SWAN HILL COLLEGE
RTO toid 6726

RTO Policies and Procedures Manual 2024

SWAN HILL COLLEGE

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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 line with the current Australian Quality Training Framework (AQTF) Essential Standards. 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.

Fees for programs are charged in accordance with the State Government Fees and Charges Policy and Parent Payment Policy.

Swan Hill College RTO monitors compliance with AQTF and Victorian Registration and Qualifications Authority (VRQA) requirements 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 in Schools (VETIS) to enhance student transition into employment and further training. Swan Hill College RTO works with local community, education and employment networks, such as the 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 Business Plan.

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Governance, Data and Administration

PURPOSE

To ensure that Swan Hill College (including both Pye Street campus and FLO campus) appropriately supports students diagnosed with asthma.

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 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 Principal of the school RTO 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 VCAL Certificates.

PROCEDURE

The 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 Coordinator 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 any decision-making at the senior management level regarding RTO operations is explicitly informed by trainers' qualifications and vocational experience and is documented appropriately.
- Authorising and signing wherever necessary, the appropriate documentation, forms and reporting data required. i.e. AVETMISS and National Quality Indicators.
- Ensuring that the RTO provides accurate and timely data relevant to measure of its performance which includes quality indicator data and AVETMISS reporting.
- Informing staff and clients of changes to legislative and regulatory requirements that affect services.
- Cooperating with the VRQA in the conduct of audits and in the monitoring of its operations

UPDATING RTO DETAILS

- Notifying the VRQA of information about substantial changes to its operations, any event and information about significant changes to ownership that would significantly affect the college RTO's ability to comply with standards within 30 days, which also ensures information on http://training.gov.au is correct.
- Providing evidence of satisfying the Fit and Proper Persons Requirements and Chief Executive Statutory Declaration Requirements when necessary
- Completing and submitting the annual declaration on compliance with the AQTF Essential Conditions and Standards for Continuing Registration and these Guidelines to the VRQA.
- Complying with Commonwealth and State legislation and regulatory requirements relevant to its operations

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- Providing any other information as requested in writing by the registering body.

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

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Organisation and Management

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┌─────────────────────────────┐
│      Principal (CEO)         │
│                              │
│     Kristen Le Gassick       │
└─────────────────────────────┘
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┌──────────────────────────────┐        ┌──────────────────────────────┐
│  Assistant Principal (Senior  │        │      Business Manager        │
│   School) & RTO Manager       │        │                              │
│       De Rosewarne            │        │        Peta Lindsay          │
└──────────────────────────────┘        └──────────────────────────────┘
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┌──────────────────────────────┐        ┌──────────────────────────────┐
│   RTO Assistant & SWL         │        │    Trainers & Assessors      │
│      Coordinator              │        │                              │
│      Sharee Evans             │        │       Lea Charnock           │
└──────────────────────────────┘        │      James Downing           │
                                         │       Jade Hunter            │
                                         │      Kylie Gardner           │
                                         │       Ian Goodes             │
                                         │       Chris Grant            │
                                         │       Gabe Mudge             │
                                         │      Brett Theobald          │
                                         └──────────────────────────────┘
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Fit and Proper Persons Declaration 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 Victoria 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.

RELATED DOCUMENTS

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

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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 Victoria 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 changes to management structure.

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 10 days of the change when the effects cannot be determined beforehand.

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

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.

RELATED DOCUMENTS

- VRQA Fit and Proper Person Declaration.

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Marketing and Advertising Policy

PURPOSE

The purpose of this policy is to ensure that Swan Hill College abides by Australian Qualification Framework 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 and the training products on its scope of registration includes the RTO title and code.
- Include the code and title of qualifications and accredited courses (as published by training.gov.au)
- No advertising of AQF qualification to prospective students on behalf of other RTO's will be allowed without their consent. The Nationally Recognised Training (NRT) logo will be used in marketing material in accordance with its conditions of use as specified in the conditions for registration of training organisations.
- Only uses the NRT logo and Australian Qualifications Framework in accordance with the conditions of use.
- Training products available each year will be advertised annually in the online Swan Hill College Subject Handbook and information sessions 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 its scope of registration
    - A learner will obtain a particular employment outcome where this is outside the control of the RTO
- All marketing material, including school website, to be reviewed every six months with details recorded in the Marketing Materials Checklist (located in RTO Continuous Improvement.xlsx)
- Only refer to another person or organisation if the consent of that person or organisation is obtained in writing, this includes photos of students.
- All marketing material must be approved by the RTO Manager before it is printed or uploaded.

