

# STAFF POLICY AND PROCEDURE

## 1. Purpose

Success Resources International Pty Ltd (SRI) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, SRI is required to have appropriately qualified and experienced personnel along with processes for managing the competence of RTO personnel.

SRI recognises the invaluable contribution of personnel to maintaining efficient and effective business operations. As such, it is vitally important that appropriate selection procedures are applied to ensure that those personnel engaged possess the required qualifications, experience and personal attributes.

This policy will define the requirements for the selection, induction, engagement and professional development of trainers and assessors.

## 2. Policy Statement

SRI acknowledges that all personnel (staff or contractors) are a crucial element to the success of the business, in meeting customer needs and achieving strategic objectives. SRI will ensure that all trainers and assessors, including those with third party providers, are competent for the functions they perform.

SRI will select only high calibre personnel meeting the specific selection criteria and will invest in their training and professional development for the provision of effective and efficient training products and services. SRI is committed to ensuring all personnel performing training and assessment functions on behalf of the RTO, possess the relevant competencies and experience to provide quality training and assessment services.

SRI will:

- have effective practices in place for the selection, induction and ongoing professional development of all trainers and assessors;
- ensure that all persons have the relevant vocational and VET competencies and experiences to undertake relevant training and assessment activities;
- ensure it manages the performance of all trainers and assessors through performance review processes;
- provide access to relevant opportunities for professional development of its trainers and assessors.

## 3. Definitions

**3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.**

**Current industry skills** are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Current industry skills may be informed by consultations with industry and may include, but is not limited to:

- a) having knowledge of and/or experience using the latest techniques and processes;
- b) possessing a high level of product knowledge;
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- d) being customer/client-oriented;
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice.

**Professional development** means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment. Examples of professional development activities include:

- a) participation in courses, workshops, seminars, conferences, or formal learning programs;
- b) participation in mentoring, professional associations or other learning networks;
- c) personal development through individual research or reading of publications or other relevant information;
- d) participation in moderation or validation activities; and
- e) participation in industry release schemes.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

## 4. Policy Principles

### 4.1 Staff Recruitment and Selection

- a) SRI ensures it has sufficient qualified trainers and assessors to deliver training and assessment for all of its scope of registration at all times, in accordance with training and assessment strategies.
- b) Recruitment of SRI staff will at all times be ethical and consistent with Training and Assessment services being provided.
- c) Selection decisions will comply with Equal Opportunity Legislation and this policy.
- d) SRI ensures that, through the recruitment and selection process, all trainers and assessors are competent and suitably qualified to undertake their specified role.
- e) SRI will site and take copy of original certification documents from successful applicants of their VET and vocational competencies. These will be maintained on an individual staff file.
  - i. Where certification documentation cannot be supplied by trainers and assessors verification of current competencies will be undertaken via a mapping process.

#### **4.2 Trainers Competency**

- a) SRI will ensure that all trainers will be selected based on the requirements of the Standards for RTOs 2015.
- b) Training will only be delivered by persons who have:
  - i. Vocational competencies at least to the level being delivered and assessed; and
  - ii. Current industry skills directly relevant to the training and assessment being provided; and
  - iii. Current knowledge and skills in vocational training and learning that informs their training and assessment; and
    - TAE40110 Certificate IV in Training and Assessment or its successor; or
    - A Diploma of higher level qualification in adult education.

#### **4.3 Assessor Competency**

- a) SRI will ensure that all assessors will be selected based on the requirements of the Standards for RTOs 2015.
- b) Assessment will only be delivered by persons who have:
  - i. Vocational competencies at least to the level being delivered and assessed; and
  - ii. Current industry skills directly relevant to the training and assessment being provided; and
  - iii. Current knowledge and skills in vocational training and learning that informs their training and assessment; and
  - iv. Where a person conducts assessment only:
    - TAE40110 Certificate IV in Training and Assessment or its successor; or
    - A Diploma of higher level qualification in adult education; or
    - TAEASS00001 Assessor Skill set or its successor.
- c) In the case where industry experts are involved in assessment judgements, they must work alongside a qualified assessor to conduct the assessment.

#### **4.4 Trainer / Assessors – Delivering Training and Assessment Qualifications**

- a) SRI will ensure that all trainers will be selected based on the requirements of the Standards for RTOs 2015.
- b) Training and assessment for AQF Qualification or Skill Set from the Training and Education Training package (or its successor) will only be delivered by persons who:
  - i. Hold the training and assessment qualification at least to the level being delivered.
  - ii. From 1 January 2017, if delivering the TAE40110 Certificate IV in Training and Assessment or its successor, or any skill set from the Training and Education Training package (or its successor):
    - holds the:
      - TAE50111 Diploma of Vocational Education and Training or its successor; or
      - TAE50211 Diploma of Training Design and Development or its successor; or
      - A higher level qualification in Adult Education; or
    - Work under the supervision of a trainer who holds:
      - TAE50111 Diploma of Vocational Education and Training or its successor; or

- TAE50211 Diploma of Training Design and Development or its successor; or
  - A higher level qualification in Adult Education.
- iii. From 1 January 2017, if delivering any AQF qualification or any skill set from the Training and Education Training package (or its successor) other than the TAE40110 Certificate IV in Training and Assessment or its successor, the trainer /assessor must hold the qualification at least to the level being delivered.

