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RTO Policies and Procedures Manual



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Assessment Validation Policy

January 2016

Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Policy Statement

The validation policy is designed to ensure that Kepnock State High School's (KSHS) assessment instruments effectively address the requirements of the qualification including continuous improvement of strategies, resources and staff.

KSHS uses a risk-based approach based on the mode of delivery and changes to training packages to develop the validation plan. The plan details when the validation will occur, which training products will be the focus, who will lead and participate in the validation, how the outcomes will be documented and acted on and saved on the G: Drive.

The validation process determines whether or not the assessment procedures and materials in use are valid, fair, reliable and flexible in their application and are considered to be suitable.

Procedure

Plan for validation

When developing the VET Assessment Validation Plan (located at G:\Curriculum\VET\VET 2016\VET 2016 Standards and Forms\VET Standards management governance\VET Validation Plan 2016), the following are considered:

- Assessment validations meetings are scheduled once every five years for each qualification;
- At least 50% of all qualifications are validated with the first three years;
- The outcome of each validation undertaken is recorded on the Validation Checklist and any further recommendations are raised in the report for action.

Validators

Collectively the persons as validators must have:

- Appropriate vocational competencies
- Current industry skills and knowledge
- An appropriate training and assessment qualification or assessor skill set, and
- Current knowledge and skills in vocational training and learning.

Validation samples

Selecting samples to be validated include the following:

1. Identify and locate a statistical random sample of assessment/assessment tools used for the



qualification/unit;

2. Copy selected assessment tools/evidence/units and checklists for workshop attendees;
3. Assessors complete validation checklist and note decision as 'confirmed/not confirmed'.

Where judgements are 'not confirmed', any required improvements are to be made to assessment processes or materials within 30 days.

Certification and USI Policy

January 2016

Standard 3: The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

Policy Statement

KSHS ensures that it adheres to the obligations of issuing and maintaining certification documentation and the obtaining, verification and maintaining of USI numbers in line with the requirements of the National VET Regulator, i.e. the QCAA as delegate for ASQA as outlined in the Australian Quality Framework (AQF).

The school RTO will issue, maintain and accept AQF certification documentation for students.

The school RTO will assist students to apply, apply on behalf of students or verify the student provided USI on the USI website following the procedure. Proof of issue or verification of USI will be kept on the schools G: Drive.

The Principal (as the CEO) of the school RTO is ultimately responsive for ensuring that the school RTO complies with the VQF.

Certification Procedure

To avoid possible delays in issuing certification, Kepnock State High School has processes in place to verify a student's Unique Student Identifier (USI) well in advance of when certification is expected to be issued.

The school RTO is only required to issue AQF certification documentation when a student has completed their program of training and assessment and has a verified USI. The school is not required to issue 'interim' documentation at any time.

Issuing AQF Qualifications

KSHS will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

- the name, RTO code and logo of the issuing organisation;
- the code and title of the awarded AQF qualification;
- the NRT Logo in accordance with the current conditions of use contained in Schedule 4; and



The following elements are to be included on the testamur as applicable:

- the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts);
- the industry descriptor, e.g. Engineering;
- the occupational or functional stream, in brackets, e.g. (Fabrication);
- where relevant, the words, 'achieved through Australian Apprenticeship arrangements'

KSHS will not include the learner's Student Identifier on the testamur consistent with the *Student Identifiers Act 2014*.

The school RTO will:

- retain registers of AQF qualifications they are authorised to issue and have issued;
- retain records of AQF certification documentation issued for a period of 30 years; and
- provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.
- issue VET certification within 30 calendar days of the student being assessed and meeting the requirements of the program.

Issuing Statements of Attainment

KSHS will include the following information on a statement of attainment:

- the name, RTO Code and logo of the issuing organisation;
- a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency;
- the authorised signatory;
- the NRT Logo;
- the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';

The following elements are to be included on the statement of attainment as applicable:

- the State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities);
- the words 'These competencies form part of [code and title of qualification(s)/course(s)]';
- the words, 'These competencies were attained in completion of [code] course in [full title]'; and

The school RTO must not include the learner's Student Identifier on the statement of attainment consistent with the *Student Identifiers Act 2014*.

The school RTO will:

- maintain registers of all statements of attainments issued;
- retain records of statements of attainment issued for a period of 30 years; and
- provide reports of its records of statements of attainment issued to its VET Regulator on a



regular basis, as determined by the VET Regulator.

Procedure

1. The Senior HUB AO will produce a S1 Transfer form for students who have completed their course, exited the qualification early or left the School. The S1 Transfer form will indicate any completed or partially completed qualifications.
2. Where a student transfers to another school they will be issued with a S1 form and AO will issue a certificate or where required a SOA will be provided to the student.
3. The AO will forward the S1 form to the SDCO who will complete the required qualification and/or SOA.
4. The AO will amend student's file on SDCS to indicate that qualification has been issued by placing a "YES" in the "Certificate Issued" column.
5. The SDCO will produce the qualification and issue directly to the student, via the Teacher, or post to the student if they have left the School as per their address on the S1 form.
6. Details of the issued qualification and/or SOA are placed on the register
G:\Curriculum\VET\VET 2016\VET 2016 Standards and Forms\VET Standards management governance\KSHS AQF Qualifications Issued Register

Credit Transfer Procedure

KSHS will recognise all qualifications issued by any other RTO. The School will seek verification of the certifications from the relevant RTO where there is some ambiguity.