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.

RELATED DOCUMENTS

- Swan Hill College Student Handbook available on http://www.shc.vic.edu.au/index.php/curriculum/
- Swan Hill College Curriculum Policy
- Nationally Recognised Training (NRT) Logo Specifications
- Conditions for the use of the Australian Qualifications Framework Logo
- RTO Continuous Improvement Excel spreadsheet

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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/Accredited Course.

SCOPE

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

POLICY

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

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

The RTO Manager will assess the application and make a decision whether RPL/RCC/CT is granted. The applicant will be notified in writing of any decision made within 7 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 RPL/RCC/Credit Transfer application form
- Swan Hill College RPL/RCC/Credit Transfer register

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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 courses 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 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 VCAL programs in terms of ATAR scores and Certification.
- Fees will be charged in accordance with the Parent Payment Policy and students will be only required to pay for materials and books. Costs will be included on booklists.
- Student enrolments will be recorded on VETtrak, which is the RTO's student management software, and also on VASS in accordance with Victorian Department of Education
- All assessments will be recorded in accordance with RTO guidelines and certificates and statements of attainment issued on completion of training.

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 information sessions held in term three of the school year.
- Student selections checked by Careers team for pathways planning and appropriateness of selection.
- Parent approval and signatures required prior to enrolment
- Students inducted in first week of school in relation to VETIS programs delivery
    - o Course requirements, delivery method and assessment requirements.
    - o Requirements the students must meet to successfully complete
    - o Details of the RTO policies in relation to refunds, complaints and Recognition of Prior Learning (RPL)
- RTO's obligations to providing quality training and assessment and issuance of AQF certification.
- Enrolment forms distributed during first class, taken home for parent signatures,
- Students are required to create and provide a USI number which is documented in the enrolment form and

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returned to school for collection by the course trainer and assessor

- Enrolments entered on VETtrak and VASS within required funding timelines
- Work placement arrangements
- Enrolment forms are only required for students enrolling in Year one of the program.

RESPONSIBILITY

- RTO Coordinator
- VETIS trainers and assessors
- Careers Staff Swan Hill College

RELATED DOCUMENTS

- Swan Hill College Online
- Subject Handbook
- RTO Enrolment Form
- Student Induction Form
- Swan Hill College Careers Newsletter
- RTO Policies and Procedures Manual
- Swan Hill College Acceleration Policy

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Certification and USI Policy

PURPOSE

Swan Hill College ensures that it adheres to the obligations of issuing and maintaining certification documentation and the obtaining, verification and maintaining of Unique Student Identifier (USI) numbers in line with the requirements of the National VET Regulator, VRQA.

POLICY

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

The school RTO will assist students to apply, apply on behalf of students or verify the student provided USI on the USI website through VETtrak system.

Proof of issue or verification of USI will be kept on the VET student management system, VETtrak

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

USI PROCEDURE

Swan Hill College will assist students to apply, or apply on behalf of students for a USI and verify USI numbers supplied by the student prior to using it:

- Students will be provided with information on the need for USI 's and Privacy in relation to their personal details.
- Students will be required to have their VET enrolment forms signed by parents and returned to VET Office. As a condition of enrolment students are required to access the website http://www.usi.gov.au to create a USI and record the number on the enrolment form. All enrolment data will be entered onto VETtrak.
- The RTO Coordinator will assist students who are unable to create their own USI.
- Vet Administrator can access USIs through "Look Here" function of VETtrak if required.
- Students who transfer into VET subjects during the school year will have their USI number generated by the RTO Coordinator through VETtrak
- All information will be used in accordance with Privacy requirements under the Data Provisions Requirements 2012.

RELATED DOCUMENTS

- Swan Hill College VET Enrolment Form
- Australian Government USI Web page fact sheet

ISSUING AQF QUALIFICATIONS

All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results.
- Students who complete part of the requirements of an AQF qualification in which they are enrolled are entitled to receive a record of results.