#### **4.5 Trainers under “Direct Supervision”**

- a. Whilst it is the policy position of SRI to only engage trainers / assessors with relevant trainer/assessor qualifications above, from time to time SRI may engage an individual who does not hold these competencies. These person/s will be under “Direct Supervision”.
- b. Where SRI, engages an individual who does not hold the relevant trainer/assessor qualifications above, SRI will ensure the individual works under the supervision of a qualified trainer and that the “Supervised trainer” does not determine assessment outcomes.
- c. Trainers working under “Direct Supervision” must:
  - i. Hold one of the following skill sets:
    - TAESS00007 Enterprise Trainer – Presenting Skill Set or its successor; or
    - TAESS00008 Enterprise Trainer – Mentoring Skill Set or its successor; or
    - TAESS00003 Enterprise Trainer and Assessor Skill Set or its successor; or
  - ii. Has vocational competencies at least to the level being delivered and assessed; and
  - iii. Has current industry skills directly relevant to the training and assessment being provided.
- d. SRI ensures that any training conducted under Direct Supervision complies with Standard 1 of SRTOs 2015.
- e. SRI will ensure :
  - i. It determines and puts in place :
    - The relevant level of supervision required to ensure a quality outcome; and
    - Any requirements, conditions or restrictions necessary on the individuals involvement in the provision of training and collection of assessment evidence; and
  - ii. Trainers providing supervision monitor, and are accountable for, all training provision and collection of assessment evidence by the individual under their supervision.

#### **4.6 Trainer / Assessor Induction**

- a. Upon employment with SRI trainers and assessors will undertake a Staff Induction.
- b. SRI ensures that all trainers/assessors receive a comprehensive induction, which includes the provision of:
  - i. a Trainer / Assessor Induction Manual; and
  - ii. Job Description/ Duty Statement.
- c. Director SRI meets with all new trainers and assessors to confirm the level of understanding of their role and all information contained in the induction manual.

- d. Trainer / Assessor Induction is recorded on a Staff Induction Checklist, which is signed by the Director SRI and kept on an Individual personnel file.

#### **4.7 Trainer / Assessor - Performance Review**

- a. Performance of Trainers / Assessors is monitored through the Performance Review and feedback processes, which incorporates:
  - i. Client feedback during and after a training and assessment program, as outlined in Evaluation Feedback Policy;
  - ii. Trainers / Assessors Observations; and
  - iii. Professional development records.
- b. All Trainers and Assessors participate in a formal Performance Review process at least annually.
- c. The Performance Review process reviews past performance positively and making plans for ongoing professional development to assist the individual achieve personal career goals and enhance workplace performance.

#### **4.8 Trainer / Assessor – Professional Development**

- a. SRI Trainers and Assessors are actively encouraged to continue developing their professional knowledge and skills relating to vocational education and training, Training Packages, learning and assessment practices (including competency-based training and assessment) through attending networks, forums, seminars and other competency based or modularised courses.
- b. All trainers and assessors will be provided with ongoing professional development opportunities in line with their job role to complement their existing skills and develop new ones.
- c. Trainers and Assessors are expected to complete 21 hours of Professional development each year.
- d. Professional development opportunities will be discussed and planned primarily during the Performance Review processes, however may also be agreed and organised as they arise.

#### **4.9 Trainer / Assessor – Currency of Industry Competence**

- a. SRI Trainers and Assessors are actively encouraged to maintain currency of their industry vocational skills.
- b. Trainers and Assessors must maintain currency of their skills and knowledge in their industry area, through exposure to industry workplaces and / or participation in workplace tasks.
- c. SRI requires Trainers and Assessors to justify the currency of their industry skills to units of competency/ modules being delivered.
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## **5. SRI Responsibilities**

The Directors of SRI are responsible for ensuring compliance with this policy.

The Directors of SRI must approve all new positions, vacancies and successful applicants.

Trainers and assessors take responsibility for their own professional development, maintaining vocational industry currency, and providing evidence of this each year.

## **6. Access & Equity**

The SRI Access & Equity Policy applies. (See Access & Equity Policy)

## **7. Records Management**

All documentation from Staff processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

## **8. Monitoring and Improvement**

All staffing practices are monitored by the Directors of SRI and areas for improvement identified and acted upon. (See Continuous Improvement Policy)