

National Provider No. 31329

Code of Practice

If you have any questions, please contact the Symbio Alliance training staff.

Competency Based Training (CBT)

CBT is a different, but not new way of training which incorporates knowledge of a subject as well as skill demonstration. In most cases CBT is similar to existing training methods; it is the assessment methods that differ.

Competency standards establish the competencies (or skills) that training participants must meet to effectively perform their job. These Standards are developed by industry parties (eg: the meat or seafood industries) and then endorsed by the relevant national body. These Standards are the foundation of the Australian vocational education and training system and ensure that all training programs are designed with the same target in mind.

CBT focuses on the tasks to be performed in the workplace, and the competency (or skill) required to perform the task.

Before training commences, students must be advised of the training and assessment process for their course.

Assessment

To maintain national consistency and quality, all CBT units of competency must be assessed against an accepted standard. That is where assessment of CBT differs from normal testing: participants are assessed against a national standard, not each other. The assessment process is the same for each participant however different assessment tools may be used to cater for individual needs (eg: a written test may be given orally if a participant has writing difficulties.)

Although the assessment standard is determined nationally, the assessment process will be carried out as close to the actual workplace as possible. To ensure training and assessment is appropriate to the

participant's workplace as well as industry, industry specialists are involved in the development of training material and assessment procedures.

Recognition of Prior Learning (RPL)

RPL is a process that allows a person to be recognised either fully or partly for competence gained in prior training including, work experience or other life experiences. RPL measures the skills and knowledge you already have against the course competencies and gives you full or partial credit for this.

Students seeking RPL may need to attend an interview, provide evidence (eg: written, video, third party) or demonstrate their knowledge and skills. Please contact Symbio Alliance for a copy of our RPL process and guidelines.

Recognition of AQF Qualifications & Statements of Attainment

In accordance with Condition 7 of the Australian Quality Training Framework – Essential Conditions and Standards for Registered Training Organisations, we recognise the AQF qualifications and Statements of Attainment issued by other RTOs.

Credit Transfer

Credit transfer will be granted upon submission of a valid Certificate. ***NB: Credit Transfer is granted where the competency being undertaken is the same code as the competency listed on the Certificate.***

Educational Standards

Symbio Alliance has adopted policies and management practices that maintain professional standards in the marketing and delivery of competency based vocational

education and training services, and which safeguard the interests and welfare of our course participants.

We are committed to developing a learning environment that is conducive to our students having a positive and rewarding learning experience. Our trainers and assessors have the capacity to deliver and assess the nominated course, to provide adequate facilities and use appropriate methods and materials.

Training & Assessment Staff

All our trainers and assessors, whether full- or part-time, meet the requirements of AQTF Standard 1.

Trainers and assessors are required to dress in an appropriate manner so as not to be provocative or offensive, taking into account community and/or student beliefs and/or customs. They will conduct themselves in a professional manner at all times.

Language Literacy and Numeracy (LLN)

The Government requires RTOs to identify the LLN needs of apprentices/trainees before undertaking training to ensure they have the minimum levels required to undertake their chosen course.

Apprentices and Trainees complete an LLN assessment during their probation and trainers address any specific needs identified and seek guidance from a qualified LLN expert as required. Students or employers are responsible for any costs incurred above those met by the Department of Education, Training and the Arts. In some cases an apprentice may not have suitable LLN capabilities to undertake an apprenticeship or traineeship.

Issuing AQF Qualifications

Symbio Alliance issues AQF Qualifications in accordance with Condition 6 of the Australian Quality Training Framework – Standards for Registered Training Organisations. On successful completion of a qualification in a nationally recognised training package, a learner will be issued with a qualification and documentation that identifies the units of competency that have been achieved.

A learner who partially completes the requirements of a qualification will receive a statement of attainment indicating the units of competency that have been achieved. A statement of attainment will only be issued where a learner cancels their training contract or when the SRTO is replaced.

At a learner's request, a replacement Certificate or Statement of Attainment will be supplied for a nominal fee. Please contact the office for further details.

Flexible Delivery

Flexible delivery is an approach to training and assessment that enables a variety of ways to be used for students to learn and demonstrate competence. Students, employers and training providers agree on where and how a student will undertake their training and assessment which is tailored to meet their individual learning needs and styles. Generally, students are trained in the workplace and not at a college.

Structured Withdrawal – Trainees/apprentices

If a training course is to be delivered in Flexible Delivery mode ie: the trainer comes to the apprentice's workplace rather than the apprentice going to a training college, apprentices must be given time DURING WORK HOURS to read workbooks, practice skills, do assignments and project work. This is a legally binding requirement. The amount of time is determined by a government-designed formula which is explained in detail in your training plan.

Symbio Alliance recommends that employers record all structured withdrawal training time given to a trainee/apprentice in the wages book or a similar place.

