



Registered Training Organisation Policies and Procedures

RTO Code 4192

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RTO Code of Practice

Purpose

This code of practice describes Skillinvest Limited's (Skillinvest) commitment to the maintenance of high standards in the provision of vocational education and training.

Scope

This code of practice applies to all persons employed by or contracted to Skillinvest.

Responsible parties

The Skillinvest Chief Executive Officer, General Managers, Training Managers, and the General Manager, Metro are responsible for the control and issuance of this code of practice.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) contract.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

1. Quality Training

As a Registered Training Organisation (RTO), Skillinvest has agreed to and does provide quality training and assessment across all of its operations within the requirements set down by the Australian Skills Quality Authority (ASQA), which include the National VET Regulator Act 2011, the current Standards and the current Funding Contract.

Skillinvest implements its policies and management practices to maintain high professional standards in the delivery of quality education and training services across all of its operations and acts to safeguard the interest and welfare of its clients.

Skillinvest has a robust quality assurance system and a continuous improvement approach to the management of its operations which ensures clients receive the services detailed in their agreement with the organisation.

Staff, facilities, equipment and training and assessment materials used by Skillinvest are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies, which are developed through effective consultation with industry.

Skillinvest has checks and balances in place to ensure training and assessment is delivered only by trainers who possess the necessary qualifications and experience. Documented enrolment procedures, including a Student Handbook and established quality processes, ensure students are informed about the training, assessment and support services to be provided, and about their rights and obligations.

All staff members recognise the rights of students and provide information, advice and support that is consistent with this Code of Practice and will act ethically at all times. If, at any time, students feel a staff member is not abiding by the Code of Practice, they are encouraged to report their complaints to their Trainer/Teacher or anyone in the organisation. Action will be taken in line with Skillinvest Student Complaints and Appeals Policy and Procedure.

Skillinvest applies an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

2. Access and Equity

The principles of access and equity are incorporated into the Skillinvest Equal Employment Opportunity (EEO) Policy and the Skillinvest Code of Conduct, and are applied across the organisation. Students receive training, assessment and support services that meet their individual needs and have timely access to current and accurate records of their participation and progress. Employers and other parties who contribute to each student's training and assessment are engaged in the development, delivery and monitoring of training and assessment. Skillinvest provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively.

3. Administration

Skillinvest has in place guidelines and practices to monitor its operations, including conduct of internal audits, process maps, documented procedures and checklists. VETtrak Validation and Upload Instructions clearly define the sequential process to successfully transfer training and assessment activity data from the Student Management System (SMS) to the Skills for Victoria Training System (SVTS) portal.

Regular reporting through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is monitored for compliance in line with the TR060 RTO Compliance Checklist. The National VET Regulator is provided with information about any significant changes to Skillinvest operations and/or ownership through established reporting procedures.

Retention, archiving, retrieval and transfer of records is consistent with ASQA's requirements.

4. Compliance with Legislation

Training and/or assessment services provided to clients on behalf of Skillinvest are closely monitored to ensure compliance with all aspects of the VET Quality Framework and the delivery of services as detailed in their agreement with the organisation. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Records are maintained, monitored and are subjected to regular internal and external auditing to ensure their accuracy and integrity. Actions are scheduled and progress is tracked in the organisation's TR060 RTO Compliance Checklist.

5. Governance

The Skillinvest Chief Executive Officer will ensure that the organisation continues to comply with the VET Quality Framework and with relevant Commonwealth, State and Territory legislation and regulatory requirements. This applies to all of the operations within Skillinvest scope of registration, as listed on the National Register available on the Training.gov.au website at <http://training.gov.au/>.

Decision making of senior management is informed by the experiences of its trainers and assessors, through analysis and reporting of feedback, collected by an independent organisation and industry consultation. General Managers remain responsive to the needs of clients, staff and stakeholders, and the environment in which Skillinvest operates.

The systematic approach includes review of the results, identification of potential risk and/or areas requiring improvement and report of their findings to the Board of Management. Skillinvest Trainers/Teachers are consulted and their views considered in the implementation of strategies for improvement. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Any issues requiring immediate action are addressed and followed through in a timely manner.

6. Insurance

Skillinvest will maintain public liability insurance throughout its registration period. Skillinvest is committed to providing a safe and enjoyable training experience for its students, including ensuring that all activities and events attended by students are covered by Personal Accident and Sickness Insurance.

7. Financial Management

Skillinvest will demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration. At enrolment, students are provided with a statement of fees which meets the required standards of financial management.

8. Certification

Skillinvest has established procedures for the issuance which are in accordance with the requirements of the Australian Qualifications Framework. AQF and VET qualifications, and VET statements of attainment issued by any other RTO, will be recognised by Skillinvest. Records of attainment of units of competency and qualifications will be retained by Skillinvest for a period of 30 years.

Skillinvest will provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator (ASQA) on a regular basis, as determined by the National VET Regulator. Skillinvest will ensure the implementation of a national Unique Student Identifier (USI).

9. Marketing

Marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with Skillinvest scope of registration. Skillinvest will use the Nationally Recognised Training (NRT) logo only in accordance with its conditions of use. Skillinvest will not pay, provide or offer, either directly or indirectly, Incentives to undertake training subsidised through the Skills First Program, whether to any prospective student or to any other person (such as an employer or social organisation);

10. Transition

Skillinvest will manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Skillinvest will manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Compliance with this Code of Practice will be monitored through a variety of avenues including, but not limited to, internal and external auditing, internal and external monitoring of feedback, validating resources, consulting with students, employers and Skillinvest Trainers/Teachers and professional development of staff.

11. Sanctions

Skillinvest accepts that failure to meet the obligations of the *Essential Standards for Continuing Registration* under the *National Vocational Education and Training Regulator Act 2011* as a private provider of vocational education and training their registration as a private RTO may be suspended or revoked by ASQA.

Skillinvest accepts that the Department of Education and Early Childhood Development (DEECD) has the right under the current Funding Contract to reconsider future contractual arrangements if their terms and conditions are not adhered to.

Student Selection and Enrolment Policy

Purpose

This policy describes the manner whereby Skillinvest Limited (Skillinvest) selects and enrolls students.

Scope

This policy applies to all students seeking enrolment and those enrolled in courses within the Skillinvest scope of registration.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Longerenong full time students are defined as students undertaking Certificate IV in Agriculture or Advanced Diploma of Agriculture as a non-apprenticeship over a two year period.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Policy

1. Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum. Skillinvest will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles.

2. Enrolment

Skillinvest is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, training package requirements and where relevant workplace requirements.

Skillinvest will enrol those students who have:

- Made a formal application and received an offer (Longerenong full time students only)
- Satisfactorily completed the enrolment process and
- Paid required fees and charges

3. Re-enrolment

3.1. Longerenong Students undertaking a course of more than one year duration may be required to re-enrol each year. Affected students will be advised at their initial enrolment.

3.2. Skillinvest will enrol those students who have:

- Satisfactorily completed the enrolment process and;
- Paid required fees and charges

4. Variation of enrolment

Skillinvest will allow a student to vary the units being undertaken provided:

- The units are being offered by Skillinvest
- The units selected meet the training package requirements of the course
- The student meets any training package and licensing requirements
- Where the student is an apprentice/trainee the employer consents
- Any additional costs are paid by the student

5. Eligibility for subsidised training

Skillinvest will assess eligibility of individuals for government subsidised training prior to commencement of training. Students who do meet the eligibility requirements will be offered a fee for service training program.

6. Pre Training Review

Skillinvest will conduct a Pre Training Review in accordance with the relevant Vocational Education and Training (VET) funding contract including a specific Language, literacy and numeracy assessment. Students enrolling in Diploma and Advanced Diploma level courses will also complete the Vet Student Loans (VSL) LLN as administered by The Learning Resources Group (TLRG)

7. Manager Approval

All enrolments must be approved by a Skillinvest Training Manager prior to the commencement of training.

Student Selection and Enrolment Procedure

Purpose

This procedure describes the process whereby Skillinvest Limited (Skillinvest) selects and enrolls students.

Scope

This procedure applies to all students seeking enrolment and those enrolled in courses within Skillinvest scope of registration.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro are responsible for the control and implementation of this procedure.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Longerenong full time students are defined as students undertaking Certificate IV in Agriculture or Advanced Diploma of Agriculture as a non-apprenticeship over a two year period.

Skillinvest authorised delegate for the purposes of the Victorian Training Guarantee Evidence of Student Eligibility and Student Declaration is an individual authorised in writing by the Chief Executive Officer of Skillinvest or their delegate to sign the Declaration.

Skillinvest representative is defined as an employee or contractor of the Skillinvest Registered Training Organisation.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.

Appropriate means the training and assessment will be delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and include reasonable support to facilitate the individual's participation and attainment.

Procedure

1. Recruitment

Recruitment will be conducted according to regulatory requirements.

2. Enrolment

2.1. After a student application or referral is received, an Enrolment Pack is prepared by the Administrative Officer and given to the Trainer/Teacher, or sent to the student.

2.2. The Trainer/Teacher will contact the individual to make an enrolment appointment and conduct a preliminary assessment of whether the student will be eligible for Victorian Training Guarantee (VTG) funding. If a student does not appear to be eligible, the

Trainer/Teacher will discuss with the student (and employer, if applicable), the cost of enrolling as a Fee for Service student. Longerenong full time students will be required to attend an enrolment day.