Recognition of Qualifications

- In the first VET class of the year or the first class for new students, as part of the VET student induction process, the teacher shall make students aware that any existing qualifications they possess will be recognised by the School. Trainers and assessors/teachers will remind students of this policy at the beginning of each new term.
- If a student presents a qualification to the teacher, the teacher will take a copy and bring it to the attention of the VET Administration Officer.
- The RTO Manager will verify the authenticity of the qualification if required.
- The verified copy of the qualification will be given to the Data Secretary to enter into SDCS using the "credit transfer" option, and will then place the copy in the student file.
- The AO will advise the Teacher that the student has been given exemption for the units of competency or modules identified in the qualification and will update the student's SDCS records accordingly. The Teacher will advise the student.

Internal Recognition of Qualifications

- KSHS will complete a mapping exercise to identify common units of competency across qualifications on the scope of registration.
- At the beginning of each year, students are identified who are doing courses where there are common units of competency, or have progressed from Certificate I to Certificate II.
- The VET HOD and the trainer and assessor/teacher meet to establish the processes for delivery and ensuring accurate data.
- This process is repeated throughout the year for students who change subjects.



- The information is entered into SDCS using the “credit transfer” option in all instances where the student has already gained the unit of competency (i.e. the student may only once be deemed as competent).

Replacement Qualifications

KSHS will provide replacement copies of issued qualifications to students and past students. Requests for a replacement qualification or statement of attainment (within the 30-year period) are processed as follows:

1. Requests for a replacement qualifications or statements of attainment can be in writing (emails acceptable) or via telephone from the student or past student of the School.
2. The request will be forwarded to the Senior HUB AO.
3. The VET AO will re-issue replacement qualifications and statements of attainment as per the original details in the register. Note: There is no cost for replacement copies.
4. The replacement qualification will identify that it is a re-issued version and will include follow the template requirements listed above.
5. The replacement qualification will be issued within 14 working days of receipt of written/verbal request.

USI Procedure

KSHS will:

- assist students to apply for a Unique Student Identifier (USI) from the Student Identifiers Registrar (as defined in that legislation); and
- the Student Identifiers Registrar will verify USI numbers supplied by the student prior to using.

Collecting and Verifying Existing USI Numbers

Collect the USI

The process to collect a USI from a student who has created their own USI is as follows:

Ask the student for their:

- USI number
- First and last name
- Date of birth

The student details MUST match the details shown on the form of ID used to create a USI.

Verify the USI

The VET AO will verify that the USI provided is correct through the USI website.



Report the USI

Once the USI is verified as valid, the school RTO will then use this USI when reporting to the National Data Collection. The USI number will be provided to the SDCO to be uploaded to SLIMS and One School.

Copy the Verification

When the verification is matched, the AO will record on G:\Curriculum\VET\VET 2016\USI 2015 2016

Data Management

USI numbers are collected and stored for uploading into SLIMS for final VET data reporting to QCAA.

Complaints and Appeals

January 2016

Standard 6: Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

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Policy statement

To be compliant with Standard 6 of the *Standards for Registered Training Organisations (RTOs) 2015* the school RTO must have a publically available complaints and appeals policy.

The school as an RTO has a complaints and appeals policy specific to the RTO operations

A complaint can be made to the school RTO regarding the conduct of

- the school RTO, its trainers, assessors or other school RTO staff;
- students of the RTO;
- any third parties providing services on behalf of the school RTO (if relevant)

An appeal can be made to the school RTO to request a review of a decision, including assessment decisions.

The school RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If the school RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the



complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Complaints or appeals should be directed to the principal as CEO of the school RTO
<mailto:Principal@bundabergshs.eq.edu.au>.

Complaints Procedure

- All formal complaints must be in writing and addressed to the Principal, as CEO of the RTO;
- On receipt of a written complaint:
 - a written acknowledgement is sent to the complainant from the Principal (via admin support);
 - the complaint is forwarded to the RTO manager.
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The Principal and/or the RTO manager will either deal with the complaint or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
 - The complaints committee shall not have had previous involvement with the complaint and will include representatives of:
 - the Principal;
 - the teaching staff, and;
 - an independent person.
- The complainant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, third party or student (as applicable) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The outcome/decision will be communicated to all parties in writing within 60 days;
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO;
- If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

The root cause of any complaint will be included in the systematic monitoring and evaluation



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processes of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.

Appeals Procedure

- All formal appeals must be in writing and addressed to the Principal, as CEO of the RTO;
- On receipt of a written appeal:
 - a written acknowledgement is sent to the appellant from the Principal (via admin support);
 - the appeal is forwarded to the RTO manager;
- If the appeal is not finalised within 60 calendar days, the appellant is informed of the reasons in writing and regularly updated on the progress of the matter;
- The Principal and/or the RTO manager will either deal with the appeal or convene an independent panel to hear the complaint; this shall be the complaints and appeals committee;
 - The appeals committee shall not have had previous involvement with the appeal, and will include representatives of:
 - the Principal;
 - the teaching staff, and;
 - an independent person.
- The appellant shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The relevant staff member, if applicable, shall be given an opportunity to present their case and may be accompanied by other people as support or as representation;
- The outcome/decision will be communicated to all parties in writing within 60 days;
- If the processes fail to resolve the appeal, the individual making the appeal will have the outcome reviewed by an appropriate party independent of the RTO;
- If the appellant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

The root cause of any appeal will be included in the systematic monitoring and evaluation processes of the RTO so appropriate corrective action will be instigated to eliminate or mitigate the likelihood of reoccurrence.