Swan Hill College will include the following information on the testamur, in addition to the requirements of the AQF

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Qualifications Issuance Policy:

- The name, RTO code and logo of the issuing organization
- The code and the title of the awarded AQF qualifications
- Date of issue /award/conferral
- Persons in the organization authorized to issue the documentation
- The NRT Logo in accordance with the current conditions of use
- A watermarked security print paper as an anti-fraud mechanism.

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

- The State/Territory Authority logo
- The industry descriptor, e.g. Engineering:
- The occupational or functional stream, in brackets, e.g. (Fabrication)
- Where relevant, the words, "achieved through Australian Apprenticeship arrangements"

Swan Hill College will not include the learner's Student Identifier on the testamur.

ISSUING STATEMENTS OF ATTAINMENT

The issuing of attainment recognises that students do not always study a whole AQF qualification. They may complete only some units of competence or choose to enrol in only some units of competence or study from an accredited qualification or an accredited short 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 for a full AQF qualification.

The words "A Statement of Attainment is issued by a Registered Training Organisation when an individual had completed one or more accredited units"

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

- The State/Territory Training Authority logo
- The words, "These competencies form part of (code and title of qualification(S)/courses)"
- The words, "These competencies were attained in completion of (code) course in the words "A Statement of Attainment" is issued by a Registered Training Organisation when an
- individual had completed one or more accredited units"
- Full Title of Course from which the units have been selected and completed

The RTO will:

- Maintain registers of all statements of attainments issued
- Retain records of statements of attainment issued for a period of 30 years
- Provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.

PROCEDURE

- The RTO Coordinator will access VETtrak for records, check all assessments have been entered and verified for sufficient evidence. Staff assessments are recorded on a Cover Page which is attached to evidence, verifying successful completion of the unit or module. Evidence is checked to ensure it meets the principles of assessment and if so, results are entered onto VETtrak.

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- The RTO Coordinator will produce the certificate or statement of attainment for the qualification and forward for signing by the CEO and RTO Manager
- The RTO Coordinator will forward results to the VASS Administrator for entry of results onto VASS for the purposes of successful completion of VCE and VCAL for senior students.
- The Certificates will be copied and kept on file and originals forwarded by post to the students.
- Details of the issued qualifications and/or statements of attainment are generated and accessed on the Awards Register on VETRAK

Qualification	Documentation
AUR20720 Certificate II in Automotive	Certificate
22614VIC Certificate II in Building & Construction	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

RELATED DOCUMENTS

- AQF Qualifications Issuance Policy – https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf

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 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 – "The process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as specified in a training package or a VET accredited course" https://www.asqa.gov.au/standards-vac/definitions (accessed 01/01/2019)

POLICY

Swan Hill College RTO 6726 is committed to providing high quality training and assessment.

Assessments will be conducted by qualified assessors and in line with AQTF and VRQA requirements ensuring consistency and validity of any decisions 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 assessors conduct assessments as individual students complete training components and indicate they are ready to be assessed. This means assessment occurs on an ongoing basis throughout the year.

'Unit of Competency & Module Assessment Tools' comprise two or more 'Assessment Instruments', all of which must be successfully completed before the student is deemed competent in the relevant Unit or Module.

On completion of all assessment components, the assessor completes the VET Assessment Cover Page. This is submitted to the RTO Administration office, together with the supporting evidence from all Assessment Instruments. **Results will only be recorded after all evidence is received and checked**. Assessment evidence will be retained on file in the RTO Administration Office for a period of 2 years, after which it will be archived in line with Swan Hill College procedures.

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.

RELATED DOCUMENTS

Swan Hill College RTO Complaints & Appeals policy

- Swan Hill College 6726 – VET Assessment Cover Page
- VET Evidence Checklist sheet

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Assessment Validation Policy

PURPOSE

This policy documents the process to be followed in respect of validation of assessment documents for qualifications and 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 Competency and Accredited Course Modules.

DEFINITIONS

Assessment Tool – "An assessment tool includes the following components: context and conditions of assessment; tasks to be administered to the student; an outline of the evidence to be gathered from the candidate and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules)."

https://www.asqa.gov.au/sites/default/files/Guide_to_developing_assessment_tools.pdf?v=%201508135481 (accessed 02/01/2019)

Validation – is a quality review process that confirms the RTO's assessment system can consistently produce valid assessment judgements.