2.3. At enrolment the following parties will be present:

- Skillinvest representative
- The student
- The employer (where the student is an Apprentice or Trainee)
- The student's parent or guardian (where the student is under 18 years old)
- For workplace training, enrolment will usually take place at the workplace.

2.4. During the enrolment process, the following will occur:

- An explanation of the role of Skillinvest in the training, including the role of the Trainer/Teacher.
- Discussion of the TR032 Student Handbook. A copy of the Student Handbook will be provided to the student.
- Discussion about the training program including training and assessment requirements. A copy of the TR041 Training and Assessment Strategy will be given to the student.
- The Pre-Training Review (see Section 3 of this Procedure).
- Completion of TR003 Student Enrolment Form.
- Assessment of the student's eligibility for VTG funding (see Section 4 of this Procedure).
- Determination of the fees and charges payable by the student including:
- An assessment of the student's eligibility for a fee concession or fee waiver. Where relevant, a TR043 Application for Concession or Fee Waiver will be completed. If an application for concession or fee waiver is made, the original evidence of evidence of eligibility for concession or fee waiver will be sighted, and a photocopy taken and verified.
- Providing the student with the TR002 Statement of Fees.
- Additional costs associated with repeating a unit as per the TR076 Costs of Re-Enrolment Form.
- Where the student is being referred by a Job Service Provider or Disability Employment Service, the referral form will be collected.
- Selection of the units. Units available for selection will be listed in the TR041 Training and Assessment Strategy. For workplace training, students will only be able to select those units:
 - where their workplace has the materials and equipment required for training and assessment (as listed in TR041 Training and Assessment Strategy); or
 - where satisfactory alternate arrangements for training and assessment of the relevant unit/s can be made.
- Explanation of Recognition of Prior Learning (RPL) and Credit Transfer. Where relevant, a TR034 Credit Transfer Application Form will be completed. Where an individual seeks to undertake Recognition of Prior Learning (RPL) they will be referred to a RPL provider.
- Discussion of when the course will commence and the ongoing training schedule, including arranging a date for induction.
- For all Apprentices and Trainees, an explanation of the employer's responsibilities - including appointment of a workplace supervisor.

- For all Apprentices/Trainees undertaking some workplace based training the following will also be explained:
 - The requirement for Skillinvest to maintain monthly contact with both the student and the workplace supervisor/employer.
 - Structured time release, and the requirement that details of the release be recorded in the TR012AT Training Log Book.
- For Apprentices undertaking Certificate III in Engineering, Certificate III in Building and Construction, or a Certificate III Automotive qualification, competency based wage progression will be explained, and the TR057E Letter – Engineering, Automotive and Building & Construction will be given to the employer.

2.5. To confirm that all items have been covered during the enrolment, the Skillinvest representative, the student and the host/legal employer (where applicable) will complete, sign and date the TR001 Enrolment Checklist.

2.6. During enrolments conducted at the workplace, the Skillinvest representative will be vigilant for any work health and safety issues and report any concerns to the employer, and where relevant, the host employer. Observations will also be reported on a TR008 Record of Contact and reported immediately to a Training Manager or the Longerenong College General Manager.

3. Re-enrolment

The procedure for re-enrolment is the same as the procedure outlined for enrolment in Section 1, with the exception that a Pre-Training Review is not required.

4. Variation of Enrolment

4.1. Students will complete the TR004 Enrolment Details Variation Form if they wish to:

- Change their name or contact details
- Vary the units in their Training Plan
- Withdraw from their Training Program

4.2. For Apprentices and Trainees, any requests for variation of enrolment (except a change in personal details) must be approved in writing by the Employer. For school based Apprentices/Trainees, written approval must also be obtained from the school.

4.3. Where the student requests a variation in the Training Plan, any additional fees resulting from the variation must be paid by the student before the request will be approved by Skillinvest.

5. Eligibility for Subsidised Training

5.1. An individual's eligibility for VTG subsidised training will be assessed prior to the commencement of training. Assessment of eligibility usually takes place during the enrolment appointment.

5.2. If eligible for VTG Funding, the individual's evidence of citizenship or permanent residency and, if applicable, date of birth will be sighted and a photocopy taken and verified.

5.3. In assessing eligibility the Skillinvest authorised delegate will take into account whether the individual is referred under one of the following Victorian Government Initiatives:

- VTG for Retrenched Employees – Individuals referred under this initiative must meet all eligibility requirements except the up skilling requirement. The Skillinvest representative must collect from the individual a Workers in Transition Eligibility Letter (dated prior to 03/11/2014) or Training Referral Letter (dated 03/11/2014 or

after) from Regional Market Facilitation Manager of the Department of Education and Early Childhood Development (DEECD) and a copy of Notification of Employment Separation. Training must commence within 12 months of the date of the Referral letter.

- Asylum Seekers and Victims of Human Trafficking Initiative – Individuals referred under this initiative must meet all eligibility requirements except citizenship/residency. The Skillinvest representative must collect from the individual the relevant Asylum Seekers/Victims of Human Trafficking Referral Form.
- Automotive Supply Chain Training Initiative – Individuals referred under this initiative must meet all eligibility requirements except the up skilling requirement. The Skillinvest representative must collect from the individual an eligibility letter from DEECD and evidence of their current or recent employment in the automotive supply chain. Training must commence within 12 months of the date of the DEECD letter.

6. Pre Training Review

6.1. Pre Training Reviews will only be conducted by a Skillinvest representative.

6.2. Pre Training Reviews will be conducted prior to the commencement of training. Usually, they are conducted during the enrolment process.

6.3. All individuals seeking enrolment complete a standard Pre Training Review. It includes completion of a language, literacy and numeracy LLN assessment, which is linked to the Australian Core Skills Framework (ACSF) level ideally needed to undertake the qualification. Students enrolling in Diploma and Advanced Diploma level courses will also complete the VET Student Loans (VSL) LLN as administered by The Learning Resource Group (TRLG)

6.4. Pre Training Reviews must be reviewed and assessed by a Trainer/Teacher or Training Manager where applicable. The Trainer/Teacher will use the information in the Pre Training Review to:

- Identify any competencies previously acquired through RPL or Credit Transfer.
- Ascertain whether the proposed qualification is the most suitable for the individual to enrol in, based on their existing educational achievement, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills.
- Ascertain that the proposed learning strategies and materials are appropriate for that individual.

6.5. The Trainer/Teacher will provide feedback on their assessment of the Pre Training Review to the individual and, where applicable, the employer.

- If the proposed qualification is not considered suitable for the student due to their aspirations, interests and likely job outcomes the trainer/assessor will discuss alternate training and/or employment options for the individual.
- If the proposed qualification is not suitable due to the individual's previous educational achievement or capabilities, or if the proposed learning strategies and materials are not appropriate the trainers/assessors will discuss:
 - Varying the level of the proposed qualification
 - Whether the proposed learning strategies and materials can be reasonably adjusted to suit the individual
 - Whether the individual would benefit from undertaking a foundation skills program with Skillinvest or another provider

6.6. The Trainer/Teacher will not enrol an individual into a qualification with Skillinvest if the Pre Training Review indicates that it is not suitable or appropriate for the individual, and where reasonable adjustments to the training program cannot remedy this.

7. Manager Approval

All enrolments must be approved by a Skillinvest Training Manager prior to the commencement of training.

Short Course Enrolment Policy

Purpose

This policy describes the manner whereby Skillinvest Limited (Skillinvest) enrolls students into short courses.

Scope

This policy applies to all students enrolling into Skillinvest short courses.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro are responsible for the control and implementation of this policy.

Definitions

Short course refers to one or limited number of accredited units from a training package. It may also refer to a stand alone accredited or non-accredited course, typically of no more than 40 hours.

Skillinvest representative is defined as an employee or contractor of the Skillinvest Registered Training Organisation (RTO).

Policy

1. Recruitment

Recruitment of students into short courses will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum. Skillinvest will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles.

2. Enrolment

Skillinvest is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, course requirements and where relevant workplace requirements.

Skillinvest will enrol those students who have:

- satisfactorily completed the enrolment process and
- paid required fees and charges prior to commencement of training

3. Eligibility for subsidised training

Skillinvest will assess eligibility of individuals for government subsidised training for short courses prior to the commencement of training. Students who do not meet the eligibility requirements will be offered a fee for service training program. A Skillinvest representative will provide students with information to enable them to determine whether it is in their best

interests to access funding as enrolling in a short course will count as a commencement and may jeopardise future funding availability.

4. Pre Training Review

Skillinvest will conduct a Short Course Pre Training Review, including a specific Language, Literacy and Numeracy assessment.

Short Course Enrolment Procedure

Purpose

This procedure describes the processes whereby Skillinvest Limited (Skillinvest) enrolls students into short courses.

Scope

This procedure applies to all students enrolling into Skillinvest short courses.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro are responsible for the control and implementation of this procedure.

Definitions

Appropriate means the training and assessment will be delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and include reasonable support to facilitate the individual's participation and attainment.

Short course refers to one or limited number of accredited units from a training package. It may also refer to a stand alone accredited or non-accredited course, typically of no more than 40 hours.

Skillinvest representative is defined as an employee or contractor of the Skillinvest Registered Training Organisation.

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.

Procedure

1. Recruitment

Recruitment of students into short courses will be conducted in accordance with the Skillinvest Marketing and Advertising Policy and Procedure. The application and selection process will be explicit and defensible and comply with access and equity principles.

