

# GENERAL TRAINING SYLLABUS

## **10 NOVEMBER 2016**

### **INTRODUCTION**

These guidelines set out the conditions for training providers intending to deliver RSPO endorsed Lead Auditor training courses.

They are intended to ensure the delivery of training courses with defined outcomes based on an approved syllabus using material that provides participants with adequate information in an easily understandable form and lead by competent tutors. The participants will be subject to an exam to verify that the course outcomes have been achieved.

### **HISTORY OF RSPO**

The Roundtable on Sustainable Palm Oil (RSPO) is a global, multi-stakeholder initiative on sustainable palm oil. Members of RSPO, and participants in its activities come from many different backgrounds, including plantation companies, manufacturers and retailers of palm oil products, environmental NGOs and social NGOs and from many countries that produce or use palm oil. The principal objective of RSPO is “to transform markets to make sustainable palm oil the norm”.

### **ENDORSEMENT OBJECTIVES**

The objective of course endorsement is to recognise training providers who have developed Lead Auditor courses that are effectively structured and presented to provide defined and assessable outcomes that contribute to the proper development of auditors, capable of leading a team of auditors and who have developed the necessary administrative systems to guarantee sound delivery of training courses as well as mechanisms for tutor training and regular updating of content.

### **COURSE ENDORSEMENT PROCESS**

#### **Initial Approval**

#### **1. Client application for endorsement**

Training providers should provide the following information in their application for endorsement:

- An outline of where within the course the learning outcomes are met and how this is achieved
- A copy of the notes and any other material to be provided for participants and any tutor notes, where applicable
- Copies of visual aids (e.g. videos, slide presentations etc.)
- Details of participant work tasks (e.g. exercises, projects etc., where not included in the participant material)
- Assessment methods, including copies of two sample examination papers, including model answers, for use on a rotational basis where this is the method of assessment to be used.

- A list of tutors who will be delivering the training, including details of their qualifications and experience related to the course content.

The material should be provided in English in a recognised format (e.g. Microsoft Word/Power Point, Adobe pdf etc.) and preferably transmitted electronically.

## **2. Endorsement assessment**

The training provider will need to use the RSPO application templates (see Annex). The application for approval will be reviewed by the RSPO training manager and P&C Certification or Supply Chain Manager as appropriate for completeness. The duration of the assessment process is dependent on when the documentation, training and other materials are available. However, a period of 2 months should be allowed for this process to be completed.

- a. Documentation review. The documentation will be subject to a desk top review to determine whether:
  - training objectives have been set;
  - a system is in place to maintain the quality of training services, including the design, delivery, knowledge verification, review and the improvement of training courses
  - effective tutor selection and review and course assessment and feedback processes are in place
- b. Training material review. The training material will be subject to a desk top review to determine whether:
  - the course follows a logical order and training requirements are covered in sufficient depth and are appropriately structured to provide participants with a balance between presentations and practical exercises;
  - the method for achieving the course outcome has been clearly defined and is specific to the particular course submitted for assessment;
  - individual learning outcomes have been identified and the method of achievement documented;
  - practical exercises are included in the courses, these may include desk based exercises, role play, site visits etc.;
  - the presentation format is effective in maintaining participant interest, i.e. the use of audio/visual aids including slides, video's, etc.;
  - participant training materials are complete in terms of the adequacy, currency and comprehensiveness of notes, slides, reference materials, case studies etc., and subject to document control;
  - tutor notes that provide guidance to new or more inexperienced tutors and those not involved in the development of the original training material on methods of delivery, particular points of emphasis, analysis of learning outcomes from practical exercises and any other relevant information are included;
  - assessment methods are balanced, appropriate and address the course outcomes.

The location used for site visits, where included in the course, should be relatively close to the training venue and appropriate to the particular course.

