SWAN HILL COLLEGE
RTO TOID 6726

RTO Policies & Procedures Manual

Swan Hill College RTO TOID 6726

2027

Approved: Swan Hill School Council
Date: October 19, 2026

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1 STRATEGIC OVERVIEW

Swan Hill College is located in the Mallee, North West Victoria, and is one of two secondary colleges in Swan Hill. Swan Hill College RTO TOID 6726 is a Registered Training Organisation that operates in accordance with the current Australian Quality Training Framework (AQTF) Essential Standards and Victorian Registration and Qualifications Authority (VRQA) requirements. In order to comply with the standards, Swan Hill College RTO operates within the documented Quality Assurance system.

Swan Hill College RTO delivers vocational training which is state funded and targeted specifically to secondary school students in Years 10, 11 and 12. Swan Hill College fully integrates vocational education programs offered by the RTO into the school timetable, enabling students to receive maximum face-to-face contact hours for delivery, minimizing disruptions and ensuring programs are affordable and accessible to all students.

Swan Hill College RTO monitors compliance with AQTF and VRQA requirements through rigorous internal review and quality assurance processes and conducts annual feedback surveys to identify areas for improvement. Risk management, professional development of staff and maintaining relevant, industry currency of trainers forms the basis of RTO practices.

Students are supported to enhance their knowledge and develop work ready skills through opportunities to complete Structured Workplace Learning, industry tours and visits, excursions and attendance at career pathway expos.

Swan Hill College RTO aspires to provide quality Vocational Education and Training Delivered to Secondary Students (VETDSS) to enhance student transition into employment and further training. Swan Hill College RTO works with local community, education and employment networks, such as the Murray Mallee Local Learning and Employment Network (MMLLEN), to stay up-to-date on future trends and employment. Swan Hill College actively promotes engagement in areas that have been identified as priority, future skills need areas.

For enrolments, projected enrolments and future directions, refer to Swan Hill College's current RTO Business Plan located on the school's website.

2 GOVERNANCE, DATA AND ADMINISTRATION

PURPOSE

Swan Hill College ensures that it adheres to the obligations of the governance, data provision requirements and administration arrangements with the regulatory body, Victorian Registration and Qualifications Authority (VRQA), and in accordance with the Australian Quality Training Framework (AQTF).

Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The School Principal, as the CEO of the school RTO, is ultimately responsible for ensuring that the school RTO complies with standards and conditions for registration as a registered training organisation (RTO).

The School Principal ensures that the RTO Manager is vested with sufficient authority to ensure compliance with the VRQA and AQTF guidelines.

The RTO Manager ensures that all vocational courses offered to students are approved by Victorian Curriculum and Assessment Authority (VCAA) and comply with the requirements of satisfactory completion of either the VCE or VCE-Vocational Major (VM) certificates.

PROCEDURE

The School Principal ensures compliance with all VRQA conditions and Standards for Registration as an RTO by:

- Delegating responsibility and sufficient authority for the day-to-day RTO operations to the RTO Manager and the RTO Administrator as outlined in the duty statements for these positions.
- Meet monthly with the RTO Manager to keep informed of these operations and ensuring minutes of those meetings are taken (Executive Meeting).
- Ensuring that all senior management decisions relating to the operation and governance of the RTO are demonstrably informed by the students' needs, qualifications requirements, industry expertise, and vocational competency of trainers and assessors, with appropriate consideration and rationale formally documented and maintained as evidence.
- Authorising and signing wherever necessary, the appropriate documentation, forms and reporting data required. i.e., Annual Declaration of Compliance documentation and National Quality Indicators report.
- Ensuring that the RTO provides accurate, complete and timely data to support the measurements of its performance, including the collection, analysis, and reporting of Quality Indicator and Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data.
- Informing staff and clients of changes to legislative and regulatory requirements that affect services.
- Cooperating with the VRQA in the conduct of re-registration audits and in the monitoring of its operations.

UPDATING RTO DETAILS

- Notifying the VRQA of substantial changes to its operations, and significant changes to ownership that would significantly affect the RTO's ability to comply with standards within 30 days, which also ensures information on http://training.gov.au is accurate and true.
- Providing evidence of satisfying the Fit and Proper Persons requirements and Chief Executive Statutory Declaration requirements when necessary.
- Completing and submitting the Annual Declaration of Compliance with the AQTF Essential Conditions and Standards for Continuing Registration to VRQA.
- Complying with Commonwealth and State legislation and regulatory requirements relevant to its operations
- Providing any other information as requested in writing by VRQA or VCAA.

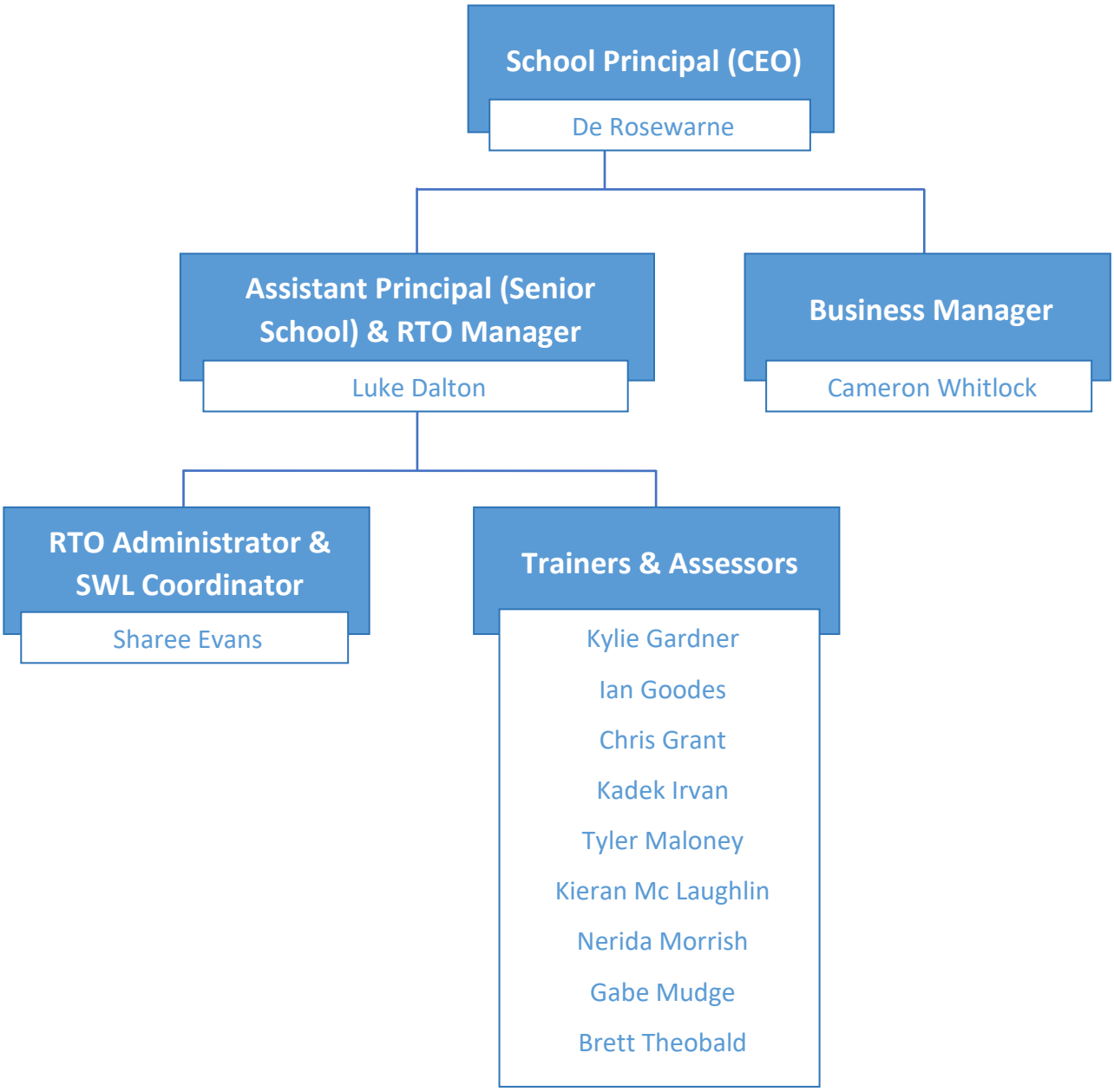
POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Annual Declaration of Compliance – VET registration
- Form B: Application for amending scope of registration
- Form D: Application for re-registration as a registered training organisation
- Form E: Standing application for amendments to training packages
- Form F: Notification of third-party arrangements