2. Enrolment

2.1. After a student application or referral is received, an Enrolment Pack is prepared by the relevant Administrative Officer and given to the Trainer/Teacher, or sent to the student. During the enrolment process, the following will occur:

- The student will be referred to the Skillinvest website, where the TR032 Student Handbook is published
- Discussion about the training program, including training and assessment requirements
- A Pre-Training Review at the appropriate level will be conducted, as per the TR056 Pre-Training Review - Short Course
- Completion of the TR003SC Short Course Enrolment Form
- Assessment of the student's eligibility for VTG Funding
- Determination of the fees and charges payable by the student for the short course

3. Eligibility for Subsidised Training

An individual's eligibility for Victorian Training Guarantee (VTG) subsidised training will be assessed prior to commencement of training. Assessment of eligibility usually takes place during the enrolment appointment. Where a student wishes to apply for VTG Funding, refer to the process outlined in the Student Enrolment Procedure.

4. Pre Training Review

A Short Course Pre Training Review will be conducted by a Skillinvest representative prior to the commencement of training. The Short Course Pre Training Review will include the completion of language, literacy and numeracy (LLN) assessment, which is linked to the Australian Core Skills Framework (ACSF) level ideally needed to undertake the qualification. The Trainer/Teacher will not enroll an individual into a course with Skillinvest if the Pre Training Review indicates that it is not suitable or appropriate for the individual.

Apprentice and Trainee Induction Policy

Purpose

This policy describes the manner whereby Skillinvest Limited (Skillinvest) inducts apprentices and trainees in the requirements of the training program, prior to the commencement of training.

Scope

This policy applies to all enrolled apprentices and trainees (including school-based apprentices and trainees).

Responsible parties

Skillinvest's Training Managers and General Manager, Metro are responsible for the control and implementation of this policy.

Policy

1. Induction

Induction of apprentices and trainees will be conducted at all times in an ethical and responsible manner and will be consistent with the requirements of the curriculum. Skillinvest is committed to ensuring that all apprentices and trainees inducted are at the appropriate Australian Core Skills Framework (ACSF) competency level, understand training package requirements and (where relevant) workplace requirements. Skillinvest will ensure that all parties are aware of and understand their roles and responsibilities.

Apprentice and Trainee Induction Procedure

Purpose

This procedure describes the processes utilised by Skillinvest Limited (Skillinvest) to induct apprentices and trainees in the requirements of the training program, prior to the commencement of training.

Scope

This procedure applies to all enrolled apprentices and trainees (including school-based apprentices and trainees).

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Procedure

1. Induction

Induction will be conducted as per the TR005 Induction Checklist. Parties present during induction must include the student, (host) employer and a Skillinvest representative. Roles and responsibilities of all parties will be discussed in detail using the TR005 Induction Checklist as a guide.

The TR010/TR010AT Training Plan will be explained and signed by all parties. If applicable, the apprentice/trainee will be provided with learning resources and training and assessment details.

After completion of the induction process, training will be commenced as per the TR010/TR010AT Training Plan.

Staff Recruitment and Induction Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure that the recruitment and induction of staff in the training department is compliant with the current Standards for Registered Training Organisations (RTOs) and the current Funding Contract/s.

Scope

This policy applies to all employees and contractors of Skillinvest.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Assessors are persons who assess a student's competence.

Clients are defined as including students, legal/host employers and workplace supervisors.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace.

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.

Trainers/Teachers are persons who provide training in accordance with the National Vocational Education and Training (VET) Regulator (NVR) standards.

Training is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training products on the RTO's scope of registration.

Policy

1. Recruitment and Induction Strategy

Skillinvest will recruit and induct training department staff to satisfy compliance to the current Standards, current Funding Contract guidelines and to the Skillinvest recruitment and induction guidelines while executing the functions of training, assessment and administration.

2. Recruitment

Skillinvest will recruit training department staff following the process defined in the Skillinvest Recruitment Process chart and the Skillinvest Human Resources Manual. All vacancies will be filled in accordance with merit-based selection processes which enable all suitably qualified persons the opportunity to apply for vacant positions in an equitable environment.

Trainers, teachers and assessors will be required to hold vocational competencies, current industry skills and current knowledge and skills in vocational training and learning to be considered for the positions of trainer, teacher and assessor as outlined in the current Standards. Industry experts may be considered for assistant roles and must work alongside trainers, teachers and assessors when conducting assessment.

Administration staff will demonstrate experience in the administration sector with consideration given to applicants with employment history in the VET sector.

Contractors will not be required to undergo this recruitment process; however they will be required to demonstrate acquisition of qualifications and industry experience to meet NVR standards to deliver training and assessment.

Skillinvest will not engage, employ, contract or otherwise deal with any person who, since 1 January 2011:

- i) was at a registered training organisation that was party to a contract with the Department regarding government subsidised training which the Department terminated for any reason other than on a ground equivalent to one of the grounds specified in Clauses 18.3(f), 18.3(g) and 18.3(h), or a Relevant Person at such a registered training organisation;
- ii) was a registered training organisation that had its registration under the Act, National Act or relevant equivalent legislation revoked, suspended, cancelled or had restrictions imposed on its registered training organisation operations that the Department considers would have affected its

ability to provide services equivalent to the Training Services, or a Relevant Person at such a registered training organisation;
iii) was a registered training organisation that was subject to an Other VET Funding Arrangement Termination Event, or a Relevant Person at such a registered training organisation; or
iv) was responsible, via their acts or omissions, for any of the matters raised in Clause 4.4(i) occurring to another person or entity.

3. Induction

Skillinvest will induct all staff, including contractors, as part of the introduction to Skillinvest. Guides unique to the training department will also be presented to all new employees.

Staff Recruitment and Induction Procedure

Purpose

This procedure describes the process by which Skillinvest Limited (Skillinvest) will ensure that the recruitment and induction of staff in the training department is compliant with the current Standards for Registered Training Organisations (RTOs) and the current Funding Contract/s.

Scope

This procedure applies to all employees and contractors of Skillinvest.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Assessors are persons who assess a student's competence.

Clients are defined as including students, legal/host employers and workplace supervisors.

Competency means the consistent applicant of knowledge and skill to the standard of performance required in the workplace.

Current industry skills are the knowledge, skills and experience required by Vocational Education and Training (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.

Skillinvest representative is defined as an employee or contractor of Skillinvest.

Trainers/Teachers are persons who provide training in accordance with the National VET Regulator (NVR) standards.

Training is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Procedure

1. Recruitment and Induction Strategy

Skillinvest will ensure the recruitment and induction strategy includes the following elements:

- Job Analysis
- Preparation and/or review of Position Description
- Advertising of position
- Selection process
- Interview process
- Verification of qualifications and/or experience
- Offer and appointment to position
- Notification of outcomes
- Induction
- Probationary review
- Performance Management
- Professional and personal development

2. Recruitment

Position descriptions (including selection criteria) will be developed in line with the NVR standards to ensure compliance when employing trainers, industry experts, assistants, administrative and compliance staff. A selection process, including alignment of responses to selection criteria, will be completed prior to the interview process.

All interviews of permanent employees (full time and part time) will be undertaken by a panel of three interviewers with panel composition aligned to the level of position and gender representation requirements as outlined in the Skillinvest Human Resource manual. For sessional, industry specialist and labour hire employees, the interview process may be conducted by the relevant Manager, with a Senior Manager to sign the contract agreement to confirm appointment. Key Performance Indicators (KPIs) will be discussed at interview stage.

A comprehensive reference check process confirming qualification, industry and skill set experience will be conducted prior to appointment of all positions.

On appointment, the TR068 Trainer and Teacher Mapping Document will be used to specify the qualifications and industry experience of Trainers/Teachers (including contractors and third party arrangements) to provide evidence of competencies against defined standards.

3. Induction

All trainers, teachers and assessors (including sessional staff, industry experts, assistants and contractors) will be required to read and acknowledge the TR035 Trainer and Teacher Guide prior to commencing in their position with Skillinvest.

All permanent staff members will be required to complete the Skillinvest induction process which includes acknowledgement by signature of Skillinvest policies and procedures relevant to their position and inductions with the Managers of each department.

New employees will be inducted in the Skillinvest Quality Management system, and the Skillinvest Information Management Systems to provide them with the tools to successfully operate in their roles.

A monitoring and management stage during the 3 month probationary period will provide opportunity to develop a training plan for identified shortfalls during recruitment stage.

All permanent employees will complete a probationary review prior to the 3 month point to establish their performance to date and assist with identification of additional training if an extension to probation is required.

Performance monitoring will continue as per the Skillinvest Performance Monitoring process with opportunities for professional and personal development to be identified and explored during these sessions.

Training and Assessment Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure that the delivery and assessment of qualifications and accredited courses on the Skillinvest scope of registration are compliant with the current Standards for Registered Training Organisations and Relevant Funding Contract/s.

Scope

This policy applies to all employees and clients of Skillinvest.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Appropriate means the training and assessment will be delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs, and includes reasonable support to facilitate the individual's participation and attainment.

Clients are defined as including students, legal/host employers and workplace supervisors.

Eligible individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the current Vocational Education and Training (VET) funding contract.

Funding Contract refers to the current VET Funding Contract.

Principles of assessment require all assessments to be fair, flexible, valid and reliable.

Rules of evidence require that evidence of assessment is valid, sufficient, authentic and current.