Governance, data and administration

January 2016

Standard 7: The RTO has effective governance and administration arrangements in place.



Policy statement

Kepnock State High School ensures that it adheres to the obligations of the governance, data provision requirements and administration arrangements with the National VET Regulator, i.e. the QCAA as delegate for ASQA as outlined in the VET Quality Framework (VQF).

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that the school RTO complies with the VQF. This applies to all of the operations within the RTO's scope of registration, as listed on the National Register.

The Principal of the school RTO ensures that its high managerial agent, the RTO Manager is vested with sufficient authority to ensure compliance with the VQF.

While many of the obligations are covered by the requirements of Education Queensland/the Non-State School Accreditation Board and the Queensland College of Teachers, the school RTO includes statements in this policy and procedures document acknowledging compliance.

Governance procedure

The Principal

The Principal ensures compliance with all the VQF requirements by:

- a. delegating responsibility and sufficient authority for day-to-day RTO operations to the school high managerial agent, the RTO Manager as outlined in the signed delegation statement and duty statement;
- b. meeting monthly with the RTO Manager to keep informed of those operations, and ensuring minutes of those meetings are taken;
- c. ensuring that any decision making at the senior management level regarding RTO operations is explicitly informed by trainers' and assessors' experiences, and that this is documented appropriately;
- d. authorising and signing (where necessary) the appropriate documentation, forms and report data as required by the *Data provision Requirements*;
- e. completing a *Fit and Proper Person Requirements declaration* when required;
- f. completing a *Chief Executive Statutory Declaration* when required;
- g. holding public liability insurance that covers the scope of its operations throughout the registration period.

Executive management team

The school executive management team (or equivalent) reviews:

- a. the outcomes of the systematic monitoring and evaluation of the school's RTO training and assessment strategies and practices;
- b. progress on any actions taken to meet compliance as well as actions taken for course development;
- c. ongoing compliance with the VQF.

The school executive management team ensures the RTO will act on any opportunities for improvement.



RTO manager

The RTO Manager has responsibility and authority for the day-to-day management of the RTO systems:

- a. managing operation of the school's RTO status as per the high managerial agent duty statement;
- b. liaising with the QCAA concerning all aspects of the school's RTO status;
- c. keeping the Principal informed of all matters regarding the school's RTO status;
- d. managing the systematic monitoring of the school's training and assessment strategies and practices;
- e. completing a *Fit and Proper Person Requirements declaration* when required.

Interactions with the registering body procedures

The Principal will ultimately be responsible for ensuring that the school RTO complies with the VQF. Interactions with the registering body (QCAA) are managed by the RTO Manager.

The school RTO will cooperate with the QCAA:

- a. in the conduct of audits and in the monitoring of its operations;
- b. by providing accurate and timely data relevant to measures of its performance (including quality indicator and SDCS data), which is collected as per policies and procedures and duty statements;
- c. by providing information about substantial changes to its operations (including change of Principal and change of RTO Manager), any event, and information about significant changes to ownership that would significantly affect the school RTO's ability to comply with these standards within 90 calendar days, which also ensures information on <http://training.gov.au> is correct - see Updating RTO details procedure below;
- d. regarding the retention, archiving, retrieval and transfer of records;
- e. by providing evidence of satisfying the Fit and Proper Person Requirements and Chief Executive Statutory Declaration Requirements when necessary;
- f. by submitting the QCAA school RTO verification form when requested, including checking scope of registration details thoroughly to ensure they are accurate;
- g. by completing and submitting the annual declaration on compliance to the QCAA when requested to confirm compliance with the VQF;
- h. informing the QCAA of any third party agreements via the appropriate notification form within 30 calendar days;
- i. complying with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations;
- j. by providing any other information as requested in writing by the registering body.

Updating RTO details



As a condition of registration, the school RTO must notify the QCAA in writing of any changes to contact details and changes or events that affect the operation of the RTO.

An RTO manager change will require the completion of both a notification of change of provider details and a notification of material change or event.

Provider details change

The RTO Manager in consultation with all relevant RTO personnel completes and submits (within 90 calendar days) the [Notification of change of provider details](#) form to the QCAA regarding the following changes:

- a. change of details for registration enquires person on training.gov.au i.e. RTO manager;
- b. change of public enquiries person on training.gov.au i.e. Deputy Principal responsible for the senior school
- c. changes to any contact details; and
- d. changes to permanent RTO delivery sites.

Material change or events

The RTO Manager in consultation with all relevant RTO personnel completes and submits (within 90 calendar days) the [Notification of material change or event](#) form to the QCAA regarding the following:

- a. a changes of Principal i.e. chief executive officer;
- b. a change of RTO manager i.e. high managerial agent;
- c. a change to ownership or legal name;
- d. significant or unexpected turnover of staff;
- e. commencement or dissolution of an arrangement with another organisation to conduct training and/or assessment on the RTOs behalf;
- f. other significant changes to RTO operation

A change of Principal also requires the submission of a [Fit and Proper Person Requirements Statutory declaration](#) and a [Chief Executive Statutory Declaration](#).