3 ORGANISATION AND MANAGEMENT



4 FIT AND PROPER PERSONS DECLARATION POLICY

PURPOSE

The purpose of this policy is to ensure that relevant staff at Swan Hill College RTO 6726 are aware of, and comply with, the requirement to notify the Victorian Registration and Qualifications Authority (VRQA) of any intended or actual changes that have taken place in terms of the RTO's structure and operations.

SCOPE

This policy is only in regards to Swan Hill College RTO TOID 6726. This policy covers the obligation of the RTO to notify VRQA of pending changes to management structure.

POLICY

Swan Hill College RTO 6726 must be proactive in informing VRQA in writing about the following instances:

- Any changes to leadership personnel
- Any changes to high level management structure
- Any changes to financial viability

As soon as practicable before the changes takes effect, or within 10 days of the change when the effects cannot be determined beforehand.

A Fit and Proper Person Requirement declaration must be completed and submitted to VRQA for consideration, with the VRQA notice of intention to change.

RESPONSIBILITY

Swan Hill College RTO Manager is responsible for ensuring this policy is followed.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- VRQA Fit and Proper Person Declaration
- Statutory declaration – New Chief Executive Officer or Principal Executive Officer

5 NOTICE OF SIGNIFICANT CHANGE TO RTO POLICY

PURPOSE

The purpose of this policy is to ensure that all staff at Swan Hill College RTO 6726 are aware of, and comply with, the requirement to notify the Victorian Registration and Qualifications Authority (VRQA) of any intended or actual changes that have taken place in terms of the RTO's structure and operations.

SCOPE

This policy is only in regard to Swan Hill College RTO TOID 6726. This policy covers the obligation of the RTO to notify VRQA of pending significant changes to RTO structure and operations.

POLICY

Swan Hill College RTO 6726 must be proactive in informing VRQA in writing about the following instances as soon as practicable before the changes takes effect, or within 30 days of the change when the effects cannot be determined beforehand.

- Third-party agreements
- Scope amendment
- Cancellation

The relevant VRQA application form must be completed and submitted to VRQA for consideration and approval where applicable.

RESPONSIBILITY

Swan Hill College RTO Manager is responsible for ensuring this policy is followed.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Form B: Application for amending scope of registration
- Form D: Application for re-registration as a registered training organisation
- Form E: Standing application for amendments to training packages
- Form F: Notification of third-party arrangements

6 MARKETING AND ADVERTISING POLICY

PURPOSE

The purpose of this policy is to ensure that Swan Hill College RTO abides by Australian Qualifications Framework (AQF) guidelines to ensure marketing and advertising towards prospective students is ethical, accessible and consistent with its scope of registration and gives students the information to make informed decisions on the courses they undertake.

SCOPE

This policy is only in regards to Swan Hill College RTO TOID 6726. Swan Hill College Registered Training Organisation only offers enrolment to current students and does not actively market its services externally.

POLICY

- All marketing material must accurately represent the services the RTO provides to the student cohort and the training products on its scope of registration, including the RTO title and code (as published by training.gov.au).
- No advertising of AQF qualifications to current students on behalf of other Registered Training Organisations will be allowed without their consent.
- The Nationally Recognised Training (NRT) logo and Australian Qualifications Framework (AQF) logo will be used in marketing material in accordance with its conditions of use as specified by the Australian Skills Quality Authority (ASQA) compliance standards.
- Training products available each year will be advertised annually in the online Swan Hill College Subject Handbook. Information sessions for students and their parents will be held to assist with course information and selection.
- Marketing materials must not guarantee that:
  - A learner will successfully complete a training product on Swan Hill College RTO's scope of registration
  - A learner will obtain a particular employment outcome as this is outside the control of the RTO
- All RTO marketing material, including VET sections in the Subject Handbook and on the school website, to be reviewed every 12 months with details recorded in the RTO's Continuous Improvement Registry (located in VET folder on Shared Drive)
- References to another person or organisation in promotional material, including the use of staff and/or student photographs, must not be made without prior written consent from the relevant individual or organisation.
- All marketing material must be approved by the RTO Manager before it is printed, distributed or made available online.

RESPONSIBILITY

The Chief Executive Officer and RTO Manager are responsible for the implementation of this procedure and to ensure that all staff are aware of its application and that staff implement its requirements.

Swan Hill College Careers and Vocational Education Department assist with course selection and advice.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Swan Hill College Subject Handbook available on school website
- Swan Hill College Curriculum Policy
- Nationally Recognised Training (NRT) Logo Specifications
- Conditions for the use of the Australian Qualifications Framework (AQF) Logo

7 RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

PURPOSE

To ensure that the process for recognition of prior learning and recognition of current competencies is conducted in a valid, reliable and fair manner as per the requirements of the relevant Training Package.

SCOPE

This policy is only in regard to Swan Hill College RTO TOID 6726. This policy addresses Recognition of Prior Learning (RPL) and Credit Transfer (CT) in the context of formal courses recognised in the Australian Qualifications Framework (AQF).

POLICY

All students of Swan Hill College RTO will be issued with information on RPL and CT during the enrolment and induction process.

Students who consider applying for RPL and/or CT should contact the RTO Administrator, who will provide a brief explanation of the process, give advice to the applicant and supply them with the RPL and/or CT application documentation, the course criteria and learning outcomes.

Applicants must conduct a self-assessment against the course learning outcomes. Applicants will need to provide sufficient, valid, authentic and current evidence that meets the current criteria together with the completed application form.

Swan Hill College RTO does not apply fees for the RPL or CT process.

The RTO Manager will assess the application and make a decision whether RPL or CT is granted. The applicant will be notified in writing of any decision made within 14 days.

Students have the right to appeal any decision made by following the Swan Hill College RTO Complaints and Appeals process.

RESPONSIBILITY

Swan Hill College RTO Manager is responsible for ensuring this policy is followed.

POLICY REVIEW

This policy will be reviewed every twelve months.