- c. Training material delivery. An observation by the RSPO secretariat within the first year of training will be required to witness the delivery of the training material to ensure that the:
- material reviewed is the same as that provided to participants and is current;
  - tutors are as listed and are competent to deliver the material;
  - presentation of the material is effective specifically
    - rapport/interaction with delegates,
    - voice (tone/clarity),
    - delivery (confident/well-paced),
    - content (accurate and up-to-date)
    - organisation (schedule followed/free flowing delivery).
  - practical exercises are used where appropriate to support documented learning;
  - tutor guidance provided prior to, during and after practical exercises is appropriate;
  - participants are allowed sufficient time to gain the necessary degree of knowledge and understanding;
  - method of participant assessment is appropriate to the material presented;
  - tutor notes, where applicable, are provided and in use;
  - participants are encouraged to provide feedback at the completion of the training course;
  - location where the course is presented is suitable for the purpose in terms of space, noise, temperature, humidity etc.

### **3. Course endorsement**

The Technical Director is the course endorsement authority and once the course is endorsed, the training provider will receive a confirmation of the endorsement by email. Thereafter, course providers may advertise the course as being RSPO endorsed. The endorsement which will be for five years, subject to periodic performance reviews and will be recorded on the RSPO website and included in the newsletter and other advertising material as appropriate.

#### **Courses Awaiting RSPO Approval**

Training providers who have submitted a course for RSPO approval may indicate that RSPO endorsement is pending when promoting or marketing the course but must not state the course is approved or endorsed.

#### **PARTICIPANT ASSESSMENT**

Knowledge and understanding of participant learning outcomes should be tested through a combination of examination and practical exercises. RSPO does support the use of a 100% assessment by examination and/or by practical work but would expect a combination of methods

to be used. In particular, for the P&C Lead Auditors course, practical work assessment is mandatory, but may not contribute to more than 40% of the overall mark, including the corresponding reporting requirements

1. The assessment methodology should test knowledge and understanding and, where appropriate, skills at an appropriate level.
2. In the examinations, the range of questions offered should test the whole of the syllabus.
3. Questions should be weighted appropriately e.g. marks for multiple choice sections should not receive as many marks as short answer questions or essay type questions.
4. Training providers should ensure the integrity of the examination questions by using a pool of questions or examination papers and rotating them as necessary. The format of the examination should be designed in such a way as to avoid participants being able to keep or copy the questions.
5. Participant are allowed to resit the exam once if they fail. Thereafter, they will need to retake the entire course. A resit cannot be offered for the practical exercise.
6. For the practical exercise, the system used should ensure that valid assessment criteria are set and that excessive subjectivity in the criteria is avoided.

## **TRAINING PROVIDER ASSURANCE**

Training providers shall demonstrate that they are able to deliver consistent and effective training in the areas in which they are endorsed. This demonstration may be achieved through accreditation by another registration organisation such as a university, professional body, such as IEMA or other body working to *ISO 17024:2012 Conformity assessment -- General requirements for bodies operating certification of persons*. However, the provider will always need to demonstrate this through the endorsement process by RSPO and subsequent submitting of copies to the RSPO training manager of corresponding documents as requested, such as their course operating manual, quality control and assurance processes.

1. Training providers should have a quality assurance system in place that is able to:
  - Ensure that course material is developed to an RSPO approved syllabus, prepared in a suitable format, reviewed regularly and approved prior to use by a competent person and be subject to a document control process.
  - Select course tutors and course leaders who are competent to deliver the training materials on the basis of a combination of academic knowledge and practical experience. A list of tutors and lead tutors delivering each training course should be maintained and RSPO approval of new tutors should be requested prior to their acting as tutors. Guest speakers can be used to supplement a lack of tutor experience but on a strictly limited basis only.
  - Periodically assess the performance of tutors to ensure learning outcomes are being delivered in a manner that is consistent, clear, and concise and takes into account any cultural issues associated with the needs of specific course participants.
  - All tutors and lead tutors need to be fluent in the language of the course that they teach on. To guarantee full understanding, no simultaneous translation is permissible as alternative to language fluency.
  - Provide participant feedback on the results of the training.