Third party arrangements

The RTO Manager in consultation with all relevant RTO personnel completes and submits (within 30 calendar days) the [Notification of third party arrangements](#) form to the QCAA regarding the following events:

- a. commencement of an arrangement with another organisation to deliver services on the school RTO's behalf (i.e. a new arrangement that has not been previously reported);
- b. change to reported details of an arrangement with another organisation to deliver services on the school RTO's behalf (i.e. an arrangement that has been previously reported);
- c. cessation of a previously reported arrangement with another organisation to deliver services on the school RTO's behalf.

Student fee protection

If students are required to prepay fees in excess of \$1 500 the school RTO must include within this



document reference to policy and procedures for student fee protection. This policy should detail the student fee protection arrangements that meet the requirements of Schedule 6 of the Standards if the school RTO is unable to provide the services that have been prepaid.

Industry Engagement Policy

January 2016

Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Policy Statement

KSHS has a commitment to providing a quality service with a focus on training and assessment practices that are relevant to the needs of industry and informed by industry engagement. Training and assessment strategies will be developed in consultation with industry and will be supported through the moderation and validation procedures. The School also implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of training, practices, resources and skills.

Procedure

KSHS ensures all VET trainers and assessors engaged by the School for the delivery of VET qualifications and/or accredited courses meet the requirements of the AQF standards and retains evidence of this. The School also ensures that all VET trainers and assessors are given the opportunity to engage in industry activities to continue to develop their competence and use this to improve training and assessment strategies. All industry engagement is to be recorded by the RTO Manager in the Industry Engagement Register saved on G:Drive.

Industry engagement may include but is not limited to:

- Partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;
- Involving employer nominees in industry advisory committees and/or reference groups;
- Embedded staff within enterprises;
- Networking in an ongoing way with industry networks, peak bodies and/or employers;
- Developing networks of relevant employers and industry representatives to participate in assessment validation;
- Exchanging knowledge, staff, and/or resources with employers, networks and industry bodies

KSHS ensures compliance with Industry Engagement by supporting all trainers/assessors with:



1. Curriculum HOD will support all trainers and assessors of qualifications within their departments regarding the relevant training packages, competency-based assessment, vocational competence and vocational and industry currency.
2. Trainers and assessors (TAA) must complete and maintain their KSHS currency documents (staff profile) at least twice per year and save at G:\Curriculum\VET\VET2016\Staff Profiles and Qualifications
3. TAA are required to review their own currency activities related to training and assessment and vocational currency, and ask their Curriculum HOD for professional development activities to enable up-skilling and maintenance of VOC training and assessment currency.
4. TAA are required to validate the activities they have engaged in with their Curriculum HOD and the RTO Manager, in order to remain current and to continuously develop their competence.
5. TAA are required to follow KSHS's professional development policy when applying for all professional development activities, including those related to VET.

Marketing and Advertising Policy

January 2016

Standard 4: Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Policy Statement

KSHS ensures that the marketing and advertising of AQF qualifications to prospective students is ethical, accurate, accessible and consistent with its scope of registration and includes the school's RTO provider code. All marketing material will include the code and the full title of the qualification or accredited course.

No advertising of AQF qualification to prospective students on behalf of other RTOs will be allowed without their consent. The NRT logo will be used in marketing material in accordance with its conditions of use specified in Schedule 4 of the Standards.

Marketing and Advertising Procedure

All AQF qualification marketing and advertising is managed by the RTO Manager.

- The induction program for staff includes information about how to ensure that marketing is accurate and is not misleading.
- All advertising including subject selection includes a date of publication and the following statement, '*correct at time of publication but subject to change*'.
- All advertising or marketing materials are submitted to the RTO Manager for approval.
- The RTO Manager checks the mandatory requirements for the information:
 - accurately represents their services and qualification on the scope of registration;
 - includes the RTO code of the school RTO;
 - includes the NRT logo;
 - includes the correct and current qualification code and title and lists the correct current units of competency that the students will be doing;



- identify the outside RTO if the qualification is through an outside provider (and there is a record of consent given by the outside RTO);
 - obtained consent from any person or organisation referred to in any marketing materials;
 - VET qualification are clearly differentiated from other forms of learning;
 - identifies if the school RTO is delivering the qualification/ units of competency on behalf of another RTO (and that there is a written and signed third party agreement);
 - does not guarantee that:
 - a student will successfully complete the qualification or units of competency;
 - a student will obtain a particular employment outcome; and
 - a qualification or unit of competency can be completed in manner not meeting standards;
 - any other required information.
- The RTO Manager gives the final approval to all VET marketing and advertising, regardless of the format or the audience.

Student Information Policy

January 2016

Standard 5: Each learner is properly informed and protected.

KSHS ensures that all VET students are properly informed and protected. This policy and procedure document links closely with the *Marketing and advertising policy and procedure*.

Through the SET plan process, the school RTO ensures that all VET students have been provided with sufficient advice regarding the appropriateness for them of the qualification and/or accredited courses they would like to be enrolled in (as per Standard 5.1). The advice takes into account each student's existing skills and knowledge prior to the finalisation of subject selection to ensure that students are able to make informed decisions before undertaking training in a VET qualification or accredited course.

The school RTO is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date. This includes delivery by a 3rd party on the school RTO's behalf.

The Principal (as the CEO) of the school RTO is ultimately responsible for ensuring that students (and their parents/carers) are provided with the required information prior to enrolment, including the services they are to receive, their rights and obligations and the RTO's responsibilities.

The school RTO has a separate *Complaints and Appeals policy and procedure*.

If another person or organisation is providing student information under a third party agreement with the school RTO, the *Third party arrangements policy and procedures* will be applied.