RELATED DOCUMENTS

- Swan Hill College Recognition of Prior Learning/Credit Transfer application form
- Swan Hill College Recognition of Prior Learning/Credit Transfer register

8 ENROLMENT POLICY

PURPOSE

The RTO ensures that all VET students are properly informed and protected when enrolling into vocational courses. This policy and procedure document links closely to the Marketing and Advertising policy.

The RTO ensures that all VET students have been provided with sufficient advice regarding the appropriateness for them of the qualification and/or accredited course they would like to be enrolled in and the method and duration of program delivery.

SCOPE

This policy relates to students enrolled in years 10 -12 at Swan Hill College who elect to undertake a vocational program at Swan Hill College.

POLICY

- The RTO will take into account each students' 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 Principal, as the CEO of the school RTO, is ultimately responsible for ensuring that students (and their parents/guardians) 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.
- Students will be informed of how VET programs contribute to their VCE and VCE-VM programs in terms of Australian Tertiary Admission Rank (ATAR) scores and certification.
- Student enrolments will be recorded on the VETtrak, which is the RTO's student management software, and also on Victorian Assessment Software System (VASS) in accordance with Victorian Department of Education.
- All assessments will be archived in accordance with RTO's Assessment Evidence Submission and Retention policy.

PROCEDURES

- Marketing materials and course information provided to students in the year prior to enrolment in a VET program by way of an online Subject Handbook and Subject Information sessions held in term three of the school year.
- Student selections are reviewed by the Careers team for pathways planning and appropriateness of selection.
- Parent/guardian approval and signatures must be obtained prior to enrolment through the submission of a completed VET Enrolment Form.
- Students will participate in an induction session within the first week of school in with the following information communicated to students:
  - Course requirements, delivery method and assessment requirements.
  - The requirements students must meet to be deemed competent in each Unit of Competency.
  - The RTO policies and procedures in particular complaints, Credit Transfer (CT) and Recognition of Prior Learning (RPL).
  - RTO's obligations to providing quality training and assessment and issuance of AQF certification.
- VET Enrolment forms are distributed during the first week and sent home to be signed by parents/guardians.
- Students are required to provide a valid Unique Student Identifier (USI) number to Swan Hill College RTO. A USI number is a legal enrolment requirement for all RTOs that is enforced under federal law via the *Student Identifiers Act 2014* and *National Vocational Education and Training Regulator Act 2011*. The USI number must be recorded on the enrolment form, which is returned to school for collection by the course trainer and assessor. Students who do not provide their USI number will not be eligible for enrolment into a VET course.
- Enrolments details entered on VETtrak and VASS within required funding timeframes
- Enrolment forms are only required for students enrolling in first year of the course.

RESPONSIBILITY

- RTO Coordinator
- RTO Administrator
- VETDSS trainers and assessors

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Swan Hill College Subject Handbook
- VET Enrolment Form
- Student VET Induction Booklet
- RTO Policies and Procedures Manual
- Swan Hill College Acceleration Policy

9 CERTIFICATION AND USI POLICY

PURPOSE

Swan Hill College Registered Training Organisation (RTO) is committed to meeting its obligations for the issuance and maintenance of certification documentation, as well as the collection, verification, and ongoing management of Unique Student Identifier (USI) records. These processes are conducted in compliance with the requirements of the Australian Skills Quality Authority (ASQA) and the Victorian VET regulator, Victorian Registration and Qualifications Authority (VRQA), which oversee the regulation of vocational education and training at the national and state levels.

POLICY

Swan Hill College RTO will issue Australian Qualifications Framework (AQF) certification documentation to students who have successfully achieved competency within the required timeframe and will retain certification documentation for a minimum of 30 years.

Swan Hill College RTO will assist students to apply for a USI number by providing instructional documentation as well as one-on-one support.

Swan Hill College RTO will record and verify all students' USI numbers via the VETtrak student management system during the enrolment period.

Provision of a valid USI number is a mandatory requirement for enrolment. Students who fail to provide a USI to Swan Hill College RTO cannot be enrolled into the course.

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

USI PROCEDURE

Swan Hill College RTO will support students in obtaining a USI and will verify all USI numbers supplied by student before they are used for enrolment, reporting, or certification purposes.

- Students will be provided with information regarding the requirement to obtain a USI number and how their personal information will be collected, used, stored and protected in accordance with privacy requirements.
- Any student enrolling in a VET course for the first time is required to complete a VET enrolment form, which must be signed by a parent or guardian and returned to the VET Office within the first month of the school year.
- As a condition of enrolment, students are required to provide a USI number (created through the Australian Government's USI website) to be recorded on the enrolment form. Once enrolment documentation has been received, all students' details will then be entered into the VETtrak student management system.
- The RTO Administrator is responsible for accessing VETtrak to verify the accuracy and validity of students' USI numbers.
- All information will be used in accordance with privacy requirements under the *National VET Data Policy 2020* and the *Privacy and Data Protection Act 2014*.

RELATED DOCUMENTS

- VET Enrolment Form
- Australian Government USI Web page fact sheet

ISSUING AQF QUALIFICATIONS

Students who have successfully completed all Units of Competencies within a VET course as stipulated by the training package's rules will be awarded a AQF qualification and are entitled to receive the following certification documentation within 30 days upon qualification completion:

- A testamur, and
- A record of results.

Students who complete only part of the requirements for an AQF qualification in which they are enrolled are entitled to receive a Statement of Attainment for the units of competency successfully completed.

Swan Hill College RTO must include the following information on the testamur in accordance to the requirements of the AQF Qualifications Issuance Policy:

- The full name of the student

- The name of the issuing organization, **Swan Hill College RTO TOID 6726**
- The full title of the qualification awarded, including the national qualification code
- The completion year for each unit of competency
- The outcome for each unit of competency recorded as 'C' (Competent) or 'CT' (Credit Transfer)
- The date of issue of the qualification
- The name, position title, and signatures of the authorised personnel responsible for issuing the documentation on behalf of the organisation.
- The AQF logo, where permitted and in accordance with AQF requirements
- The Nationally Recognised Training (NRT) Logo, in accordance with the current conditions of use
- A watermarked security print paper as an anti-fraud mechanism.

Swan Hill College will not include the students' USI number on the testamur.

ISSUING STATEMENTS OF ATTAINMENT

The Statement of Attainment is issued to recognises students do not always complete an entire AQF qualification. It certifies the successful completion of one or more units of competency from a qualification or an accredited course.

Through the use of the Statement of Attainment, the AQF acknowledges that completion of accredited units contributes to the progression towards achievement of an individual's lifelong learning.

Statement of Attainment follows the same rules as for the testamur but must be in a form that ensures it cannot be mistaken for a testamur of a full AQF qualification.

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

- The words "A Statement of Attainment is issued by a Registered Training Organisation when an individual had completed one or more units of competency from a nationally recognised qualification/course"
- The words "These competencies form part of (code and title of qualification/course)"
- Full title and code of qualification from which the units have been selected and completed

The RTO will:

- Maintain a registry of all testamurs and Statements of Attainments issued.
- Retain records of AQF certification documentation issued for a minimum period of 30 years.
- Submit an annual report detailing all AQF certification documentation issued by the RTO to National Centre for Vocational Education Research (NCVER), through the AVETMISS Validation Software.

