Assessment Form from your Corporate Partners program coordinator or from Corporate Partners

complete and return form as soon as possible to Corporate Partners with relevant assessment documents

requests for re-assessment will be dealt with according to Request for Re-Assessment Procedures

the candidate will be notified in writing with details of the re-assessment result

any further re-appeals will be dealt with according to the Complaints and Appeals Process

candidates who remain unsatisfied with the outcomes of Corporate Partners complaints and appeals processes will be referred to the NSW Vocational Education and Training Accreditation Board (VETAB), or have the option of utilising the National Training Complaints Hotline., on 1800 000 674.

Exit Points

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

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

Issuance of qualifications

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

A single qualification will be issued to learners upon successful completion of the Corporate Partners qualification program. A Statement of Attainment will be issued for partial completion of the Corporate Partners qualification program.

Learners issued with a qualification will also receive documentation that identifies the units of competency that have been achieved.

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