Student Information Procedure



RTO Manager

The RTO Manager has responsibility and authority for the VET student information systems (under the delegation from the Principal) including:

- a. liaising with the Principal and vocational training areas regarding student information documentation, as well as subject selection and course information;
- b. responsibility for ensuring all students have been adequately informed about the appropriateness of the qualification or accredited course and whether it meets students' needs;
- c. responsibility for ensuring all students have been advised regarding their rights and obligations and the RTO's responsibilities;
- d. responsibility for ensuring that the information is provided in print and/or electronic copy;
- e. responsibility for advising students about any changes to agreed services (including third-party arrangements); and
- f. ensuring that the provision of educational services is monitored to cater for student needs. This includes reviewing 'overlaps' where students are enrolled in more than one VET qualification at the school RTO or another RTO and the corresponding adjustments to the training and assessment strategies, student enrolments and scope of registration.

Deputy Principal (Responsible for Timetabling)

The Deputy Principal must ensure that:

- a. they liaise with the RTO Manager regarding all VET enrolments; and
- b. all subject selection forms have been signed by both the student and the parent/carer.

Student Information

Students will receive the following information prior to enrolment on the SDCS, through the documents and/or activities given in the following table. Check the school RTO quality system calendar to see the timing of these activities.

Written Information (Print or Electronic) Provided to Students and Their Parents/Carers

School RTO Document (and activity where applicable)

Subject selection and enrolment procedures

Marketing documents, Year 10 SET Planning Form, VET Student Induction Checklist, school calendar



Qualification or accredited course information, including:

- a. code, title, currency of qualification/accredited course (as per training.gov.au)
- b. code and title of the units of competency to be delivered (as per training.gov.au)
- c. estimated duration
- d. training/assessment locations
- e. mode/s of delivery
- f. work placement arrangements (if required);
- g. obligations to the students i.e. being responsible for the quality of the training/assessment, the issuance of certification;
- h. entry requirements or pre-requisites (if applicable)
- i. student obligations related to any materials or equipment they must provide;
- j. requirements the student must meet to successfully complete e.g. apply for a USI, service periods, travel

Marketing documents, VET Student Handbook, VET Policies and Procedures Manual



Written Information (Print or Electronic) Provided to Students and Their Parents/Carers

School RTO Document (and activity where applicable)

requirements, events or out of school hours functions,	
k. the student's rights if the RTO (or a third party) closes or ceases to deliver any part of the training course the student is enrolled in;	
l. details of the RTO's complaints and appeals process;	
m. third party information (if relevant) i.e. name an contact details of the third party providing the training and/or assessment, and related educational and support services	
Fee information (if collected directly or through a third party) for each qualification prior to their enrolment in SDCS specifying:	Marketing document, VET Student Handbook, VET Policies and Procedures Manual
a. fee information (amount, terms/conditions, deposits, refunds);	
How VET qualifications and courses differ from other school courses and criteria-based assessment, by including:	Marketing document, VET Student Handbook, VET Policies and Procedures Manual
a. Work-like activities	
b. Competency-based training and assessment	
c. Competency standards, which are an industry-determined specification of performance that sets out the skills, knowledge and attitudes required to operate effectively in employment.	
Student support, welfare and guidance services	VET Student Handbook, VET Policies and Procedures Manual
Recognition of prior learning (RPL) procedures	VET Student Handbook, VET Policies and Procedures Manual
Recognition of Australian Qualifications Framework (AQF) credentials, and statements of attainment issued by other RTOs	VET Student Handbook, VET Policies and Procedures Manual
School RTO's obligations to the student in regard to providing quality training and assessment, and issuance of AQF certification	VET Policies and Procedures Manual



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Student's rights if the school RTO or a 3rd party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in. i.e.

VET Policies and Procedures Manual

The school RTO is committed to completing the outlined training and assessment once students have started study in



Written Information (Print or Electronic) Provided to Students and Their Parents/Carers

School RTO Document (and activity where applicable)

their chosen qualification/s or course/s from the course start date (including delivery by a 3rd party on the school RTO's behalf).

In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement or 3rd party school will not be able to continue delivery, the school RTO will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.

Systematic Monitoring and Evaluation Policy

January 2016

Standard 2: The operations of the RTO are quality assured.

Policy Statement

KSHS ensures quality development, implementation, monitoring and evaluation of training and assessment strategies and practices that meet training packages and VET accredited course requirements.

The RTO is ultimately responsible for ensuring quality training and assessment within their organisation and scope of registration, regardless of any third party arrangements where training and/or assessment is delivered on their behalf. This includes where the RTO subcontracts the delivery of services to a third party and the third party further subcontracts the delivery of services, but the AQF certification documentation will be issued by the RTO. The RTO must have a written agreement with any party that delivers services on its behalf.

Evaluating information about performance and using such information to inform quality assurance of services and improve training and assessment is sound business and educational practice. The information used to evaluate RTO performance must be relevant to the operating characteristics and business objectives of the RTO and will vary from one RTO to another.



Procedure

To be compliant with Standard 2 the RTO must meet the following:

- 2.1. The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of a RTO within its scope of registration.
- 2.2. The RTO:
 - a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
 - b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, industry engagement outcomes, client, trainer and assessor feedback and complaints and appeals.
- 2.3. The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.
- 2.4. The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

Third Party Arrangements Policy

January 2016

Standard 2: The operations of the RTO are quality assured.

Standard 8: The RTO cooperates with the VET Regulator at all times and is legally compliant at all times.