PROCEDURE

- The RTO Administrator is responsible for creating and maintaining students' records within VETtrak, ensuring all assessments results are entered, verified and supported by sufficient evidence.
- Trainer and assessors' assessment judgement are recorded on a VET Coversheet which is attached to evidence, verifying successful completion of the unit. Evidence is checked to ensure it meets the Rules of Evidence, and if so, a competent result will be entered onto VETtrak.
- Upon confirmation that all requirements have been met, RTO Administrator will prepare and issue the qualification certificate (testamur) or Statement of Attainment and submit it to the RTO CEO and RTO Manager for authorisation and signing.
- The RTO Administrator will enter and maintain accurate student achievement data in the VASS system to support the successful completion and reporting requirements of VCE and VCE Vocational Major (VCE-VM) students.
- AQF certification documentation will be kept on file with originals forwarded by mail to students within 30 days of students' last day in the course.
- Reports of the issued Certificates or Statements of Attainments are generated and upload to the AVETMISS system.

Qualification	Documentation
AUR20720 Certificate II in Automotive Vocational Preparation	Certificate
22614VIC Certificate II in Building & Construction Pre-Apprenticeship * Partial completion	Statement of Attainment – accredited
CHC22015 Certificate II in Community Service	Certificate
SIT20421 Certificate II in Cookery	Certificate
SIS30122 Certificate III in Sport, Aquatics & Recreation	Certificate

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Swan Hill College VET Enrolment Form
- AQF Qualifications Issuance Policy – https://www.aqf.edu.au/publication/aqf-qualifications-issuance-policy

10 ASSESSMENT EVIDENCE SUBMISSION AND RETENTION POLICY

PURPOSE

This policy documents the steps to be followed in respect of submission and retention of assessment evidence for Vocational Education and Training (VET) qualifications and accredited courses on the scope of Swan Hill College RTO TOID 6726.

SCOPE

This policy is in regard to Vocational Education & Training (VET) Training Package Units of Competency and Accredited Course Modules assessed by Swan Hill College RTO assessors or any assessments conducted on behalf of Swan Hill College by qualified assessors under an auspice arrangement.

DEFINITIONS

Assessment Tool means the instrument, instructions and methods used to gather and interpret assessment evidence for the purposes of determining VET student competency, including:

- the context and conditions of assessment;
- the tasks to be administered to the VET student;
- an outline of the assessment evidence to be gathered from the VET student;
- the criteria used to judge VET student competency; and
- the administration, recording and reporting requirements for assessments and assessment evidence.

https://www.legislation.gov.au/F2025L00354/asmade/text (accessed 9/10/2026)

POLICY

Swan Hill College RTO TOID 6726 is committed to providing high quality training and assessment to its student cohort.

Assessments will be conducted by qualified assessors and in line with Australian Quality Training Framework (AQTF) and Victorian Registration and Qualifications Authority (VRQA) requirements ensuring consistency and validity of any judgements made.

Assessment evidence will be submitted as part of the assessment result recording process and retained on file as documented in the procedure below.

Information collected will be subject to privacy laws and other relevant legislative requirements. Records will be securely stored to ensure confidentiality and privacy is maintained.

PROCEDURE

- Swan Hill College RTO assessors conduct assessments as students complete their training and demonstrate readiness for assessment. As a result, assessment activities are undertaken continuously throughout the year.
- Unit of Competency & Module assessment tools consist of two or more assessment instruments, all of which must be successfully completed before the student can be deemed competent in the relevant unit or module.
- Upon successful completion of all assessment instruments, the assessor completes the VET Coversheet to confirm that the student has demonstrated competency in the unit. The coversheet, along with all supporting assessment evidence, is then submitted to the VET office. Results will only be recorded after all evidence is received and verified by the RTO Administrator. Assessment evidence will be retained by the VET Office for a period of three years after the student has left Swan Hill College, after which it will be disposed of in accordance with VRQA Recordkeeping policy and procedure.
- Students may request access to view their assessment evidence submission at any time. In the event that they wish to take a copy, documentation will be scanned for this purpose.
- Students have the right to appeal any decision made in line with the Swan Hill College RTO Complaints and Appeals policy.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- VRQA Recordkeeping policy and procedure
- VET Coversheet

11 ASSESSMENT VALIDATION POLICY

PURPOSE

This policy documents the process to be followed in respect of validation of assessment documents for qualifications and accredited courses on the scope of Swan Hill College RTO TOID 6726.

SCOPE

This policy is in regard to assessment tools used by Swan Hill College RTO to determine competency for Vocational Education & Training (VET) Units of Competencies and accredited course modules.

DEFINITIONS

Assessment Tool means the instrument, instructions and methods used to gather and interpret assessment evidence for the purposes of determining VET student competency, including:

- the context and conditions of assessment;
- the tasks to be administered to the VET student;
- an outline of the assessment evidence to be gathered from the VET student;
- the criteria used to judge VET student competency; and
- the administration, recording and reporting requirements for assessments and assessment evidence.

https://www.legislation.gov.au/F2025L00354/asmade/text (accessed 9/10/2026)

Validation means the review of the assessment system to ensure that:

- assessment tools are consistent with the training product and the requirements set out in this instrument; and
- assessments and assessment judgements are producing consistent outcomes.

https://www.legislation.gov.au/F2025L00354/asmade/text (accessed 9/10/2026)

POLICY

Swan Hill College RTO 6726 is committed to the continuous improvement of its assessment systems, practices, and outcomes. To ensure the quality, validity, reliability, fairness, and flexibility of assessment, the RTO conducts both Pre-Use Validation and Post-Assessment Validation of all assessment tools utilised within its training and assessment programs.

Pre-Use Validation involves the review of assessment tools prior to implementation to ensure they are fit for purpose and align with training package and regulatory requirements. Post-Assessment Validation involves a systematic review of assessment tools, assessment processes, and completed assessment judgments following delivery and assessment activities to confirm that assessment decisions are consistent, valid, and evidence-based.

These validation activities are undertaken to verify that assessment tools remain appropriate for the current student cohort and that assessment judgments are being applied consistently across all learners and assessors. Any opportunities for improvement or recommendations arising from the validation process will be documented and communicated to the relevant assessment tool content creator or publisher for consideration.

All validation activities, findings, actions, and outcomes will be recorded and maintained in accordance with the procedures outlined below.

Evidence from student assessments will be retained in the VET office for a period of three years in line with the Swan Hill College RTO Assessment Submission and Retention Policy. Evidence will be used for the purpose of validating assessment judgements against the Principles of Assessment and the Rules of Evidence.

PROCEDURE

- Swan Hill College RTO will conduct Pre-Use Validation on all new learning resources and assessment tools prior to use in the classroom.
- Swan Hill College RTO has a documented five-year Validation plan outlining all Units of Competencies & Accredited course modules that are currently being delivered and assessed. The five-year plan will reflect the current scope of registration.
- Every Unit of competency and its associated assessment tools within a training program will undergo validation at least once within the five-year cycle. At minimum of 50% of the units of competency will be validated in the first three years of the cycle.
- Swan Hill College RTO will amend and update the validation plan in the event that there are changes to the

scope of registration including updated versions of Units and Modules.