Skillinvest representative is defined as an employee or contractor of Skillinvest.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.

Policy

1. Scope of Registration

Skillinvest will only train and assess those qualifications and accredited courses listed on its scope of registration.

2. Training and Assessment Strategy

Skillinvest will develop training and assessment strategies for each qualification and accredited course on the Skillinvest Scope of Registration and will maintain currency through annual review.

3. Training Plan

Skillinvest will create a Training Plan in conjunction with the student and where applicable, the employer and/or school.

Skillinvest will ensure that the TR010/TR010AT Training Plan is:

- suitable and appropriate to the individual needs of the student
- compliant with the current Standards and current Funding Contract

4. Training

Training will be delivered in accordance with:

- Training Contract (Apprentices/Trainees only)
- TR041 Training and Assessment Strategy
- TR010/TR010AT Training Plan
- Timetable (if applicable)
- Support strategy (if applicable)
- Lesson plans (if applicable)

4.1. Timetables

A Skillinvest representative will develop the appropriate timetable where tuition is provided in a classroom environment.

4.2. Evidence of Participation

All training services delivered by Skillinvest to an eligible individual will be supported by evidence of participation as defined in the Funding Contract.

4.3. Participation in VET Units 3 & 4

Skillinvest will provide training and assessment to VET in Schools (VETiS) students where required, in accordance with the Standards and Funding Contract.

4.4. Trainer and Assessor Qualifications

Skillinvest will only employ individuals as trainers and/or assessors who hold qualifications, relevant vocational competence and current industry skills required by the Standards and Funding Contract.

Skillinvest will ensure that trainers and assessors actively engage in professional development activities as required by the Standards.

4.5. Training Delivery

The training delivery methods may include classroom, workplace, on line, correspondence or a combination of these delivery methods.

5. Assessment

5.1. Principles of Assessment and Rules of Evidence

Skillinvest will apply the principles of assessment and rules of evidence when conducting assessment of student work.

5.2. Communication of Assessment

Skillinvest assessors will inform students of:

- the timing, purpose and nature of the assessment
- their responsibilities in relation to the assessment, including such issues as plagiarism and cheating

Skillinvest will ensure that assessors are aware of their responsibilities associated with the conduct of an assessment, including making allowable reasonable adjustments where required.

5.3. Benchmarking

Skillinvest will provide assessors with benchmarked answers for all assessment tools.

5.4. Appeals Against Assessment Outcomes

Any appeals against assessment outcomes or complaints regarding the assessment process will be actioned according to the Student Complaints and Appeals Policy and Procedure.

6. Retention of Records

Skillinvest will retain records according to the current Standards and current Funding Contract.

Training and Assessment Procedure

Purpose

This procedure describes the process whereby Skillinvest Limited (Skillinvest) will ensure the delivery and assessment of qualifications and accredited courses on the Skillinvest Scope of Registration are compliant with the current Standards for Registered Training Organisations and Relevant Funding Contract/s.

Scope

This procedure applies to all employees and clients of Skillinvest.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Appropriate means the training and assessment will be delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and include reasonable support to facilitate the individual's participation and attainment.

Clients are defined as including students, legal/host employers and workplace supervisors.

Eligible individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the current VET funding contract.

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Principles of assessment require all assessments to be fair, flexible, valid and reliable.

Rules of evidence require that evidence of assessment is valid, sufficient, authentic and current.

Skillinvest representative is defined as an employee or contractor of Skillinvest.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.

Procedure

1. Scope of Registration

The scope of registration, as listed on www.training.gov.au will be monitored for currency by the Skillinvest Compliance Coordinator. Changes to the Registered Training Organisation (RTO) Scope of Registration will be actioned via the TR044 Change to RTO Scope of Registration Checklist.

2. Training and Assessment Strategies

2.1. Training and Assessment Strategy

Skillinvest will ensure the training and assessment strategy includes the following:

- The full code and title of the training product
- The units or modules that are being offered
- Mode of delivery
- Entry requirements
- Duration – in determining the duration of a program, reference will be made to the Australian Qualifications Framework (AQF) volume of learning indicators
- Scheduling
- Assessment resources, methods and timing
- Learning resources
- Human resources
- Physical resources

When required, a separate strategy will be developed for:

- Units being delivered as a stand-alone program
- Different cohorts of students that require different training and assessment methods
- Different modes of delivery

The information specified above will be documented in the TR041 Training and Assessment Strategy.

2.2. Industry Consultation

When creating the training and assessment strategy, Skillinvest will consult with relevant industry bodies which may include employers, the Industry Skills Council, industry advisory committees, unions and community advisory councils. The TR062 Industry Consultation will be used to document the consultation and is an attachment to the TR041 Training and Assessment Strategy.

2.3. Training and Assessment Strategy Review

On an annual basis, the TR041 Training and Assessment Strategy for each qualification and accredited course will be reviewed.

This will include:

- Industry consultation and completion of the TR062 Industry Consultation
- Review of any client and trainer feedback over the previous 12 months
- Completion of the TR039C Qualification Review, including recommendations for alterations of the TR041 Training and Assessment Strategy

Any changes recommended as part of the review will be actioned by the relevant Training Manager/Manager of Academic Programs or representative.

3. Training Plan

The following matters will be taken into account when creating the Training Plan:

- The requirements of the Standards and Funding Contract
- Outcomes of consultation with the student and if applicable, employer and/or school
- Recommendations arising from the Pre Training Review
- The employer's workplace requirements and resources
- The requirements of government initiatives, including the Automotive Supply Chain Training Initiative and Retrenched Employees Initiative

3.1. Timeframes

A Skillinvest representative will arrange for the Training Plan to be signed by the required parties at enrolment/induction or at a subsequent contact within the following timeframes:

- No later than four weeks after training commences OR
 - For apprentices and trainees, within three months of the commencement date of their Training Contract or
 - For school-based trainees, within two months of the commencement of their Training Contract,
- whichever is the earlier.

3.2. Distribution

The relevant Administrative Officer will forward a copy of the signed Training Plan to the:

- Student
- Employer (if applicable)
- School (if applicable)
- Australian Apprenticeships Support Network (if applicable)

3.3. Variation

Variations of the Training Plan will be actioned via the TR004 Enrolment Details Variation. For apprentices and trainees, this will include any changes endorsed by the required parties.

3.4. Monitoring

The Trainer/Teacher will monitor the progress of the student against the Training Plan through regular contact and training with the student and their employer (if applicable). Monitoring will be recorded in the TR008 Record of Contact, the TR016 Training and Assessment Report or in Attendance Registers. Corrective action will be taken where required. This is recorded in either the TR008 Record of Contact or the TR016 Training Delivery and Assessment Report.

- 3.4.1.** The relevant Administrative Officer will update the Training Plan and VETtrak from the information obtained from the relevant form.

4. Training

Prior to the commencement of training, Trainers/Teachers will have access to the TR041 Training and Assessment Strategy and the student's:

- Training Plan
- Timetable (if applicable)
- Support strategy (if applicable)
- Lesson plans (if applicable)
- Required resources
- Assessor guide and student assessment tool/s

4.1. Timetables

For classroom training, all students will be provided with a timetable and advised of any changes in a timely manner. For Longerenong College only, a Skillinvest representative will develop an

Academic Calendar. Students should refer to the Academic Calendar for an overview of key dates, including semester start and end dates.

4.2. Evidence of Participation

4.2.1. Collection

Evidence of participation will be collected by Skillinvest through one or more of the following documents:

- TR016 Training Delivery and Assessment Report
- TR059A Student Attendance Register (Classroom)
- TR059B Class Attendance Roll
- TR059C Individual Student Attendance Register
- TR059D Individual Attendance Sheet
- TR008 Record of Contact
- Evidence of work submitted by the student which contains the student signature, student name, unit of competency and date
- TR007 Assessment Record or equivalent competency record

In the event that the above evidence is not available, evidence of participation that meets the guidelines as designated in the Funding Contract will be used.

4.2.2. Points

Skillinvest will ensure that the following minimum specifications will be met to evidence an eligible individual's engagement in training services activity:

- One (1) point of Evidence of Participation per unit of competency/module will be provided if the period between the Enrolment Activity Start Date and Enrolment Activity End Date (inclusive) for the unit of competency/module is one month or less
- Two (2) points of Evidence of Participation per unit of competency/module will be provided if the period between the Enrolment Activity Start Date and Enrolment Activity End Date for the unit of competency/module is greater than one month, including one point within the last month of training delivery and/or assessment as identified by the reported Enrolment Activity End Date.

4.2.3. Claiming

Prior to entering a claim in VETtrak, the relevant Administrative Officer will verify that sufficient evidence of participation is on file.

4.3. Participation in VCE Units 3 & 4

Skillinvest will comply with the particular requirements of the Funding Contract.

4.4. Trainer and Assessor Qualifications

All Skillinvest Trainers and Assessors will complete the TR068 Trainer and Teacher Mapping Document and update it on an annual basis or where:

- The trainer and/or assessor's qualification alters
- There is a change to the units the trainer and/or assessor delivers/assesses

The Training Manager/s will approve all mapping documents. Professional development requirements identified by the TR068 Trainer and Teacher Mapping Document will be discussed, implemented and monitored at staff reviews.

4.5. Training Delivery

Training will be delivered according to the TR006 Learning and Assessment Mapping Tool or equivalent and the TR010/TR010AT Training Plan.