Policy Statement

KSHS monitors training and assessment services delivered by another Queensland school on its behalf:

- A documented agreement is in place with each school. The agreement describes the responsibilities of each school and the management strategies to be followed, including monitoring arrangements.
- KSHS negotiates the agreement with the other school and provides a copy of the agreement

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Review date: January 2017
Approved: RTO Manager

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to the other school.

- The carrying out of the agreement is monitored by Kepnock State High School to ensure that it is being followed, and improvements are made where required.
- Improvements to arrangements for the establishment, monitoring and carrying out of agreements are shown.

KSHS is accountable for the quality of training and assessment provided on its behalf.

Further details regarding RTO responsibilities are available on the KSHS duty statements.



Partnership Procedure

Before drafting a partnership agreement, KSHS will ensure that principals, relevant HODs, trainers and assessors understand what is involved and an initial commitment is obtained.

The written partnership agreement will include the following:

Parties involved

- the name, address and national provider number of KSHS
- the name and address of the partner school delivering training on behalf of the school RTO
- the names and signatures of the principals of both schools
- the names and contact details of the RTO Manager and coordinating trainer and assessor at KSHS and their signatures
- partner schools names, signatures and contact details of the coordinating trainer and assessor
- position descriptions for all positions/staff named in the partnership agreement.
- Terms of the agreement the program offered, including the relevant training package qualification (or accredited course), listing the qualification code and title as well as the relevant units of competency, listing their codes and titles
- a clear outline regarding the services provided by the other school on the school RTO's behalf, e.g. training and/or assessment
- a statement regarding the responsibilities of the partnering schools with regards to the student agreement and guarantee
- a statement outlining the responsibilities of the partnering school to provide student achievement data to Kepnock State High School by a negotiated date/s each year
- a statement outlining the responsibilities of Kepnock State High School regarding reporting and submitting student achievement data by due dates to the registering body in relation to Queensland Certificate of Education (QCE) requirements (i.e. meeting the final dates for providing results to the QSA via Registration and Banking System and to Department of Education and Training [DET] where the qualifications are registered with DET)
- a statement outlining that the partnering school must provide to KSHS trainer and assessor information to ensure AQTF requirements are met, e.g. staff profiles, copies of qualifications
- a statement outlining management of complaints and appeals
- dates for the period of the agreement
- terms for terminating the agreement
- policies and procedures to monitor the agreement including continuous improvement processes
- intellectual property rights of all parties to the agreement
- processes for dispute resolution
- legislation that may have an effect on the agreement (where relevant)
- a statement outlining who will be responsible for evaluating the partnership arrangements at the completion of the agreement
- a statement outlining that the partnering school delivering training on behalf of KSHS has been informed of all relevant KSHS policies and procedures that must be adhered to
- a statement outlining the responsibilities of the partnering organisation with regards to



providing quality indicator data by providing achievement data and administering learner engagement surveys

- a statement that Kepnock State High School will issue statements of attainment and qualifications under its RTO name
- Training and assessment a statement outlining who will be responsible for developing, monitoring and reviewing strategies for training and assessment to ensure the quality of training outcomes
- a statement acknowledging that Kepnock State High School is always responsible for the quality of training and assessment delivered on its' behalf.
- Information to students
- a statement regarding the marketing and promotional materials which can be used, and specifying who is responsible for monitoring this information to ensure accurate information is provided to potential clients
- fees related to the agreement.

On direction from the RTO Manager and AO from KSHS will file the signed partnership agreement and ensure the other school has a copy of the agreement.

Monitoring and Management

The monitoring procedures outlined in the partnership agreement may include:

- regular meeting with agendas and minutes
- regular management data reports, including client feedback
- site visits to confirm partner practice
- assessment validation processes
- moderation of assessment decisions with the coordinating trainer and assessor
- reviews of the partner's training, assessment and administration
- sharing of professional development activities.

Training and Assessment Policy

January 2016

Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

Policy Statement

KSHS ensures training and assessment is developed in consultation with industry and will be validated through the internal review procedures and validation. These strategies will reflect the requirements of the relevant Training Package and enable each student to meet the requirements.

The school has access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment



requirements.

Recognition of prior learning (RPL) is the process used to assess individuals' existing level of knowledge and skills against individual or multiple units of competencies. Students are provided with the School's RPL policy prior to enrolment in SDCS. They are made aware of the RPL application form. As part of their student induction, the process and types of evidence that can be used to support RPL applications is provided to them. RPL applications will only be considered if the School's RPL application form is used. RPL applications must be submitted to the teacher of the qualification in the first instance.

Assessment Procedure

In developing the assessment (including RPL) for each qualification, the school will ensure:

- compliance with assessment guidelines from relevant Training Package or accredited course
- assessment leads to a qualification or statement of attainment under the AQF
- assessment complies with the principles of competency-based assessment (i.e. assessment is valid, reliable, flexible and fair) and informs student of the context and purpose of assessment
- the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence to support the principles of validity and reliability.
- there is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment (e.g. dress, communicating with supervisors, etc.)
- timely and appropriate feedback is given to students
- assessment complies with the school's access and equity policy.

Student Selection, Enrolment and Induction Procedure

Student Selection and Enrolment Procedures

KSHS is inclusive of all students regardless of sex, race, impairment, or any other factor. Enrolment at Kepnock State High School is processed through the main office.