- Validation activities may involve employers, employer associations, industry representatives, internal or external trainers and assessors, and other suitably qualified consultants. Trainers and assessors who conducted the assessment using a particular assessment tool may participate in the validation process as members of the validation team. However, to ensure objectivity and impartiality, they must not act as the lead validator and must not make or determine validation outcomes relating to assessment judgements for which they were responsible.
- Validation outcomes will be recorded on the Swan Hill College Validation Report template to ensure all aspects of the tool for the nominated Units of Competencies are reviewed and validated. This report will be submitted to the VET Office together with a copy of the tool that was validated.
- Any recommendations for changes to an Assessment Tool will be reported to the content creator as feedback, with the expectation that identified improvements will be reviewed and, where appropriate, implemented in the following year.
- Superseded versions of assessment tools will be retained and archived in accordance with the RTO's record management procedures.
- On completion of each validation activity, the five-year Validation plan will be updated.
- Validated Assessment Tools and Validation reports will be stored on file in the VET Office as evidence of the validation occurring.
- The post-assessment validation process includes the review of assessment judgements to ensure the consistency and accuracy of assessment decisions. This involves selecting random samples of completed assessment evidence and validating the resulting judgements against the requirements of the relevant Unit of Competency.
- The Australian Skills Quality Authority (ASQA) Validation Sample Size Calculator may be used to determine an appropriate number of assessments for validation. As a guide, where 100 assessments have been conducted, a sample of 31 completed assessments should be selected for review.
- When reviewing assessment judgements, the validation team will determine whether the assessment evidence meets the requirements of the relevant training package and whether the assessment process was conducted in accordance with the principles of assessment: fairness, flexibility, validity, and reliability. The team will also evaluate whether the evidence collected satisfies the rules of evidence by being valid, sufficient, authentic, and current.
- If any issues are identified in the assessment judgement process, Swan Hill College will look for patterns and take immediate steps to address the concern.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Swan Hill College RTO Assessment Evidence Submission and Retention Policy
- Validation Assessment Plan
- Validation Report template
- Continuous Improvement Registry

12 STUDENT COMPLAINTS AND APPEALS POLICY

PURPOSE

This policy documents the steps to be followed in the event of a student complaint or appeal in respect of Vocational Education and Training (VET) courses including those courses that are sourced from external training organisations for Swan Hill College students.

SCOPE

This policy is only in regard to Vocational Education and Training (VET) courses and will manage allegations involving the conduct of the Swan Hill College RTO, its trainers/assessors and other VET staff; stakeholders; and third parties providing services on the RTO's behalf. It applies to all complaints and appeals received from both current and past students.

This policy only applies to complaints and appeals that are deemed suitable for investigation internally. Any complaint or concern that leads to reasonable suspicion of unlawful behaviour, or raises concerns that may put any person at risk, will be referred directly to the Swan Hill College School Principal, and will follow Swan Hill College or Department of Education policies accordingly.

DEFINITIONS

Complaint is an expression of dissatisfaction with an action or service of the Registered Training Organisation.

Appeal is where a student, staff member or stakeholder of Swan Hill College RTO, disputes a decision arising from a complaint, assessment decision or another decision made by the RTO.

POLICY

Swan Hill College RTO 6726 is committed to providing high quality training and assessment and supports the right of students and staff to raise a concern, complaint or appeal without prejudice or fear of reprisal.

Information on how and where to lodge a complaint or appeal is outlined in the Swan Hill College VET Induction Booklet which is provided to all students during the induction session conducted within the first week of their Year 1 VET program.

Any concern, complaint or appeal will be managed promptly, discretely and efficiently. Documented processes will be followed to ensure consistency of any decisions made.

Any information collected will be subject to privacy laws and other relevant legislative requirements. Any records kept will be securely stored to ensure confidentiality and privacy is maintained.

Students will be provided with feedback in writing on the outcome of the complaint or appeal, including reasons for any decisions made.

As Swan Hill College RTO is committed to quality improvement, any complaints or appeals received will be used as an opportunity to identify areas for improvement.

PROCEDURE

- Complaints and appeals may initially be raised informally, either verbally or in writing. Swan Hill College supports complaints or appeals being resolved through discussion and mediation and as such, supports negotiation between the complainant and the trainer and assessor in the first instance where possible.
- If the matter is not resolved, Swan Hill College RTO staff will advise the complainant of the steps to lodge a formal complaint. Support will be provided to complete any documentation if required.
- A formal complaint must be lodged in writing on the Swan Hill College RTO Complaints and Appeals Form for the process to continue. All complaints and appeals received will be recorded on a Complaints and Appeals worksheet within the Continuous Improvement registry.
- Written acknowledgement of the receipt of the complaint/appeal and advice on the next steps will be forwarded to the complainant within five working days. The complainant will be allowed two weeks from the claim receipt date to respond and/or provide evidence to support their claim if necessary. Additional time may be allowed if negotiated. Failure to make contact or follow up within two weeks will result in the complaint or appeal being closed.
- Formal complaints or appeals will be referred to RTO Manager and/or Year Level Manager. Where the complainant is a student, a parent meeting may be requested by either the complainant or Swan Hill College staff. Complainants may also bring in a support person of their choice to any meetings if they wish.
- If the matter is not resolved, it may be referred to the RTO CEO, RTO Manager or Senior Sub School Manager.
- All stages of the complaints and appeals process, including actions undertaken and decisions made, will be

documented on the Swan Hill College RTO Complaints and Appeals Form. Any outcomes, recommendations, or further actions arising from the process will also be recorded on the form. Completed forms and associated documentation will be securely retained and archived for a minimum period of five years in accordance with the RTO's records management requirements.

- Feedback on any decision made will be communicated to students and their families within five working days.
- Should the student wish to refer the matter to an external agency, it can be taken to the RTO Registering Body, Victorian Registration and Qualifications Authority (VRQA). Information on how to lodge a complaint with VRQA can be found on their website at https://www2.vrqa.vic.gov.au/make-complaint (accessed 6/10/2026)

Withdrawal of Complaint or Appeal

The student may withdraw their complaint or appeal at any stage of the process. If a formal complaint or appeal has been lodged, the request to withdraw must be confirmed in writing.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Swan Hill College Complaints policy
- Swan Hill College RTO Complaints and Appeals Form
- Swan Hill College Privacy Policy
- Swan Hill College Parent Handbook
- Swan Hill College Student Safety Code of Conduct
- RTO Complaints and Appeals Register

13 STAFF INDUCTION POLICY AND PROCEDURE

PURPOSE

This policy and procedure ensure that all Vocational Education and Training (VET) staff are appropriately inducted into Swan Hill College Registered Training Organisation (RTO) TOID 6726 and that they understand their roles, responsibilities, and compliance obligations upon commencing employment. This applies to all personnel engaged in RTO operations, including managers, administrators, trainers, and assessors involved in the delivery and administration of vocational education and training programs.

The induction process is overseen by the RTO CEO and RTO Manager who will ensure the following procedures are followed when a staff member is employed in a managerial, administrative or trainer and assessor role with the RTO.

The procedure ensures the effective introduction into the RTO which further ensures that the staff member is aware of the conditions and standards essential for continuing registration as an RTO.