4.6. Contact Requirements

A Skillinvest representative will ensure that all students undertaking any form of workplace based training are contacted on a monthly basis. For apprentices, a Skillinvest representative will make contact with the employer at least four times per year to discuss the apprentice's progress against the TR010/TR010AT Training Plan and obtain employer confirmation in writing (including email) of the apprentice's competence in the workplace. Apprentices and trainees will be required to complete the TR012AT Training Log Book.

5. Assessment

5.1. Principles of Assessment and Rules of Evidence

The principles of assessment and rules of evidence will be followed in the development of the TR041 Training and Assessment Strategy and confirmed through the application of the validation procedure.

5.2. Communication of Assessment

Details of Trainer/Teacher responsibilities, including guidelines on reasonable adjustment, will be conveyed to staff through the information provided in the TR035 Trainer and Teacher Guide. Details of assessment will be conveyed to students and assessors through the information provided on the TR010/TR010AT Training Plan, TR032 Student Handbook and the TR007A/B Assessment Record or equivalent. Timing of assessments will be provided in detail for the program by the assessor and where circumstances require variances in the program alternate arrangements will be negotiated between the student and assessor.

5.3. Benchmarking

Sample solutions to assessment tasks will be provided to assessors through the TR011A/B RTO Assessor's Guide or equivalent.

5.4. Appeals Against Assessment Outcomes

Complaints regarding the assessment process and appeals against assessment outcomes must be made in writing and will be conducted according to the Student Complaints and Appeals Policy and Procedure.

6. Retention of Records

Student and staff files are archived upon completion/termination or withdrawal and stored for the Minimum Retention Period according to the Q2001 – Record Retention Schedule and QMP002 Control of Quality Records.

Retention of Records Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to retain and manage accurate records and documentation relating to its delivery of training and assessment services as a Registered Training Organisation (RTO), in keeping with the requirements of the current Funding Contract, current Standards and at law.

Scope

This policy applies to all employees of Skillinvest involved in the provision of training and assessment services and the maintenance of records and documents relating to the activities of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Eligible individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the Vocational Education and Training (VET) Funding Contract.

Employees are defined as employees or contractors of Skillinvest.

Evidence of Concession/Waiver/Exemption means evidence of an eligible individual's entitlement to concession tuition fees, or to a waiver of or exemption from tuition fees for government subsidised training.

Evidence of Eligibility means evidence of an individual's eligibility for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract.

Evidence of Participation means evidence of an eligible individual's participation in training and assessment provided by the RTO, as detailed in the current VET Funding Contract.

Funding Contract refers to the current VET Funding Contract.

Record means a written, printed, or electronic document providing evidence that activities have been performed.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Policy

1. Records Management

Skillinvest will implement and administer a recordkeeping system that creates and maintains full and accurate hard copy and/or electronic records for all training service and delivery provided by Skillinvest. The recordkeeping system will comply with all applicable standards issued under the *Public Records Act 1973 (Vic)* (PR Act), the current Standards and the current Funding Contract.

Skillinvest will utilise an electronic student management system (VETtrak) that complies with the Victorian VET Student Statistical Collection guidelines.

2. Security

Skillinvest will ensure the security of all training records.

3. Privacy

3.1. Skillinvest is committed to protecting the privacy of the information given to the organisation regarding employees, students and clients. Skillinvest will collect, store, maintain, use and disclose personal information in accordance with the Skillinvest Privacy Policy.

3.2. Skillinvest recognises the responsibility to assure the safety and integrity of all records, and specifically, the confidentiality of staff and student records. All information discussed and documented within the organisation is considered sensitive and confidential and is not to be disclosed to anyone outside the employ of Skillinvest.

4. Access to Records

4.1. Access to Records by External Agencies

Skillinvest will not, without the prior written approval of the Department of Education and Early Childhood Development (DEECD), disclose (or permit the disclosure of) information regarding the current Funding Contract (unless the request forms part of the exceptions outlined in the current Funding Contract). Access to records by other individuals or agencies will only occur through an appropriate approval process.

4.2. Access to Staff Records

Staff files can only be accessed with appropriate approval.

4.3. Access to Student Records

Skillinvest will ensure that students have timely access to current and accurate records of their own participation and progress.

Skillinvest will ensure that only Trainers/Teachers or other authorised Skillinvest personnel will have access to student records.

5. Retention of Records

5.1. Skillinvest will retain, archive, retrieve and transfer training records in accordance with the requirements of the current Funding Contract, current Standards and at law.

5.2. Skillinvest will retain records of:

- attainment of units of competency and attainment of qualifications for all students
- the current records of the qualifications and experience of all staff employed by or contracted to Skillinvest to deliver training and assessment services

- training services in relation to the current Funding Contract, including all records relating to Evidence of Eligibility, Evidence of Concession/Waiver/Exemption, Fees Charged and Evidence of Participation for each Eligible Individual

5.3. On termination or expiry of the current Funding Contract, Skillinvest will retain ownership and custody of its records.

6. Archiving Files

Skillinvest will archive student and staff files upon completion/termination or withdrawal and store for the minimum retention period.

7. Disposal of Records

Skillinvest will securely dispose of records after the specified retention period has expired, in accordance with the current Funding Contract, current Standards and at law.

Retention of Records Procedure

Purpose

This procedure describes the processes by which Skillinvest Limited (Skillinvest) will retain and manage accurate records and documentation relating to its delivery of training and assessment services as a Registered Training Organisation (RTO), in keeping with the requirements of the current Funding Contract, current Standards and at law.

Scope

This procedure applies to all employees of Skillinvest involved in the provision of training and assessment services and the maintenance of records and documents relating to the activities of the RTO.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Eligible individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the Vocational Education and Training (VET) Funding Contract.

Employees are defined as employees or contractors of Skillinvest.

Evidence of Concession/Waiver/Exemption means evidence of an eligible individual's entitlement to concession tuition fees, or to a waiver of or exemption from tuition fees for government subsidised training.

Evidence of Eligibility means evidence of an individual's eligibility for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract.

Evidence of Participation means evidence of an eligible individual's participation in training and assessment provided by the RTO, as detailed in the current VET Funding Contract.

Funding Contract refers to the current VET Funding Contract.

Record means a written, printed, or electronic document providing evidence that activities have been performed.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Procedure

1. Records Management

Skillinvest will maintain accurate hard copy and/or electronic records (through VETtrak) for all relevant training services provided by the Skillinvest. Record control will be conducted according to the QMP002 Control of Quality Records process.

2. Security

All staff and student files are to be securely stored in locked metal filing cabinets and are maintained by the Administrative Officers and Training Managers. Student records are entered into the electronic Student Management System (VETtrak). Quality Management System documents are stored and maintained within the Quality Management System (Paradigm 3). All electronic records are automatically backed up daily.

3. Privacy

Skillinvest includes a standard privacy notice in the TR003 Student Enrolment Form, which advises students how their data may be supplied to and used by the Department of Education and Early Childhood Development (DEECD) and Commonwealth VET FEE-HELP agencies. Students and clients may also access the Skillinvest Privacy Policy, which is displayed on the Skillinvest website.

All staff members are required to adhere to confidentiality requirements as per their contract of employment and in accordance with the Skillinvest Code of Conduct. Failure to adhere to the declaration will result in management taking appropriate action with the staff member, which may include the cessation of the employment arrangement and the commencement of legal action.

4. Access to Records

4.1. Access to Records by External Agencies

Skillinvest provides access to records and documentation relating to its delivery of training and assessment services as requested

- in accordance with the requirements of the *Public Records Act 1973* (PR Act)
- by the Victorian Auditor General or Victorian Ombudsman in writing
- by a government representative on request in writing
- by the DEECD or an authorised representative of the DEECD for any purpose connected with the current Funding Contract
- by the National VET Regulator

4.2. Access to Staff Records

Staff files may only be accessed and viewed by in the presence of the Chief Executive Officer, the Skillinvest General Managers, Skillinvest Training Managers, General Manager –Longerenong or an auditor appointed by the DEECD. No documentation may be removed from the file without the approval of the relevant manager.

4.3. Access to Student Records

All students have a right to view their own records and may do so upon request to the relevant Training Manager. No documentation may be removed from the file.

Staff access to student records will be as per the TR3.3.11 Accessing Student Records process. Temporary removal of documents must be recorded on the 'In/Out' sheet attached to the filing cabinet.

5. Retention of Records

Records relating to the delivery of training and assessment services will be retained according to the Q2001 Document Retention Schedule. This includes the retention of:

- enrolment information confirming eligibility for government subsidised training including the application of fees , which must be kept for at least seven years
- information related to Training Plans and/or documentation of agreed program delivery, which must be kept for at least two years after the student has completed or withdrawn from the relevant training course, module/unit of competency or qualification in which they are enrolled
- information related to evidence of participation requirements, including, but not limited to, assessment records, which must be kept for at least two years after the student has completed or withdrawn from the relevant training course, module/unit of competency or qualification in which they are enrolled
- all records for student results (to enable the re-issue of qualifications or statements of attainment), which are to be kept for thirty years
- staff training records, which are to be kept for a minimum of five years after staff members leave the organisation

6. Archiving Files

- 6.1.** Student and staff files will be archived for the minimum retention period according to the Q2001 Record Retention Schedule.
- 6.2.** Electronic records from VETtrak of all training and assessment services carried out in each calendar year are to be placed in archive for that particular year.
- 6.3.** Files for archiving are placed in a file box, recorded on the box content label and archived according to the organisation's current requirements.
- 6.4.** If Skillinvest ceases to operate as an RTO, the responsible officer will contact the DEECD to discuss the transfer of records.