Occasionally one-two day group training sessions are held away from the workplace. Trainees/ apprentices are required to attend these sessions which are always held during working hours. Plenty of notice will be given of any group training session.

Tuition Fees

In accordance with the Government's User Choice system Trainees and Apprentices who undertake training must pay Tuition Fees to

their RTO as their contribution to the training and assessment services they receive. Fees are set by the government. Partial and full exemptions can apply - refer to "Tuition Fee Information" in the induction pack.

Refund Policy – Tuition Fees: If a trainee or apprentice has paid tuition fees in advance and cancels their training contract, they are entitled to a full refund of tuition fees for uncompleted units of competence or a 50% refund if training has commenced. Refund requests must be made in writing within 30 days of cancelling an apprenticeship.

Refund Policy – for general training

If a course is cancelled all fees paid are fully refunded. Participants who have paid their fees but do not attend training will receive up to 90% of their course fees refunded.

User Choice

User Choice is a program that provides public funding to registered training organisations and works in conjunction with the apprenticeship and traineeship system.

User Choice allows employers, together with their apprentices and/or trainees to negotiate directly with registered training organisations to arrange quality accredited training to meet their specific needs.

Training authorities in each state and territory decide which apprenticeships and traineeships are to be funded every year.

Roles and Responsibilities for RTOs delivering under a User Choice contract

There must be a Supervising RTO (SRTO) for each apprentice and trainee. SRTOs facilitate the development and delivery of the training plan and provide information and advice about apprenticeships and traineeships. The SRTO's contract with the government outlines the services it must deliver to apprentices and trainees to meet contractual obligations.

Privacy Policy

Symbio Alliance holds information relating to student's participation in training. This information includes, but is not limited to work and home contact details, date of birth, employer contact details, training course information and results, and tuition fees paid.

Except as required under the Conditions and Standards for Registered Training Organisations or by law, student information is not disclosed. Applications for information about students are to be made on our Information Application/ Release Form.

Students are entitled to access their records and can do so via their trainer or the Training Co-ordinator. Students must quote their DET Registration Number and Date of Birth. All requests for student information will be recorded in the student's file.

Attending Training

If a trainee/apprentice cannot attend a pre-arranged training or assessment session, for whatever reason, they must advise their trainer **BEFORE** the session starts. They must also advise Symbio Alliance staff by 4.00pm each day if they will not be returning to the next day's training session.

Medical Illness

Participants who feel sick or need medical attention during a training course should inform their trainer as soon as possible. The trainer will decide on the best course of action depending on the severity of the illness.

Emergency Procedures

Participants undertaking training, or any person legally entitled to be at the training session, will be advised of the emergency procedures and facilities available at the venue, prior to commencement of training.

Dress Standards

When participating in off-site training (eg: away from the normal workplace), participants are required to wear clean, neat casual clothes. Participants will be advised of any specific dress requirements, including workplace health and safety requirements, for training done at another industry workplace. Closed footwear must be worn at all times - thongs or open toe shoes are not permitted.

Smoking

Smoking is not permitted during a training or assessment session.

Course Information / Vocational Pathways

All students receive information about their course before training. Apprentices or trainees receive course and vocational pathways information from the New Apprenticeship Centre during signup of the Training Contract and prior to induction by Symbio Alliance.

Legislation

The Australian Quality Training Framework states that Symbio Alliance must provide clients, (students) with information about legislation that significantly affects their participation in vocational education and training. Below is a list of the legislation which we feel may fall under this requirement, together with a website address where you can view the legislation to ensure you are reading the most current copy. If you do not have internet access, please call and we will arrange to send the information to you.

We recommend that you familiarise yourself with this legislation. If you have any questions, please call us.

The following legislation can be viewed from www.legislation.qld.gov.au

- Vocational Education, Training and Employment Act 2000
 - Workplace Health & Safety Act 1995
 - Meat Industry Act 1993
 - Qld Food Act 2006
 - Food Production Act 2000
 - Transport Operations (Road Use Management) Act 1995
 - Therapeutical Goods Act 1989
- <http://www.tga.gov.au/legis/index.htm>
- Food Standards Australia and New Zealand
- <http://www.foodstandards.gov.au/>

The following legislation can be viewed from www.lawsearch.gov.au

- Copyright Act 1968
- Privacy Act 1988 (reprinted December 2001)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Human Rights and Equal Opportunity Act 1986

Feedback and Improvement

Symbio Alliance is committed to providing a quality service with a focus on a continuous improvement. The organisation values feedback from staff, students, tutors, employers and industry representatives. This is achieved through course evaluations, meetings, and during day to day operations.

Marketing/Advertising

Symbio Alliance markets training products with integrity, accuracy and professionalism,

avoiding vague and ambiguous statements. In providing information, no false or misleading comparisons are drawn with any other Training Providers. Our marketing strategies will not contravene legislation.