The Senior Education and Training (SET) Plan form is part of the SET Plan procedure in Year 10 and are processed by the Student Administration Office.

VET Student Induction Procedures

Each subject area is responsible for student induction. The school will provide student information and induction to each student before enrolment on Student Data Capture System (SDCS) for a course. Students will receive the VET Student Handbook which outlines the following information:

- VQF reference, policy statement and responsibilities
- the VET Quality Framework (VQF)
- student selection and enrolment procedures
- course information, including content and vocation outcomes
- fees and charges, including refund policy and exemptions (where applicable)



- provision for language, literacy and numeracy assistance
- student support, welfare and guidance services
- flexible learning and assessment procedures
- RTO complaints and appeals procedures
- disciplinary procedures
- staff responsibilities for access and equity
- recognition of prior learning (RPL)
- credit transfer – recognition of AQF qualifications and statements issued by other RTOs
- significant Legislation
- access to records
- course outlines and pathways

Trainers and Assessors/Teachers will ensure that all students complete and sign the VET Student Induction Checklist. Completed checklists are filed in RTO Managers office. All students have access to reassessment on appeal.

RPL Procedure

Students with an application for RPL have access to the following procedures:

- The KSHS RPL application form must be used.
- All applications for RPL go to the teacher of the qualification in the first instance. Students will need to provide sufficient documented evidence to support their claim for recognition to their teacher e.g. resume, certificates, photos, references from supervisors, performance reviews or job descriptions.
- The RPL and its outcome will be recorded in writing in the RPL register. Trainers and assessors/teachers dealing with the RPL application will provide feedback throughout the process to the student.
- The teacher responsible for the delivery of the qualification will review the evidence provided by the student and give a written and verbal response (within 10 days of receipt of the evidence) to the student regarding whether the evidence is suitable for RPL.
- The teacher handling the RPL application will develop and assess any alternative methods of assessment required as a result of an RPL application. The student may be asked to complete practical demonstrations of their skills to support their application for RPL. Assessment methods should be fair and flexible and reflective of assessment tasks delivered as part of the training and assessment strategy.
- The teacher will update the student records if RPL is granted, following consultation with RTO Manager.
- The student will be made aware of any gaps in training as a result of the review of their application evidence.
- The student will be also made aware of the appeals procedure if they are not satisfied with the decision on their RPL application.

RPL Appeal Procedure



- A student dissatisfied with the response to the RPL application may initiate an appeal.
- The KSHS RPL appeal form must be used.
- All RPL appeal applications are go to the RTO Manager.
- The Coordinator will request from the VET teacher the original RPL application, including the documented evidence that supported the student's initial claim.
- The RPL appeal and its outcome will be recorded in writing in the RPL register. The RTO Manager will provide feedback throughout the appeal process to the student.
- The RTO Manager will make arrangements for the student's application to be re-assessed for RPL by another subject matter expert (VET Trainer and Assessor/Teacher) NOT involved in the original assessment.
- The appeal review will be conducted within 15 days of receipt of the RPL appeal form.
- The RTO Manager will forward the original RPL application and the findings of the re-assessment to the Principal to make the final decision.
- The outcome of the RPL appeal will be made available to the student.

KSHS recognises AQF qualifications and statements of attainment issued by any other RTO and has a separate policy and procedure regarding the credit transfer process for this, as outlined in the Recognition of Qualifications Issued by Other RTOs Policy.

Transition to Training Packages/Expiry of Accredited Courses Procedure

KSHS manages the transition from superseded training packages within 12 months of their publication on the National Training Information Service, and transition from superseded accredited courses, so that it delivers only currently endorsed training packages or accredited courses.

It is the responsibility of each vocational training area within the School to plan for the transition to new/revised training packages as they are endorsed. Each vocational training area must inform the RTO Manager of new qualifications and units, where required. The RTO Manager will approve the new qualification and units and with the assistance of the VET AO, complete the RTO2 application and send to the registering body.

Where possible, students in existing/expiring courses/qualifications will be "transitioned" to the new versions of those qualifications.

When this is not possible, no new students will be enrolled in the expiring qualification after 12 months from the publication date of the new training package. A six-month "teach out" for expiring qualifications is available for continuing students.

Generally, the next cohort of students enrolling in the qualification after the training package publication date will enrol in the new training package qualifications.

Work Experience and Placement Procedure

Students may undertake different types of unpaid work experience, including sampling, work

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shadowing, research work experience and structured work placement. At all times, the educational value of the program for any student should be the prime consideration.

The VET Manager is responsible for ensuring that:

- Work experience (WEX) is no longer than 30 days a year, except for students with a disability.
- Written consent to the arrangement is obtained from the student's parents on the WEX.
- Written acceptance to the arrangement is obtained from the Employer on the WEX Agreement.
- Only activities covered by the insurance policy are undertaken by students.
- Reasonable provision is made for a teacher or other nominated person to visit students on WEX.

The student is required to:

- Sight all forms about work experience placements.
- Coordinate and work with the Pathways Office to organise the placement.
- Maintain a record of tasks demonstrated on the job.
- Attend all work placements as per the contract.

WEX should be undertaken to suit the availability of work sites and students availability through negotiation with the teacher, employer, and Pathways.

Trainers and Assessors Policy

January 2016

Standard 1; The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Policy Statement

KSHS ensures all VET trainers and assessors engaged by the school for the delivery of VET qualifications and/or accredited courses meet the requirements of the AQF standards, and retain evidence of this for all trainers and assessors.