POLICY

Swan Hill College RTO 6726 is committed to ongoing quality improvement of assessment practices. Validation will be completed on all Swan Hill College Assessment Tools for the purpose of verifying that consistent, valid judgements are being made when conducting assessments. Recommendations identified as a result of validation occurring will be incorporated into revised and updated assessment tools. All stages of this process will be documented in line with the procedure below.

Evidence from student assessments will be retained in the RTO Administration office for a period of 2 years in line with the Swan Hill College RTO Evidence 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 has a documented 5-year plan outlining all Units of Competency & Accredited course modules that are currently being delivered and assessed. The 5-year plan will reflect the current scope of registration.
- Every assessment tool will be validated at least during the 5 years. At least 50% of the units will be validated in the first 3 years.
- Swan Hill College 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 may be conducted with employers and/or employer associations; industry bodies; internal or external trainers and assessors or consultants. The trainer/assessor who conducted the assessments using the Assessment Tool can participate in the validation of his/her own assessments as part of a team, **but cannot be the lead validator in the team and cannot determine the validation outcome for any assessment judgements they have made.**
- Validation outcomes will be recorded on the Swan Hill College Validation Report template to ensure all aspects of the tool are validated. This report will be submitted to the RTO Administration office together with a copy of the tool that was validated.

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- Changes/updates to the Assessment Tool will be made and a new version recorded. Older versions of the assessment tool will be archived.

- On completion of each validation activity, the 5-year Validation schedule will be updated. The Validated Assessment Tool and Validation report will be stored on file in the RTO Administration Office to retain evidence of the validation occurring.

- In addition to validating the assessment process, assessment judgements will also be validated each 6 months. This involves taking random samples of assessment evidence submitted and validating to ensure consistency of judgements made. ASQA has a validation size sampler that can be used to calculate the number of submitted assessments that should be validated. (As an example, where 100 assessments are conducted the recommended sample size is 31)

- When reviewing the assessment judgements, validators will consider whether the assessment evidence complies with the assessment requirements of the relevant training product; demonstrates that the assessment was conducted with fairness, flexibility, validity and reliability, and is valid, sufficient, authentic and current.

- If any issues are identified, Swan Hill College will look for patterns and take immediate steps to address the concern.

RELATED DOCUMENTS

- Swan Hill College RTO Assessment Evidence Submission and Retention Policy
- Validation Assessment Schedule
- Validation Report
- Continuous Improvement Register

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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 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 Principal, and will follow Swan Hill College or Department of Education policies followed 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 to raise a concern, complaint or appeal without prejudice or fear of reprisal.

Information on how and where to lodge a complaint or appeal will be included in the Swan Hill College VET Induction Booklet which are provided to students on their enrolment in a 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/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 Complaints and Appeals' form for the process to continue. All complaints and appeals received will be recorded on a Complaints and Appeals Register.

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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 student 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 Principal, Assistant Principal or Senior Sub School Manager.

All steps of the process and any action taken will be documented on the Swan Hill College RTO Complaints and Appeals form. Any outcome or further action will also be documented on this form.

Feedback on any decision made will be communicated to students 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://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx

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.

RELATED DOCUMENTS

- Swan Hill College Parent Concerns & Complaints policy
- Swan Hill College Staff Consistent Expectations document
- Swan Hill College Student Code of Conduct
- Swan Hill College Student Expectations / Non-negotiables document
- Student Complaints and Appeals Register

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Staff Induction Policy and Procedure

PURPOSE

This policy and procedure ensures that all staff are introduced into Swan Hill College RTO 6726 and are aware of their role and responsibilities when beginning employment either as a manager, administrator or trainer in the delivery of Vocational Education and Training.

The induction process is overseen by the CEO and RTO Manager who will ensure the following procedures are followed when a staff member is employed in a Management, Administration or Trainer/Assessor role or promoted from within 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. New staff to the College will undertake a New Employees Induction process as a condition of their employment with Swan Hill College and 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 clearly explain the requirements of the RTO to ensure continuing registration, training, assessment and recording of competency-based training and how vocational education and training supports VCAL 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.