7. Disposal of Records

Once the minimum retention period has expired according to the Q2001 Document Retention Schedule, the relevant records will be shredded and disposed of securely.

Transition Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure the transition of students from superseded to current training products within a 12 month period, in accordance with the current Standards and the current Funding Contract.

Scope

This policy applies to all employees, contractors and clients of Skillinvest.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

National Register is the register maintained by the Commonwealth Department responsible for VET.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Student is a person being trained and/or assessed by the RTO for the purpose of issuing Australian Qualifications Framework (AQF) certification documentation.

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimise duplication of the individual's existing competencies.

Superseded qualification means a qualification that has been replaced by a new version on the National Register.

Training product means AQF qualification, skill set, and unit of competency, accredited short course and module.

Policy

1. Scope of Transition

Skillinvest will transition students from superseded/discontinued qualifications to current qualifications within the period prescribed by the current Standards to provide training in qualifications representing the current skill needs of industry.

2. Endorsement Process

Skillinvest will manage timely transitions through monitoring status of endorsement process through the National Register and timely submissions of scope applications where applicable.

3. Removal or Deletion of Qualifications

Where the training package is removed or deleted due to insufficient demand, Skillinvest will identify the best outcome through completion of the 'superseded' qualification or transition to a suitable qualification.

Transition Procedure

Purpose

This procedure describes the processes whereby Skillinvest (Skillinvest Limited) will ensure that the transition of students from superseded to current training products is managed within a twelve month period.

Scope

This procedure applies to all employees, contractors and clients of Skillinvest.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

National Register is the register maintained by the Commonwealth Department responsible for Vocational Education and Training (VET).

Skillinvest representative is defined as an employee or contractor of Skillinvest.

Student is a person being trained and/or assessed by the Registered Training Organisation (RTO) for the purpose of issuing Australian Qualifications Framework (AQF) certification documentation.

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimise duplication of the individual's existing competencies.

Training Product means AQF qualification, skill set, and unit of competency, accredited short course and module.

Procedure

1. Scope of Transition

Where a qualification has been superseded or discontinued, Skillinvest will either complete the student (if achievable within the transition timeframe) in the current qualification or transition them to the replacement training product within a period of twelve months from the date that the replacement training product was released on the National Register.

Where an AQF qualification is no longer current and has not been superseded, all students' training and assessment will be completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.

Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all students' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register.

A new student can not commence training and assessment in a training product that has been removed or deleted from the National Register.

No government funding will be available in superseded qualifications:

- for apprentices from 01/01/2016
- for all other students from 01/07/2015

Transition for all students will be actioned through completion of a TR075 Transition Form. A new training plan will be developed reflecting credit transfers granted from the superseded qualification upon receipt of the transition form and credit transfer form.

If the student is a trainee/apprentice, a Victorian Registration and Qualifications Authority (VRQA) Variation form (for Victorian trainees/apprentices only) or appropriate form from the relevant State Training Authority will be completed and forwarded to the trainees/apprentices' Australian Apprenticeship Support Network (AASN) to action before Skillinvest can action the transition.

In exceptional circumstances and with strong industry support, Skillinvest may apply for an extension to the transition period.

2. Endorsement Process

In the case where the training product is not considered equivalent to the earlier version or where Skillinvest has 'opted out' of automatic updates, Skillinvest will apply to the Australian Skills Quality Authority (ASQA) for the replacement to be added to the Skillinvest Scope of Registration. On approval students will be transferred to the new qualification.

In the event that changing to a new qualification within the transition period does not benefit the student, or the student elects not to transfer, reasons will be documented by Skillinvest and they will be allowed to complete within the transition period. If the student is going to fall outside the transition period, then the student must be transitioned into the new qualification.

In the case that the training product is considered equivalent to the earlier version the scope will be updated immediately and students will be transitioned to the new qualification.

3. Removal or Deletion of Qualifications

Where the training package is removed or deleted from the National Register, Skillinvest will work with the student to identify a replacement qualification to transfer to, or work with the student to ensure that all training, assessment and issuance of certification is completed within two years of the

date the qualification was removed. Two years after a qualification is removed or deleted, ASQA will remove the qualification from the RTO's scope of registration.

Third Party Arrangements Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure the quality and compliance of services delivered on behalf of Skillinvest by all third party arrangements.

Scope

This policy applies to all employees of Skillinvest and all third parties engaged by Skillinvest to deliver services on behalf of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Services may include, but is not limited to, training and assessment, determination of eligibility and enrolment processes, conducting Pre-Training Reviews, marketing and brokering.

Third party provider means any party that provides services on behalf of Skillinvest but does not include a contract of employment between Skillinvest and an employee.

Policy

1. Quality of Services

Skillinvest remains responsible for ensuring the quality training and assessment of the organisation, regardless of any third party arrangements in which training and/or assessment is delivered on Skillinvest's behalf.

2. Written Agreement

Skillinvest will have written agreements with any third party provider that it engages to deliver services under the Skillinvest scope of registration, including, but not limited to, training and/or assessment and the recruitment of prospective students. These written agreements will specify the responsibilities and obligations of each of the parties in detail.

Skillinvest will ensure that any third party providing training services is aware of and will comply with all obligations under the current Funding Contract. Skillinvest will require that the third party provider will cooperate with the Australian Skills Quality Authority (ASQA) in the provision of information and the conduct of monitoring activities.

3. Retention of Records

Skillinvest will retain the following records as per the Retention of Records policy:

- evidence of current written agreements with any third party providers
- evidence of the systematic monitoring of services provided through a third party arrangement
- evidence of the qualifications of any trainers and or assessors engaged through a third party arrangement
- evidence of payments made by Skillinvest to third party providers, as required by the current Funding Contract

4. Certification

Skillinvest will remain responsible for issuing all certifications, records of results and statements of attainment for all training products on its scope of registration, regardless of whether some or all of the training and assessment services are provided through a third party arrangement.

5. Trainer and Assessor Qualifications

Skillinvest will only enter into third party arrangements with providers who employ trainers and/or assessors holding qualifications, relevant vocational competence and current industry skills required by the current Standards and the current Funding Contract.

Skillinvest will ensure that any persons employed under a third party arrangement have not, in the past three years, have had a contract for government subsidised training delivery terminated on the basis of performance or have had their RTO registration restricted, suspended or cancelled, as required by the current Funding Contract.

If Skillinvest enters into a third party provider arrangement with an individual who is not a trainer or assessor, the individual will work under the direct supervision of a Skillinvest Trainer/Teacher and will not be responsible for assessment outcomes.

6. Monitoring of Third Party Providers

Skillinvest will conduct systematic monitoring of any third party arrangements to ensure the quality and compliance of services delivered on Skillinvest's behalf. This will include, but is not limited to:

- validation of assessment tools
- validation of assessment judgments
- review of training and assessment strategy
- review of staff mapping documents
- annual review of the third party arrangement contract
- compliance checking of student documentation
- monitoring of marketing (refer to Clause 10)

7. Provision of Information to Students

Where Skillinvest utilises third party arrangements in the provision of services under the Skillinvest scope of registration, Skillinvest will inform students in writing that whilst they are enrolled with Skillinvest a third party provider is partly or wholly delivering their training.

Students will be given the information to contact both Skillinvest and the third party where relevant.

Skillinvest will provide information to students that Skillinvest is ultimately responsible for ensuring the quality of training and assessment and for the issuing of certification. Skillinvest will inform students of any changes to third party arrangements that are relevant to their course of study.

8. Provision of Information to Regulator

Skillinvest will notify the VET regulator whenever a third party agreement for the delivery of services on its behalf begins or ends. Skillinvest will promptly provide details of all third party arrangements for the delivery of training services on Skillinvest's behalf. This may include, but is not limited to, determination of eligibility, enrolment processes, conducting Pre-Training Reviews, marketing and brokering services.

9. Complaints and Appeals relating to Third Parties

Skillinvest will provide information to students on how they can lodge a complaint or appeal against a third party provider engaged by Skillinvest.

10. Marketing

Marketing of a service provided on behalf of Skillinvest by a third party provider will clearly acknowledge that the service is being delivered on behalf of Skillinvest.

11. Additional Funding Contract requirements

- 11.1.** Skillinvest will identify all third party providers on the Skillinvest website as per the current VET funding contract.
- 11.2.** Skillinvest will only subcontract training and assessment to another RTO that holds a current year VET Funding Contract with the Department of Education and Early Childhood Development (DEECD) and has the relevant funded scope. Skillinvest will only subcontract training and assessment to an RTO that does not hold a current year VET Funding Contract and/or an entity that is not an RTO, with the prior written approval of the DEECD.

- 11.3.** Skillinvest will not subcontract training services pertaining to the Pre-Training Review without the prior written approval of the Department.

Third Party Arrangements Procedure

Purpose

This procedure describes the processes whereby Skillinvest Limited (Skillinvest) will ensure the quality and compliance of services delivered on behalf of Skillinvest by all third party arrangements.

Scope

This procedure applies to all employees of Skillinvest and all third party providers engaged to deliver services on behalf of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Services may include, but is not limited to, training and assessment, determination of eligibility and enrolment processes, conducting Pre-Training Reviews, marketing and brokering.