PROCEDURE

- Staff induction is only to occur after the confirmation of employment has occurred. All new staff to Swan Hill College will participate in a new employees' induction process as a condition of their employment with Swan Hill College. This will be followed by a separate induction upon commencement of employment as a Vocational Trainer and Assessor or staff member working with the RTO.
- The RTO Induction process will be conducted by the RTO Manager and will provide staff with a clear understanding of the requirements and obligations of the RTO, ensuring compliance with regulatory standards and supporting the ongoing maintenance of registration.
- This session will also explain how vocational education and training supports VCE-Vocational Major (VM) and VCE pathways for students.
- The RTO Manager shall ensure the following steps are undertaken for all staff as part of the commencement of employment and staff induction program.

VET Staff

- An employee file will be created for the new employee containing all information relating to the person's employment, including a Position Description, job interview documents, reference checks and a signed employment contract. This information is kept in a central staff file. VET staff will have an additional employee file maintained by the VET Office, which includes relevant qualifications and certifications, records of professional development activities, vocational competency documentation, industry currency evidence, and any other records required to demonstrate compliance with RTO and regulatory requirements.
- Trainers, assessors, and administrative staff involved in RTO operations will complete the RTO induction process and the associated RTO Induction Checklist. All VET staff are required to sign the checklist to confirm that they have received, read, and understood the RTO's policies, procedures, roles, responsibilities, and compliance requirements. They will be provided with a copy of the Swan Hill College RTO Staff Handbook.

Trainers and Assessors

- All trainers and assessors must, in addition to completing the RTO Staff Induction program, provide evidence of their vocational competency relevant to the training and assessment they undertake. Trainers and assessors are required to document their vocational competence and complete a Trainer Skills Matrix to demonstrate that they meet the applicable training, assessment, industry currency, and vocational competency requirements.
- To confirm that each trainer and assessor has the required evidence to deliver and assess vocational education and training, a trainer and assessor file will be established and maintained, together with a corresponding checklist.
- The checklist will verify that all required evidence, including a current resume and relevant qualifications, has been collected and retained on file. It will also provide additional supporting evidence for the Trainer Skill Matrix and identify the qualifications and units of competencies that the trainer and assessor has been approved to deliver and assess.
- The trainer and assessor files are to contain the following information:
- RTO Staff Induction Checklist with signed acknowledgement of understanding the internal processes of Swan

Hill College RTO and requirements in regards to adherence to all policies and procedures.

- The Trainer Skill Matrix document, which identifies vocational experience, qualifications and currency for each unit or module to be delivered and assessed.
- Verified copies of the qualifications
- Evidence of industry currency and relevant professional development activities
- Current resume
- The Trainer evidence checklist

POLICY REVIEW

This policy will be reviewed every twelve months.

RELATED DOCUMENTS

- Swan Hill College Staff Handbook
- Swan Hill College RTO Policies and Procedures Manual
- Staff Induction Checklist
- The Trainer Evidence Checklist
- Trainer Skill Matrix template
- Swan Hill College RTO Staff Handbook

14 TRAINERS AND ASSESSORS POLICY

PURPOSE

Swan Hill College 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 Australian Quality Training Framework (AQTF) and Victorian Registration and Qualifications Authority (VRQA) standards.

Trainers and Assessors must hold the required qualifications, participate in the RTO induction process, maintain relevant records, and be provided with opportunities for industry engagement and professional development to ensure their vocational competency and industry currency are maintained. Trainers who do not hold the required training and assessment credentials may contribute to the delivery of training only under the supervision and direction of a qualified trainer and assessor. Such supervision arrangements must be documented and monitored by the RTO Manager.

TRAINER AND ASSESSOR

It is the responsibility of the RTO Manager, to establish, verify and monitor trainers and assessor satisfy the requirements as outlined in the Credential Policy from *2025 Standards for Registered Training Organisations (RTOs).*

Swan Hill College will ensure any advertising to employ new VET trainers and assessors clearly outlines the position description and will only recruit trainers/assessors who meet the requirements of the *2025 Standards for Registered Training Organisations (RTOs)*.

Recruitment of RTO trainers and assessors will be guided by the following principles:

- Any VET teacher recruited to deliver and assess a particular qualification will either meet the requirements of the relevant training package or course or have the ability to meet this standard before commencing the delivery and assessment of the qualification.

From 2025, all trainers and assessors must hold either of the following:

- TAE40122 Certificate IV in Training and Assessment
- TAE40116 Certificate IV in Training and Assessment or its equivalent qualification.
- Diploma or higher-level qualification in Adult Education.
- Vocational competencies at least to the level being delivered and assessed.
- Current and substantial industry experience directly relevant to the training and assessment being provided.
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

RECRUITMENT AND TIMETABLING PROCEDURE

- The RTO Manager and RTO Administrator will induct all new staff to Swan Hill College involved with the delivery of VET.
- Induction procedure will include familiarization with RTO Staff Handbook and Swan Hill College RTO Policies and Procedures Manual as well as participation in an induction meeting to discuss the following information:
  - Swan Hill College RTO mission, goals and strategic objectives
  - Roles and responsibilities of all VET staff, including RTO Manager and RTO Administrator
  - VET qualifications and accredited courses offered in the school.
  - RTO Quality Management System operating within the school
  - RTO Policies and procedures, particularly in relation to:
    - Trainers and Assessors responsibilities and requirements (including professional development)
    - Training strategies and resources
    - Training and assessment processes
    - Student Information and Client Services
    - Continuous Improvement requirements
    - Validation Plan and its process
    - Industry Currency requirements
    - Records Management
    - Communication procedures and VET meetings schedule
- In the event that the vocational trainer and assessor is no longer available and Swan Hill College RTO is unable to secure a suitable replacement, the RTO will, where possible, make arrangements for the agreed training and assessment to

be completed through another RTO. Any associated fees will be discussed with affected students prior to the transfer. Students and their parents/guardians will be formally advised of the proposed arrangements, including any applicable fee refunds, and their agreement to the transfer will be obtained. Where a transfer to another RTO is not possible, Swan Hill College RTO will obtain written consent from the student and parent/guardian for a transfer to an alternative subject or course.

TRAINER AND ASSESSOR RECORDS-KEEPING PROCEDURE

- Trainers and assessors must provide the RTO Manager and RTO Administrator with verified copies of relevant qualifications and other evidence to meet the requirements of the VRQA before starting delivery.
- The RTO Administrator will sight and verify all required evidence, retain copies of the verified documentation, and maintain these records within the relevant staff files located in both the General Office and the VET Office.
- Where trainers and assessors gain additional qualifications related to their industry area, they must provide that evidence to RTO Manager and RTO Administrator.
- Staff will be required to update their Trainer Skills Matrix continuously throughout the year.

CONTINUOUS DEVELOPMENT OF COMPETENCIES PROCEDURE

- Trainers and assessors are required to:
    - Complete and maintain a Trainer Skills Matrix outlining their own vocational qualifications, training and assessment qualifications and currency activities in their industry area, as well as general VET training and assessment professional development.
    - Review their own currency activities related to training and assessment and vocational currency, and seek approval from RTO Manager to undertake appropriate professional development or industry release activities to enable upskilling and maintenance of both industry currency and vocational training and assessment.
    - 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 to develop working relationships with local employers and stakeholders.
    - Source opportunities to engage with industry or professional bodies whenever possible.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- RTO Staff Induction Handbook
- SHC Staff Handbook
- Trainer Skills matrix
- RTO Policies and Procedures Manual
- VRQA Guidelines for VET Providers
- 2025 Standards for Registered Training Organisations (RTOs).