All 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.

All staff will be guided through the New Staff Induction Procedure and provided with the Swan Hill College Staff Handbook. Administration staff and Trainers and Assessors will also complete the RTO induction and complete the Induction Checklist. All staff must sign the RTO Induction Checklist to indicate their understanding of each aspect of the RTO's Policies and Procedures.

Trainers and Assessors

- All Trainers and Assessors must ensure that in addition to completing the Staff Induction Checklist, that specific and relevant information is provided relating to the vocational competence of the Trainer/Assessor. The Trainer /Assessor must document their vocational competence and complete a Trainer Skills Matrix.

- To confirm that each Trainer and Assessor has the required evidence of vocational competence maintained on file a Trainer and Assessor file is to be created and a checklist is to be completed. This will confirm the qualifications and resume are copied and maintained on file and summarize the Trainer matrix by indicating which units the Trainer and Assessor has been approved to deliver and assess.

- The Trainer and Assessor File is to contain the following information:
  - SHC Staff Induction Checklist
  - The Trainer Matrix Document, which Identifies vocational experience, qualifications and currency for each unit to be delivered and assessed. (Staff Matrix)
  - Verified copies of the Trainers/Assessors qualifications

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- o Signed resume
- o Police checks and working with children checks (Victorian Teacher's Registration No.)
- o The Trainer and Assessor Checklist
- o RTO Induction Checklist
- o Signed acknowledgement of Induction into the processes of SHC RTO and understanding of requirements in regards to adherence to all policies and procedures.

RELATED DOCUMENTS

- Swan Hill College Staff Handbook
- Swan Hill College RTO Policies and Procedures Manual
- RTO Staff Induction Checklist

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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 AQTF and VRQA standards and retain evidence of this for all trainers and assessors.

Trainers and assessors must be qualified, inducted, keep regular records and be given the opportunity for industry engagement and professional development to maintain currency and competency. Trainers without appropriate training and assessment qualifications work under supervision of a qualified trainer and assessor for the delivery of the qualification and record supervision on the Training and Assessment Supervision Record.

TRAINER AND ASSESSOR

It is the responsibility of the RTO Manager, to establish, verify and monitor that trainers and assessors meet the requirements as outlined in the Standards.

- Swan Hill College will ensure any advertising for VET trainers and assessors clearly outlines the position description and only recruit and timetable trainers who meet the requirements of the AQF Essential Conditions and Standards for Continuing Registration.

Recruitment of staff will be guided by the following principles:

- Any teacher recruited to deliver and assess a particular qualification will 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.
- Prior to teaching VET in secondary schools, teachers must hold the following:
- TAE40116 Certificate IV in Training and Assessment or its equivalent.
- VIT Registration or Permission to Teach - VET (PTT).

All Trainers and Assessors will hold:

- Vocational competencies at least to the level being delivered and assessed.
- Current industry skills 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 Coordinator will induct all new staff to Swan Hill College involved with the delivery of VET.

Induction procedure will include familiarisation with Staff Handbook, Swan Hill College Policies and Procedures Manual and meeting to discuss the following information:

- VET qualifications and courses offered in the school.
- RTO Quality Management System operating within the school and policies and procedures, particularly in relation to:
    - o Trainers and Assessors (including professional development).
    - o Strategies and Resources.
    - o Training and Assessment.
    - o Assessment and recording
    - o Student Information and Client Services.
    - o Continuous Improvement.
    - o Validation Plan.

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- o Industry Engagement.
- o Records Management.
- o Communication procedures and VET meetings schedule.
- o Duty Statement.
- o Industry skills councils, training packages and competency-based training and assessment.
- o 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 and VET Staff PD & Industry Currency Logbook 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.
- Undertake a set number of VET professional development activities throughout the year. The RTO administration requires VET staff to complete each semester the following:
  - 3 industry currency activities
  - 2 vocational education PDs
- Complete and submit VET Staff PD & Industry Currency Logbook with evidence of participation to the VET office in a timely manner.
- 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
- VET staff PD & Industry Currency Logbook

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- Policies and Procedures Manual
- VRQA Guidelines for VET Providers

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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

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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

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

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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

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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

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