Third party means any party that provides services on behalf of Skillinvest but does not include a contract of employment between and Skillinvest and an employee.

Procedure

1. Quality of Services

Skillinvest will ensure quality training and assessment is provided through third party arrangements, in the same manner as that of the RTO, as per the Training and Assessment Policy and Procedure. Validation of assessment tools and assessment judgments by third party trainers and assessors will be conducted in the same manner as that of Skillinvest employees, as per the Validation Policy and Procedure.

2. Written Agreement

Skillinvest will maintain a standard written agreement template for use with third party providers. This template will clearly outline the obligations and responsibilities of each party in detail, with provision for modification where applicable. The third party arrangement must be signed by a representative of the third party and by the relevant General Manager.

The written agreement will include clauses that the third party will comply with the requirements of the current funding contract, including that:

- Skillinvest may terminate a third party arrangement with a subcontracted RTO if the subcontracted RTO's Funding Contract is suspended or terminated
- the third party may not further subcontract the work
- Skillinvest remains responsible for all of the obligations under the current Funding Contract

3. Retention of Records

Skillinvest will retain third party arrangement agreements in both electronic and hard copies. Electronic copies will be retained on the Skillinvest records management system.

Skillinvest will retain evidence of the monitoring of any third party arrangements, via the process outlined in Section 6 below.

Skillinvest will retain evidence of the qualifications of any third party trainers and assessors through the staff recruitment process and through the TR068 RTO Staff Mapping Document.

Skillinvest will retain evidence of payments made to third party providers through the Business Services department.

4. Certification

Skillinvest will issue certification to all students under its scope of registration, regardless of whether training and/or assessment services are provided by a third party arrangement, in accordance with the Qualifications Issuance Policy and Procedure.

5. Trainer and Assessor Qualifications

All trainers and assessors engaged by Skillinvest through a third party arrangement will be required to update their qualifications through the TR068 Trainer and Teacher Mapping Document on an annual basis or where significant changes may occur. The relevant will confirm these changes.

6. Monitoring of Third Party Providers

Skillinvest will conduct systematic monitoring of third party arrangements responsible for conducting training and assessment via the:

- TR039A Validation Checklist -Assessment Judgments
- TR039B Validation Checklist - Assessment Tools
- Review of the TR041 Training and Assessment Strategy
- Review of TR068 Trainer and Teacher Mapping Document
- Annual review of the third party arrangement contract

Skillinvest will conduct systematic monitoring of third party arrangements responsible for providing other services on Skillinvest's behalf (including brokering, enrolment, determination of eligibility and conduct of Pre-Training Reviews) by:

- Compliance checking of all student documentation prior to confirmation of enrolment and entering into VETtrak system
- Contacting a sample of students to determine whether they were enrolled or received information in accordance with Skillinvest policies and procedures
- Ongoing monitoring of third party marketing in accordance with clause 10

7. Provision of information to students

In circumstances where a third party arrangement is in place, Skillinvest will advise students of the third party arrangement in writing. In addition, third party arrangements will be identified on the Skillinvest website.

8. Provision of Information to Regulator

Within 30 calendar days of a third party agreement beginning or ending, Skillinvest will notify the Australian Skills Quality Authority (ASQA) of this change by completing a 'Notification of Material Change or Event' form, available on ASQA's website (http://www.asqa.gov.au/news-and-publications/publications/forms.html#RTO_reg).

9. Complaints and Appeals relating to Third Parties

Any complaints or appeals relating to a third party providing services on behalf of Skillinvest will be managed according to the Skillinvest Complaints and Appeals Policy. All complaints or appeals relating to a third party provider engaged by Skillinvest will be investigated, actioned and responded to by Skillinvest.

10. Marketing

Any marketing material produced by a third party provider will be reviewed as per the Marketing and Advertising Policy and Procedure and actioned via the TR061 RTO Marketing Material Checklist. The Compliance Coordinator will conduct an audit of marketing material (including websites) at the beginning of a contract with a third party provider, and thereafter quarterly, to ensure only Skillinvest approved marketing is used.

11. Additional Funding Contract requirements

- 11.1.** In circumstances where Skillinvest enters into an agreement with a third party provider, Skillinvest will identify that provider on the Skillinvest website.
- 11.2.** All third party arrangements will be reviewed to ensure that they meet the requirements of the current Funding Contract.
- 11.3.** As per point above, all third party arrangements will be reviewed to ensure that they meet the requirements of the current Funding Contract.

Validation Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure the quality of assessment of all training products on its scope of registration, through systematic validation of its assessment practices and judgments in accordance with the current Standards for Registered Training Organisations (RTOs).

Scope

This policy applies to all training products on the Skillinvest Scope of Registration.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Principles of assessment require all assessments to be fair, flexible, valid and reliable.

Rules of evidence require that evidence of assessment is valid, sufficient, authentic and current.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Policy

1. Validation

Skillinvest will conduct validation of its:

- Review of assessment practices – including assessment policies, procedures and templates
- Assessment tools
- Assessment judgments – including a review of a statistically valid sample of corrected assessments.

2. Validation Timetable

Validation sessions will take place in accordance with the TR038 Annual Review and Validation Timetable. Where specific risks are identified in relation to any training product, the Skillinvest Training Managers or the General Manager Metro may request additional ad hoc validation session/s in relation to that training product.

3. Validation Participants

The Skillinvest Training Manager/s or General Manager Metro will nominate suitably qualified participants for each validation session.

4. Validation Session

The outcome of validation sessions will be documented and, when needed, an action plan created to ensure any recommended improvements are made to assessment processes or materials.

Validation Procedure

Purpose

This procedure describes the processes whereby Skillinvest Limited (Skillinvest) ensures the quality of assessment of all training products on its scope of registration, through systematic validation of its assessment practices and judgments in accordance with the current Standards for Registered Training Organisations (RTOs).

Scope

This procedure applies to all training products on the Skillinvest Scope of Registration.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Industry representatives include employers, Industry Skills Councils, unions and community organisations.

Principles of assessment require all assessments to be fair, flexible, valid and reliable.

Rules of evidence require that evidence of assessment is valid, sufficient, authentic and current.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Procedure

1. Validation

1.1 Validation of assessment practices will include:

- Continual review (as per the QMP001 Control of Documents) of Skillinvest's Training and Assessment procedures and templates including:
 - Training and Assessment Policy and Procedure
 - TR007A Assessment Record or TR007B Unit Assessment Record (Classroom) or equivalent
 - TR011A/B Assessor Guides or equivalent
 - TR006 Learning and Assessment Mapping Tool or equivalent
 - TR041 Training and Assessment Strategy
- Obtaining feedback from industry representatives on whether Skillinvest's assessment system has produced graduates with the required skills and knowledge.

1.2 Validation of assessment tools includes checking the tools comply with the Principles of Assessment and Rules of Evidence to enable reasonable judgments to be made as to whether the requirements of the Training Package or VET accredited courses are met.

Validation of assessment tools will be conducted as per the TR039B Validation Checklist – Assessment Tools.

1.3 Validation of assessment judgments will include the review of a statistically valid sample of the assessment tasks that have been completed and corrected to ensure that the use of the assessment tasks has produced evidence and led to assessment outcomes that comply with the principles of assessment and rules of evidence. Validation of assessment judgments will be conducted as per the TR039A Validation Checklist – Assessment Judgments.

1.4 The size of the sample of assessments to be validated will be determined by using the Sample Size Calculator found at <http://www.raosoft.com/samplesize.html>. Unless otherwise determined by the Training Manager/s and/or General Manager of Longerenong College, the Margin of Error will be set at 5% and Confidence Level at 95%.

2. Validation Timetable

2.1 The Compliance Coordinator will be responsible for setting and maintaining dates on the TR038 Annual Review and Validation Timetable.

2.2 In setting the Validation Timetable, the Compliance Coordinator will take into account the following guidelines:

- Validation of each training product will include a session for validation of assessment tools and a session for validation of assessment judgments. These may be scheduled at the same time, or separately.
- Each training product will be validated at least once every five years
- At least 50% of products will be validated within the first three years of each five year cycle.
- The five year cycle will align with Skillinvest's registration period.
- Review of Skillinvest's assessment policies, procedures and templates will occur on an annual basis.

2.3 The Validation Timetable will be reviewed by the Compliance Coordinator on an annual basis and when the Training Manager requests that the frequency of validation for a training product be increased.

2.4 In the event that a validation session does not occur as scheduled, the Compliance Coordinator is responsible for documenting on the Validation Timetable the reasons why it has not occurred, and re-scheduling the session (if applicable).

3. Validation Participants

3.1 When selecting participants for validation the Training Manager will take into account the following guidelines:

- the participants in validation of assessment tools sessions and validation of assessment judgment sessions must collectively have:
 - vocational competencies and current industry skills relevant to the assessment being validated
 - current knowledge and skills in vocational teaching and learning; and
 - a training and assessment qualification or assessor skill set in accordance with the current Standards
- For validation of assessment judgments, an individual who is directly involved in the particular instance of the training and assessment of the training product being validated cannot be nominated as a participant in that validation session.
- Qualification validation may be conducted by suitably qualified Trainer/Teachers involved in the delivery and assessment of a qualification.