15 VET TRAINER WORKING UNDER DIRECTION POLICY

PURPOSE

Trainers working under direction will only be used when a qualified vocational trainer is not available and approval granted by the RTO CEO and RTO Manager before they can commence working in a classroom.

The role of trainers working under the direction is limited to the delivery of course content, facilitation of learning activities, practical demonstrations, and the collection of evidence of competency.

Responsibility for making assessment judgements and determining competency outcomes remains with the appropriately qualified trainer and assessor. Trainers working under direction must not make assessment judgements, determine competency outcomes, or sign assessment documentation.

Trainers working under the direction of a qualified trainer and assessor will receive ongoing support, mentoring, and supervision to assist them in developing the knowledge, skills, and experience required for their role. This support will continue until they have obtained the necessary training and assessment credentials and have been deemed competent and authorised to independently deliver and assess nationally recognised training.

PROCEDURES

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

- Establish the terms of supervision, e.g., regular meetings and observational sessions.
- 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 resources, assessment tools and materials.
    - Internal policies and procedures.
    - Feedback to the preparation for training.

If someone is working under direction arrangement, they must still complete the requirements of the trainer and assessor Policy and provide the necessary documentation to verify their suitability to teach vocational education.

Persons delivering training under the direction of a trainer must:

- Work under the supervision of a trainer who has the current Certificate IV in Training and Assessment or approved equivalent qualification.
- Have relevant and 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 in all aspects of VET
- Discuss teaching strategies and student behavioural management
- Advise on dealing with challenges
- Review training course throughout delivery
- Review participant feedback and survey evaluations

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Working Under Direction Monitoring Meeting Record Sheet
- Plan for Working Under Direction Arrangement form
- Trainer Working under Direction Self-reflection form
- Trainer Working under Direction – Observational form

16 INDUSTRY CURRENCY POLICY

PURPOSE

Swan Hill College RTO has a commitment to delivering training and assessment practices that reflects current industry practices and is conducted by trainers and assessors who maintain up-to-date industry skills and knowledge.

Training and assessment strategies, resources and activities are developed in consultation with industry stakeholders and are supported through ongoing moderation and validation processes. Swan Hill College RTO implements a range of industry currency initiatives that vocational trainers are required to participate in to ensure their training delivery, assessment practices, resources and vocational knowledge and skills remain current, relevant, and aligned with industry standards and expectations.

PROCEDURE

- Swan Hill College RTO 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 trainer must create and provide a professional development plan at the start of the year which is discussed with the RTO Manager. All industry engagement is recorded by the trainers in a VET Staff Industry Currency and PD Logbook.

Industry Currency may include, but is not limited to:

- Undertaking personal Structured Workplace Learning (SWL) work placement.
- Establishing and maintaining collaborative relationships with employers and industry representatives to facilitate industry tours, workplace visits, and guest speaker opportunities, as well as encouraging industry participation in the post-assessment validation process.
- Maintaining effective industry partnerships and collaborative networks with relevant industry stakeholders, secondary schools, and other RTOs delivering the same or similar qualifications to support industry currency, share best practice, and enhance training and assessment outcomes.
- Participating in industry advisory committees and/or reference groups where possible.
- Conducting Structured Workplace Learning (SWL) Work Place visits to observe students on placement
- Reading industry publications, articles, and industry-related resources; viewing relevant training and informational videos; and actively participating in professional development opportunities provided by industry regulators, peak bodies, and Industry Skills Councils to maintain current vocational knowledge, industry currency, and awareness of emerging industry practices and trends.

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 knowledge and skills.
- Trainers and Assessors are required to complete and maintain records demonstrating their industry currency. Skills Matrices must be completed, regularly reviewed, and updated throughout the year to reflect current vocational competency and industry engagement activities. Supporting evidence must be submitted to the VET Office for review and approval by the RTO Manager and, once approved, uploaded to the designated VET folder on the shared drive for record-keeping and compliance purposes.
- The SWL Records of Contact with Employers Form, available from the VET Office, is required to be completed for every workplace visit and returned to the VET Office for record-keeping purposes.
- 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.
- Trainer and assessors are to complete and submit their VET Staff PD & Industry Currency Logbooks (hardcopy or electronically) at the end of each year.
- 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.

POLICY REVIEW

This policy will be reviewed every twelve months.

RELATED DOCUMENTS

- Professional Development Application - available on Compass (online)
- VET Staff PD & Industry Currency Logbook
- Trainer Skills Matrix
- SWL Record of Contact with Employer

17 STRUCTURED WORKPLACE LEARNING PROCEDURE

PURPOSE

Swan Hill College RTO is committed to sourcing industry placement for students enrolled in vocational courses. Structured Workplace Learning (SWL) 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, duty of care and vocational value of work placement should be the prime consideration.

All placements are undertaken in accordance with the Education and Training Reform Act 2006 Ministerial Order 1412. All sections of the SWL Work Placement Arrangement Form must be completed and authorised by the School Principal prior to a student undertaking Structured Workplace Learning work placement.

The RTO Administrator 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 School-to-Work portal for placements
- Students are aware of their responsibilities in the workplace
- Employers are aware of their responsibilities as host employers
- Written consent to the Structured Work Placement is obtained prior to a student being authorized to undertake placement.
- Students only undertake activities which are approved through the Department of Education.
- 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 VET 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 necessary Forms in relation to work placement and return these documents to the VET Office within the designated time frame.
- Attend the worksite on time in appropriate uniform as per the contract for placement.
- Complete the SWL Work Placement Logbook during placement and submit the completed logbook to the VET Office upon completion of the placement for review and record-keeping purposes
- Demonstrate and promote a positive attitude, professional behaviour, and a strong work ethic, serving as a positive role model for students while contributing to a productive, respectful, and supportive learning environment.

POLICY REVIEW

This policy will be reviewed every twelve months.

RELATED DOCUMENTS

- Education and Training Reform Act 2006 Ministerial Order 1412
- Structured Workplace Learning Arrangement Form
- Structured Workplace Learning information kit for schools
- Structure Workplace Learning Work Placement Log Book

18 SYSTEMATIC MONITORING AND EVALUATION POLICY

PURPOSE

Swan Hill College RTO 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 industry or stakeholder expectations.

Swan Hill College RTO 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

Swan Hill College RTO will undertake regular reviews of its training and assessment practices using a range of information sources, including feedback, validation outcomes, compliance activities, assessment results, and industry consultation. The information collected will be analysed and used to identify opportunities for continuous improvement and to inform changes to training and assessment strategies, resources, and practices to enhance the quality of course delivery and student outcomes.

Reviews will be conducted in conjunction with internal audits.

The RTO Manager and RTO Administrator will:

- Conduct annual internal reviews and record outcomes in the Continuous Improvement registry.
- Collect and collate feedback from trainers and assessors at regular VET staff meetings.
- Invite VET students to participate in the Australian Skills Quality Authority (ASQA) Quality Indicator Survey to provide vital feedback on their training and assessment experience. The resulting Quality Indicator Report is submitted to the Victorian Registration and Qualifications Authority (VRQA) annually, in accordance with regulatory and compliance requirements.
- 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.
    - Students' feedback (Quality Indicator Survey).
    - Employer feedback
    - Trainer and assessor feedback.
    - Validation outcomes.
    - Information from complaints and appeals.
- Engage Independent RTO consultants every two to three years to undertake internal audits of RTO operations, including compliance processes and trainer and assessor competencies.
- Record changes made in the Continuous Improvement Registry.

