



SWAN HILL COLLEGE

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RTO toid 6726

RTO Policies and Procedures Manual 2023

SWAN HILL COLLEGE

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- Training and Assessment.
- Assessment and recording
- 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 and RTO Manager and RTO Coordinator

In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement, Swan Hill College 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.

TRAINER AND ASSESSOR RECORDS-KEEPING PROCEDURE

- Trainers and assessors must provide RTO Manager and Coordinator 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 sight and copy all qualifications and file verified copies in staff files in the General Office.
- Where trainers and assessors gain additional qualifications related to their industry area, they must provide that information to RTO Manager and Coordinator.
- Staff will be required to update a Skills Matrix at least twice per year.

CONTINUOUS DEVELOPMENT OF COMPETENCIES PROCEDURE

Trainers and assessors are required to:

- Complete and maintain a VET Skills Matrix 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 RTO Manager, ask for approval to undertake appropriate professional development or industry release activities to enable upskilling and maintenance of both vocational and training assessment currency.
- Follow Swan Hill College's professional development requirements when applying for all professional development activities, including those related to VET
- Visit students whilst on structured work placement where timetables allow for this and complete industry visit record sheets.
- Source opportunities to engage with industry or professional bodies whenever possible.

RELATED DOCUMENTS

- Induction Handbook
- SHC Staff Handbook
- Skills matrix

- Policies and Procedures Manual
- VRQA Guidelines for VET Providers

Supervision of VET Trainer Policy

PURPOSE

Trainers working under supervision will only be used when a specialised trainer is not available and will be determined by the Head of Vocational Education and Training & Careers 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.

PROCEDURES

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 provide the necessary documentation.

Persons delivering training under the supervision of a trainer must:

- Work under the supervision of a trainer with the current TAE Certificate IV Training and Assessment.
- Hold the skill set (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.
- 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
- 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

RELATED DOCUMENTS

- Training and Assessment Supervision Record

Industry Engagement Policy

PURPOSE

Swan Hill College has a commitment to providing training and assessment practices that are relevant to industry and conducted by trainers and assessors with current industry knowledge and skills. Training and assessment strategies will be developed in consultation with industry and will be supported through moderation and validation procedures. The College implements a range of strategies for industry engagement and systematically uses the outcomes of that industry engagement to ensure the industry relevance of training, practices, resources and skills.

PROCEDURE

The College 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. Each VET program must demonstrate a plan and record actions and outcomes for Industry Engagement. All industry engagement is recorded by the trainers on an Industry Engagement Log.

Industry Engagement may include but is not limited to:

- Industry Partnerships with local employers, regional /national businesses, relevant industry bodies, other RTOs.
- Involving employer nominees in industry advisory committees and/or reference groups
- Workplace learning visits to students on work placement
- Developing networks of relevant employers and industry representatives to participate in assessment validation
- Industry regulators
- Industry Skills Councils
- Industry release

Swan Hill College ensures compliance with Industry Engagement by supporting all trainers and assessors with the following:

- RTO Management will support all trainers and assessors to undertake appropriate training to ensure currency of qualifications, vocational competence and industry currency.
- Trainers and assessors must complete and maintain currency documents. Skills Matrices must be completed and updated twice per year and uploaded to:
S:\Staff\KLA\2021 VET\VET Teachers\Staff Admin\Skill Matrix
- Structured Workplace Learning records of contact with Employers must be completed and returned to RTO office after industry visits.
- Trainers and assessors are required to review their own currency activities related to training and assessment and vocational currency, and, through their RTO Manager ask for professional development activities to enable upskilling and maintenance of both vocational and training and assessment currency.
- Trainers and assessors are required to follow Swan Hill College's professional development policy when applying for all professional development activities including those related to VET.

RELATED DOCUMENTS

- Professional Development Application Form
- Professional Development Log

- RTO Skills Matrix
- Structured Workplace Learning Record of Contact with Employer

Structured Workplace Learning Procedure

PURPOSE

Swan Hill College is committed to sourcing industry placement for students enrolled in vocational courses. Structured work placements are offered to all students who have completed the occupational health and safety unit of competence, or if required the Construction Induction Card, within their vocational program.

Swan Hill College partners with Murray Mallee Local Learning and Employment Network (MMLLEN) in order to source appropriate and safe placements within relevant industries.

At all times the safety and educational and vocational value of work placement should be the prime consideration.

All placements are undertaken in accordance with the Ministerial Order 55. All sections of the form must be complete and documentation must be completed and authorised by the Principal prior to a student undertaking structured work placement.

The RTO Coordinator is responsible for ensuring that:

- Appropriate work placement hosts are sourced for all courses on offer
- Liaising with MMLLEN to assist with securing new employers and accessing the SWL Portal for placements
- Students are aware of their responsibilities in the work place
- Employers are aware of their responsibilities as host employers
- Written consent to the Structured Work Placement Arrangement is obtained prior to a student being authorized to undertake placement.
- Students only undertake activities which are approved through the Department of Education and Training.
- Reasonable provision is made for a teacher or other nominated person to visit students on placement.

The student is required to:

- Coordinate and liaise with the RTO Office to organise the placement
- Agree to the terms of placement and understand their responsibility to employers and employees in the work place
- Sight all forms in relation to work placement and return documents within designated time frames
- Maintain a record of tasks demonstrated on the job
- Attend all work placements as per the contract for placement.

RELATED DOCUMENTS

- Structured Workplace Arrangement Form and Learning Manual
- Structured Workplace Learning Information Kit for students
- Structure Workplace Learning Log Book

Systematic Monitoring and Evaluation Policy

PURPOSE

Swan Hill College is committed to ensuring that the quality of the training and assessment is maintained and that they are able to respond to changes in the marketplace or stakeholder expectations. The College ensure quality development, implementation, monitoring and evaluation of training and assessment strategies and practices that meet training packages and VET accredited course requirements. 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 data from this monitoring is used to implement changes to improve strategies and practices.

PROCEDURE

The College will conduct a regular review of its training and assessment, using a range information. This data will be used to inform changes to current strategies or practices as needed. Reviews will be conducted in conjunction with industry engagement activities.

The RTO Manager/Coordinator will:

- Conduct annual internal reviews and record outcomes on the Quality Checklist.
- Collect and collate feedback from trainers and assessors at regular VET staff meetings.
- After completion of their studies issue students with a Quality Indicator survey.
- Review results from quality indicator surveys, validation feedback and trainer feedback; and revises systems and practices where needed.
 - Collect and retain evidence of the review process including:
 - Delivery and performance data.
 - Client feedback.
 - Employer feedback
 - Trainer and assessor feedback.
 - Validation outcomes.
 - Information from complaints and appeals.

Where issues have been raised about training or assessing complete the following:

- Discuss any issues raised about a particular trainer or assessor with the trainer/assessor.
- Make changes to the Training and Assessment Strategy (TAS) that will improve training, assessment or other related areas.
- Record changes to made in the Continuous Improvement Register.
- Management and follow up on changes to ensure implementation by agreed dates.

RELATED DOCUMENTS

- Internal Audit Checklist
- Quality Indicator Surveys and Report
- Structured Work placement Log books
- Minutes VET staff meetings
- Complaints and Appeals Form