- Periodically review and improve their performance based on feedback and other information.
  - Provide adequate feedback to participants on their performance during the course.
2. Training courses may not have more than 25 participants total and the tutor-participant ratio shall not exceed one tutor to 15 participants.
  3. On completion of the training, providers should forward a list of successful candidates, including their details like the company they are working for to RSPO. The successful participants will be registered by RSPO and the Accreditation Body.

### **ON-GOING ENDORSEMENT**

On-going endorsement for courses will be granted on the condition that courses are run to a consistently high standard, that no major changes to the course content or format are made (other than those which are consistent with any revisions to the RSPO syllabus and learning outcomes which may be necessary from time to time). Training providers are expected to continually update their courses to keep in line with national and when applicable international developments and reviews of existing and new RSPO documents. RSPO must be informed whenever substantive material changes occur.

### **OBSERVATION VISITS**

To confirm that the training provider is meeting the guidance for course delivery contained in these notes, observation visits by RSPO secretariat to each provider will be made as a condition of ongoing approval at no less than every other year following initial course approval. These visits will be used to assess the management documentation, presentation of the course, confirm adequate coverage of the appropriate syllabus and adherence to the requirements set out in this document and review course feedback and other quality related records. The observer will brief the contact person of the training provider on his/her findings and any recommendations. A copy of the observer's report will be forwarded to the training provider by the RSPO highlighting any requirements and a timeframe for their resolution.

### **PRESENTATION OF COURSES**

Training providers seeking to deliver or delivering RSPO endorsed courses shall consider local differences when doing so. Where course materials require translation, training providers must bear the cost of the translation and ensure that their course tutors and lead tutors are fully fluent in the language of delivery.

### **USE OF THE RSPO NAME**

Training providers should exercise proper control of the use of the RSPO name. Incorrect references to the RSPO endorsement of a course or misleading advertising will only serve to undermine the credibility of the RSPO certification scheme and will be dealt with appropriately. Such actions may result in withdrawal of the course endorsement.

### **USE OF RSPO LOGO**

Trainers offering RSPO endorsed courses are not permitted to display the RSPO logo on advertising literature and course certificates, The RSPO trademark can be used only after written

approval from the RSPO training manager. The trademark can only be used as described in the RSPO Rules on Market Communication & Claims.

## **APPEALS**

Where training providers consider that their application has not been addressed fairly by the RSPO Secretariat they may appeal to the Standards and Certification Committee. Any such appeal must however clearly state the grounds for the appeal and be supported by documented evidence. Malicious, vexatious and/or frivolous complaints could lead to the training provider being removed from the list of endorsed providers.

## APPLICATION TO BECOME AN ENDORSED TRAINING PROVIDER

Training Provider Details	
Name of Organization	:
Course Leader	:
Address	:
Country	:
Email address	:
Telephone Number	:
Facsimile number	:
Training Course Details	
Title of course to be certified	:
List of tutors	: Tutor 1 - <span style="float: right;">*(Lead Tutor)</span>
	: Tutor 2 -
*Please fill up the <i>Application Form to Act as a Tutor on a RSPO Approved Lead Auditor Course</i> for each proposed Tutor	: Tutor 3 -
	: Tutor 4 -
	: Tutor 5 -
In support of your application, please enclose the information referred to as the following:	
Key document	Attached (Yes; n/a)
1. Accreditation	: Certificate as Trainer - granted by other bodies
	: Copy of Tutors' Certificates (if available)
2. Track records	: List of other relevant trainings provided
3. Tutors	: Proposed list of Tutors with Application form for each Tutor (Biodata, qualification, experience, training courses)
4. Course syllabus	: As per Recommended Course Syllabus
5. Training materials	: Training agenda
	Powerpoint presentation
	Examination questions & answers
6. Quality assurance	: Course operating manual; or
	: Quality control process
	- Participant assessment methods
	- Participant feedback process
	- Policy on continuous improvement
	- Tutor: Participant ratio
7. Certificate template	: Template of Certificate for Trainees
8. Promotional flyer	: Flyer, brochure, etc

Declaration: I confirm that the information presented in support of this application is true and accurate.

Signed by (Course Leader):

Date:

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