Trainers and assessors must be qualified, inducted, keep regular records and be given the opportunity for industry engagement and professional development to maintain currency and competency. Trainers without appropriate training and assessment qualifications work under the supervision of a qualified trainer and assessor for the delivery of the qualification, as outlined in AQF publications.

Trainer and Assessor Recruitment and Timetabling Procedure

- KSHS will ensure any advertising for VET trainers and assessors clearly outlines the position description and only recruit and timetable trainers who meet the requirements of the AQF



Essential Conditions and Standards for Continuing Registration.

- In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement, KSHS will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.
- All trainers and assessors must have completed a minimum of TAE40110 Certificate IV in Training and Assessment or its successor, vocational competencies, relevant current industry skills, current knowledge and skills in vocational training and learning.

Trainer and Assessor Induction Procedure

- The RTO Manager will induct new staff to KSHS involved with the delivery of VET. The induction procedure will include VET Staff Handbook and PowerPoint presentation that includes:
 - VET qualifications and courses offered in the school
 - RTO Quality Management System operating within the school and policies and procedures:
 - trainers and assessors (including professional development)
 - strategies and resources
 - training and assessment
 - student information and client services
 - continuous improvement
 - validation plan
 - industry engagement
 - records management.
 - communication procedures and VET meetings schedule.
 - duty statement.
 - industry skills councils, training packages and competency-based training and assessment.
 - roles and responsibilities of VET staff including HODS and RTO Manager.

Trainer and Assessor Records-Keeping Procedure

- Trainers and assessors must provide the RTO Manager with verified copies of all qualifications, as well as hard and/or electronic copies of other information to meet the requirements of the AQF before starting delivery.
- The RTO Manager will scan copies of qualifications and save at [https:// G:\Curriculum\VET\VET 2016\Staff Profiles and Certificates](https://G:\Curriculum\VET\VET 2016\Staff Profiles and Certificates) where all staff profiles and certificates will be stored along with other relevant documentation.
- Where trainers and assessors gain additional qualifications related to their industry area, they must provide that information to the RTO Manager
- Trainers and assessors must complete and maintain current records of their qualifications.
- Trainers and assessors must complete and maintain their Kepnock State High School currency documents (or staff profile or other school approved format). These documents should be updated at least twice a year and should be saved at [https:// G:\Curriculum\VET\VET 2016\Staff Profiles and Certificates](https://G:\Curriculum\VET\VET 2016\Staff Profiles and Certificates)



Trainer and Assessor Continuous Development of Competencies Procedure

Trainers and assessors are required to:

- Complete and maintain their KSHS staff profile outlining their own vocational qualifications, training and assessment qualifications and currency activities in their industry area, as well as VET and training and assessment.
- Review their own currency activities related to training and assessment and vocational currency, and, through their Curriculum Leader, ask for professional development activities to enable up-skilling and maintenance of both vocational and training and assessment currency.
- Follow KSHS's professional development requirements when applying for all professional development activities, including those related to VET.
- Identify how industry placement will be of benefit to themselves and their teaching through the mapping of competencies on a Professional Development Plan.

Whilst there is no prescription as to how trainers and assessors must maintain their currency in industry skills, each trainer will be allocated the following as a minimum dependent on teacher area/s:

- **Validation** – participate in the validation plan and process as required
- **Industry placement** – is scheduled by individual teachers that are convenient throughout the year. Evidence to be forwarded to the RTO Manager. Additional time required can be negotiated with administration for teaching time off to attend to industry placement.
- **Other industry currency/engagement** – excursions, expos, professional developments, conferences, conversations with other professionals/industry, professional publications, being on site for a students structured workplace learning may be used to meet currency.

On the completion of the placement, each trainer is to update their Staff Profile and share expertise and experience with other teachers or administrators in the School.



Trainer and Assessor Supervision & Assessment Arrangements Procedure

Trainers working under supervision will only be used when a specialised trainer is not available and will all be determined by the RTO Manager and Curriculum HOD before the supervision is to commence. The job role of trainers working under supervision of a qualified trainer job role simply involves collecting evidence of competency.

Before the supervision is to commence, the designated Supervisor and the Trainer under supervision meet at the start of the supervision arrangement/prior to delivery to:

- Establish the terms of supervision e.g. Regular meetings, observation session
- Discuss teaching context and current practices, including competency based training and teacher responsibilities
- Discuss delivery strategies for all units to be delivered including:
 - Session plans
 - Delivery or topic sequence
 - Learning materials
 - Assessment tools and procedures
 - Provide input to the preparation for training.

If someone is working under the supervision arrangement, they must still complete the requirements of the Trainer and Assessor Records-Keeping Procedure and also provide the necessary documentation.

Persons delivering training under the supervision of a trainer must:

- Work under the supervision of a trainer with the TAE Certificate IV Training and Assessment
- Hold the skill set defined in Item 4 of Schedule 1 (Enterprise Trainer Skills Set and/or Enterprise Trainer and Assessor Skill Set);
- Have direct relevant current industry skills relating to the training and assessment being provided; and
- Currently hold relevant vocational competence at least to the level being delivered and assessed;

Throughout the training period, the designated supervisor must:

- Provide regular support, guidance and monitoring
- Observe some training sessions and provide feedback
- Discuss teaching programs
- Advise on dealing with challenges arising
- Review training course at end of delivery
- Review participant feedback and survey evaluations
- Conduct assessment jointly
- Counter-sign record of results.



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