Lost/Found Property

Students are responsible for looking after their own property during a training or assessment session. Our staff cannot take responsibility for lost or misplaced property and will not refund course fees nor reimburse any student for such a loss. Any loss should be reported to your trainer in case the property is located at a later time. Students who find property are asked to advise their trainer.

Recruitment/Selection

Student selection is based on the merit of each individual within the following framework:

- Access and equity.
- Compliance with course pre-requisites.
- Education/Vocational background.
- Special Consideration.

Special consideration in terms of access to courses may be given on the basis of disability, merit and social justice etc. (*Full documentation may be required to support an application on any of the above grounds.*)

We can arrange for language, literacy or numeracy support should a student indicate help is required. We have a fair and discreet means of indicating if LLN help is required.

Any student who has a disability or a special need is encouraged to discuss this with Symbio Alliance staff prior to registering for the course.

All information about disability and/or special needs is treated in the strictest confidence.

Access and Equity

Symbio Alliance will:

- meet the needs of individuals and the community through the integration of access and equity guidelines;
- ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination;
- increase opportunities for people to participate in the vocational education and training system.

Access and equity issues are considered during training package/product development and in training delivery and assessment

Welfare/Guidance

Services

Symbio Alliance recommends that any prospective student discuss their employment and/or career path requirements with their workplace/school human resources section before enrolling in any training course.

After enrolment, we can offer the following:

- Advice on where to seek outside tutoring assistance or additional resource material;
- Encouragement and support during training sessions; and
- Advice on where to seek assistance with emotional or medical issues.

We cannot offer professional counselling or support services but will help students seek appropriate services.

Sexual Harassment

Sexual harassment occurs when a person is offended by another person's act whether or not intentional. Sexual harassment happens if a person is subjected to unsolicited physical intimacy, such as patting, pinching or touching in a sexual manner. Even unnecessary familiarity such as deliberately brushing against a person can be seen as sexual harassment. In many cases the offender did not mean to offend.

Other examples of sexual harassment include:

- Sexual propositions
- Offensive telephone calls
- Indecent exposure
- Unwelcome and/or uncalled for remarks
- Rape
- Insinuations about a person's sex or private life;
- Suggestive comments about a person's appearance or body; and
- Offensive language and offensive posters and literature of a sexual nature.

Sexual harassment can be from men to women or men to men, or women to men or women to women

Our policy is that students attending our training courses do so in an environment free from sexual harassment or discrimination. We do not condone sexual harassment and treat any case very seriously. We cannot be responsible for sexual harassment that occurs in the workplace when a Symbio Alliance Trainer / Assessor is not present.

Any reported case of sexual harassment will be treated in the strictest confidence.

Equal Employment

Opportunity

Equal Employment Opportunity:

- Is the right of all male and female workers to have an equal chance to seek and obtain employment for promotion.
- Requires that workers are selected, promoted and treated on the basis of their individual talents and capabilities.
- Aims to eliminate all forms of discrimination in recruitment, selection, human resource management practices and conditions of service.
- Contributes to the efficiency of organisations by ensuring the selection and employment of the best, most qualified staff from the widest pool of available talent.

Customer Complaints

Matters of complaint not covered by the appeal process will be dealt with according to its merit. The written complaint will be formally viewed by a Director within 21 days of receipt. A written letter will be sent to the complainant within a further 21 days notifying of the result and/or any further action. If the complaint cannot be resolved, all parties will be referred to the Department of Education and Training, or the National Training Complaints Hotline, telephone: 1800 000 674.

All complaints will be recorded in the corrective action request log.

Code of Practice for Symbio Alliance

Appeals

Symbio Alliance has a formal appeals procedure in place that covers Assessment, Fees, RPL, Fairness and Equity, Discrimination and Sexual Harassment. Symbio Alliance will respond within 14 days of

an appeal being lodged. There are four steps in the appeals process, although most appeals are settled at steps 1 or 2.

Note: Each party shall have an opportunity to formally present their case.

Step	Process	Written/Verbal
1	The appellant discusses the matter with the person concerned stating their point of view and asking that the matter in question be reconsidered.	Usually verbal. Both parties should note discussion (eg in a diary).
2	If the two parties concerned cannot resolve the issue, the appellant should discuss the matter with his/her Supervisor who may help to resolve the issue. If it cannot be resolved, the matter should be referred to a higher authority.	Usually verbal. Both parties should note discussions (eg in a diary).
3	If the situation still requires further attention, it should be referred to a Symbio Alliance staff member. <i>Note – each party shall have an opportunity to formally present their case.</i>	Verbal followed by a written report.
4	If Symbio Alliance is unable to resolve the issue, it must be referred to the relevant department (eg: Human Rights Commission, VETE or other external body.)	Written report.
5	When an appeal is complete, the appellant is to be advised of the outcome of the appeal and the reason/s for the decision.	Written advice.

Important: Symbio Alliance will act upon any complaint found to be substantiated.

Note: Assessment appeals must be lodged within one month of the date of assessment