Where issues have been raised about training or assessment, the following will take place:

- RTO Manager to discuss any issues raised about a particular trainer or assessor with the individual.
- RTO Administrator and trainer will make changes to the relevant course's *Training and Assessment Strategy* (TAS) that will improve training, assessment or other related areas.
- RTO Manager to follow up on all identified improvement actions to ensure that they are implemented within the agreed dates and that their effectiveness is reviewed and documented as part of the continuous improvement process.

POLICY REVIEW

This policy will be reviewed every twelve months or earlier if required due to changes in legislation, Department of Education requirements, or regulatory bodies standards.

RELATED DOCUMENTS

- Internal Audit reports
- Quality Indicator student data and annual Quality Indicator Report
- Structured Workplace Learning Work Placement Log books
- Minutes of VET staff meetings
- Continuous Improvement Registry
- Complaints and Appeals Form

19 PROGRESSION INTO YEAR 2

PURPOSE

Swan Hill College is committed to ensuring that all students have the opportunity to succeed in their Vocational Education and Training (VET) course. To maximise the likelihood of success, students undertaking a VET program must demonstrate the required capability, a strong work ethic, maturity, and the underpinning skills and knowledge necessary to meet the requirements of their chosen qualification. Students must successfully and satisfactorily complete all requirements of the first year of their VET program before being eligible to progress to the second year of the qualification.

SCOPE

This policy applies to students enrolled in Years 10 to 12 at Swan Hill College who choose to undertake a Vocational Education and Training (VET) program.

POLICY

Students must successfully complete all first-year VET program requirements to a satisfactory standard before they are eligible to progress to the second year of the qualification. Failure to meet attendance, participation and assessment requirements will affect a student's eligibility to continue into the second year of the program.

When determining a student's eligibility to progress from Year 1 to Year 2 of a VET qualification, Swan Hill College RTO will take into account:

- Achievement of a satisfactory result in all assessments and coursework requirements set by the VET trainer.
- Successful completion of all required units of competency undertaken during Year 1.
- Attendance and active participation in theory and practical sessions.
- Compliance with the Structured Workplace Learning (SWL) work placement requirements where applicable.
- Demonstrated commitment, motivation, maturity and work ethic.
- VET teachers' recommendations regarding the student's capacity to successfully complete the qualification.
- The student's overall educational program and ability to manage the demands of VCE or VCE VM alongside the VET program.
- Any extenuating circumstances that may have affected the student's capacity to meet program requirements.

Students who do not meet the minimum requirements for progression will be required to attend a review meeting with the RTO Manager, their VET teacher, Careers Advisor, parent/guardian and relevant staff to determine an appropriate pathway.

Where a student has only completed a limited number of units of competency during the first year of the program, they may be advised to re-enroll in the first year of the qualification to successfully complete the remaining competencies.

Where re-enrolment is not considered appropriate or in the student's best interests, the student will be counselled regarding alternative VET pathways or other educational options better aligned to their interests, capabilities, and future career goals.

Units of Competencies completed by student	Outcome
Less than 40%	• No progression will occur, as the student has not fulfilled their obligations as outlined in this policy. • Options are re-enrolment into Year 1 or counselling into another subject.
Between 41 – 90%	• A meeting involving all relevant parties is required to discuss and determine next steps. • The student will need to undertake catch-up activities during November and December to reach the required 90% Units of Competencies completed threshold.
Over 90%	• Progression to Year 2 may be granted subject to approval from both the VET Manager and the student's VET teacher.

In exceptional circumstances, students may be considered for progression to the second year of a VET program despite not having fulfilled all first-year requirements. Such circumstances may include, but are not limited to, significant medical issues, personal or family circumstances, or other factors beyond the student's control that have impacted their ability to meet program requirements.

Any decision regarding progression under these circumstances will be made on a case-by-case basis by the Registered Training

Organisation (RTO) Manager, in consultation with the VET teacher. The decision will take into account the student's demonstrated commitment to learning, academic capability, previous progress, and their likelihood of successfully completing the qualification.

PROCEDURE

- Throughout the year, VET teachers are expected to monitor student progress and identify students who may be at risk of not successfully completing their program requirements.
- Parents/guardian should be contacted regularly regarding concerns relating to attendance, participation, engagement, assessment completion, or competency achievement. All communications and support strategies must be recorded on Compass in a timely manner.
- At the completion of Year 1, students at risk will be reviewed by the VET teacher, RTO Manager and Year Level Coordinator. Student achievement, competency completion, attendance records, workplace requirements and assessment outcomes will be considered.
- Students identified as being at risk of not meeting progression requirements will be notified and provided with an opportunity to discuss their circumstances.
- Where extenuating circumstances exist, supporting documentation may be requested.
- The RTO Manager and VET teacher will make the final determination regarding progression into Year 2.
- The outcome will be communicated to the student and parent/guardian in writing.
- Students who meet all competency requirements outlined in this policy will be approved to progress to Year 2, subject to class sizes, timetable availability, and other relevant operational considerations.
- A student transferring from another school must have successfully completed Year 1 of their nominated VET subject at their previous school and be eligible for credit transfer. To be considered for credit transfer, students must provide the VET Office with an official certificate or Statement of Attainment issued by their previous Registered Training Organisation (RTO).
- A Swan Hill College student seeking direct entry into Year 2 of a VET program must provide evidence of prior participation and satisfactory achievement in the relevant subject area. The student must also demonstrate a strong commitment to their learning and be prepared to complete any prerequisite units or training requirements before commencing Year 2. Approval for direct entry will be determined by the VET Manager in consultation with the relevant VET teacher.

RESPONSIBILITY

The RTO Manager is responsible for:

- Supporting VET teachers in monitoring, evaluating, and assessing student progress and suitability for progression.
- Reviewing progression recommendations and relevant evidence, including attendance, assessment outcomes, competency completion, and any extenuating circumstances.
- Consulting with VET teachers, Careers staff, College Leadership, students, and parents/guardian where required.
- Making final decisions regarding progression into Year 2 of a VET qualification.
- Ensuring this policy is implemented consistently and fairly across all VET programs.

The VET teacher is responsible for:

- Monitoring student progress throughout the VET program, including attendance, participation, assessment completion, and competency achievement.
- Identifying and supporting students who may be at risk of not successfully completing Year 1 requirements.
- Maintaining regular communication with students and parents/guardian regarding concerns about progress.
- Recording all relevant communications, interventions, and support strategies on Compass.
- Assessing students' readiness and suitability for progression into Year 2.
- Providing recommendations regarding student progression to the RTO Manager.
- Consulting with the RTO Manager, Careers staff, and College Leadership as required.

Students are responsible for:

- Meeting all attendance, assessments and work placement requirements.
- Maintaining satisfactory progress in their VET program.
- Communicating any circumstances that may impact their ability to meet requirements.

POLICY REVIEW

This policy will be reviewed every twelve months.

RELATED DOCUMENTS

- Swan Hill College Attendance Policy
- Swan Hill College RTO Policies and Procedures Handbook – credit transfer
- Victorian Curriculum and Assessment Authority (VCAA) *VET Programs Guidelines*
- Structured Workplace Learning Guidelines (where applicable)