3.2 The Training Manager will nominate one of the participants in each session as the Chair.

4. Validation Session

4.1 Prior to the review of Skillinvest's Assessment Practices, participants in the session will be provided with:

- Training and Assessment Policy and Procedure
- TR007 Assessment Record or equivalent; TR006 Learning and Assessment Mapping Tool or equivalent; TR011A/B Assessor Guides or equivalent
- Summary of feedback on Skillinvest's training and assessment received from students and industry representatives.

4.2 Feedback from industry representatives regarding the quality of Skillinvest's graduates will be obtained and actioned as part of the annual Qualification Review completed for each qualification and course on Skillinvest's scope of registration (please refer to the Training and Assessment Procedure).

4.3 Prior to validation sessions, participants in the session will be provided with the following documents relating to the unit of competency:

- All relevant Assessment Tools
- TR011A/B Assessor Guide or equivalent
- TR006 Learning and Assessment Mapping Tool or equivalent
- TR041 Training and Assessment Strategy
- Training materials
- Unit of competency from training.gov.au
- For validation of assessment tools –
 - TR039B Validation Checklist – Validation of Assessment Tools
- For validation of assessment judgments
 - TR039A Validation Checklist – Validation of Assessment Judgments
 - Sample of corrected student assessments, determined in accordance with Clause 1.4

- 4.4** The Chair of the validation session will complete the relevant checklist and ensure the signatures of participants are obtained. After the session, the completed checklist will be handed to Compliance Coordinator, who will check whether there are recommendations to be actioned.
- 4.5** The Compliance Coordinator will note all planned changes to documents and processes arising from the validation session on the Continuous Improvement Register, and then hand the completed checklist to the Training Manager to review and sign.
- 4.6** Completed validation checklists will be stored in hard copy in the validation folder for the relevant year. Any copy of documents (both original and new), which were revised as a result of recommendations from the validation will also be filed.
- 4.7** Validation evidence will be retained for a minimum of five years.

Continuous Improvement Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to continually strive to improve the quality of training and assessment and associated services within the organisation.

Scope

This policy applies to all employees of Skillinvest, including any third party providers contracted by Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Employees are defined as employees or contractors of Skillinvest.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Third party providers are defined as parties that provide services on behalf of Skillinvest, but do not include a contract of employment between Skillinvest and an employee.

Policy

1. Continuous Improvement

Skillinvest will continually review all aspects of its training and assessment practices. In particular, Skillinvest will:

- examine training and assessment practices
- conduct regular validation activities
- review staff induction, recruitment and professional development processes
- review third party provider arrangements
- review student administration operations

2. Feedback

In addition to other continuous improvement information gathering, Skillinvest will evaluate data collected from the following sources:

- quality indicator data
- client feedback
- staff feedback
- complaints

3. Continuous Improvement Register

Skillinvest will maintain a continuous improvement register as a record of recommended actions for improvement. Recommended actions will be reviewed and actioned.

Continuous Improvement Procedure

Purpose

This procedure describes the processes by which Skillinvest Limited (Skillinvest) will continually strive to improve the quality of training and assessment and associated services within the organisation.

Scope

This procedure applies to all employees of Skillinvest, including any third party providers contracted by Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Clients are defined as including students, legal/host employers and workplace supervisors.

Employees are defined as employees or contractors of Skillinvest.

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Skillinvest representative is defined as an employee or contractor of Skillinvest.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Procedure

1. Continuous Improvement

All Skillinvest policies and procedures impact upon the approach to continuous improvement. In particular, refer to the Validation Policy and Procedure, the Third Party Arrangements Policy and Procedure, and the Staff Recruitment and Induction Policy and Procedure.

Skillinvest will review student administration operations through the initiation of formal internal audits of student files using the TR036 Student File Internal Audit Checklist. A schedule for these internal audits will be developed by the relevant Training Manager or Manager of Academic Programs using a statistically valid sample based on the number of enrolments per qualification. As required, the number of internal audits may be increased at the discretion of the relevant Training Manager. Action items arising from the TR036 Student File Internal Audit Checklist will be recorded and actioned through the Continuous Improvement Register.

2. Feedback

2.1. Quality Indicator Data

Quality Indicator Data will be captured through the Australian Quality Training Framework (AQTF) survey. This survey will be distributed to students and employers upon completion of training. This information is collated into a report by SMART System and provided to Australian Skills Quality Authority (ASQA) by the 30th of June each year. The quality indicator data for the previous year will be displayed on the Skillinvest website.

2.2. Client Feedback

Client feedback will be captured via the:

- QA007 Customer Feedback Form
 - TR073 Unit/Subject Evaluation Form, Graduation Survey, Course Survey (Longerenong College only)
 - TR062 Industry Consultation
 - Industry advisory committees (formal minutes)
-
- Information gathered through the QA007 Customer Feedback Form is logged by the Quality Assurance Officer, reviewed by the relevant manager for the development of a solution, preventative actions implemented and recorded as completed in the Customer Feedback log.
 - Information gathered through the Longerenong College surveys is collated by the Administrative Officer and is utilised as part of the staff review and qualification review process.
 - Information gathered through the TR062 Industry Consultation is utilised for review of the TR041 Training and Assessment Strategy and for the qualification review.
 - Information gathered from the industry advisory committees will be used by the Manager of Academic Programs in the review of the TR041 Training and Assessment Strategy.

Outstanding issues arising from this feedback will be referred to the Compliance Coordinator for recording and subsequent action via the continuous improvement register.

2.3. Staff Feedback

Staff member feedback will be captured through:

- the annual Human Resources Survey
- the QMP001 Control of Documents Process (through which all staff members have the opportunity to present recommendations for improvement to forms, policies and processes to the relevant Manager)

Trainer/Teacher feedback will be captured:

- at the appropriate conclusion of the segment of training (this feedback will be utilised in the review of the TR041 Training and Assessment Strategy)
- through the minutes of Training meetings (all Skillinvest) and Academic Staff meetings (Longerenong only)

Outstanding issues arising from this feedback will be referred to the Compliance Coordinator for recording and subsequent action via the continuous improvement register.

2.4. Complaints

Refer to the Student Complaints and Appeals Policy and Procedure.

3. Continuous Improvement Register

Feedback generated through the continuous improvement process will be documented in the continuous improvement register for immediate action. Any action items that are minor and non-repetitive, or can be immediately rectified, are not required to be placed on the Continuous Improvement Register. The Compliance Coordinator will be responsible for monitoring and updating the register from information provided as an outcome of any continuous improvement

or review process. Implementation of suggested recommendations will be the responsibility of the relevant Training Manager or General Manager.

Marketing and Advertising Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure its marketing and advertising of the Registered Training Organisation (RTO) training and assessment products and services is ethical and accurate, and meets the current Standards and the requirements of the current Funding Contract. This policy ensures that all marketing and advertising materials developed by Skillinvest are authorised and checked for compliance prior to implementation.

Scope

This policy applies to all employees of Skillinvest, including all brokers, third party providers and contractors involved in the promotion of Skillinvest training and assessment products and services.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Marketing and advertising material includes all material printed or published relating to the promotion of RTO training and assessment products and services, and specifically Australian Qualifications Framework (AQF) qualifications and/or statements of attainment. It includes, but is not limited to, brochures, flyers, advertisements, signage, publications, reports, newsletters and websites.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Policy

1. General

Skillinvest will ensure its marketing and advertising material is ethical, accurate and consistent with its Scope of Registration and the requirements under the current Funding Contract, current Standards and at law.

Skillinvest will promote its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Skillinvest will ensure that any marketing material does not guarantee that students will be issued with a qualification or guarantee any employment outcome.

Skillinvest will ensure that reference to a person or organisation (including photos) is utilised in marketing material only if the written consent of that person or organisation has been obtained.

2. Website Requirements

In accordance with the current Funding Contract and the current Standards, Skillinvest will publish on its website:

- a summary of the latest registration audit information
- a copy of the results of the most recent Quality Indicators
- the standard fees for government subsidised training for each course or qualification it offers under the current VET Funding Contract

- the Skillinvest Complaints and Appeals process

3. Monitoring

All marketing and advertising material will be regularly monitored for compliance with the current Standards, current Funding Contract and the Skillinvest Marketing and Advertising Policy.

Marketing and Advertising Procedure

Purpose

This procedure describes the processes whereby Skillinvest Limited (Skillinvest) ensures its marketing and advertising of the Registered Training Organisation (RTO) training and assessment products and services is ethical and accurate and meets the current Standards for and the requirements of the current Funding Contract. This procedure ensures that all marketing and advertising materials developed by Skillinvest are authorised and checked for compliance prior to implementation.

Scope

This procedure applies to all employees of Skillinvest, including all brokers, third party providers and contractors involved in the promotion of Skillinvest training and assessment products and services.

Responsible Parties

The Training Managers of Skillinvest and the General Manager of Longerenong College are responsible for the control and implementation of this procedure.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Marketing and advertising material includes all material printed or published relating to the promotion of RTO training and assessment products and services, and specifically Australian Qualifications Framework (AQF) qualifications and/or statements of attainment. It includes, but is not limited to, brochures, flyers, advertisements, signage, publications, reports, newsletters and websites.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Procedure

1. General

Following the TR061 RTO Marketing Material Checklist, each instance of the creation of marketing or advertising material (including website information) initiated by staff members, brokers, third party providers or sub-contractors must be approved by either the relevant Skillinvest Training Manager or the General Manager of Longerenong College prior to printing and/or publishing. This approval process will include the updating of the Skillinvest website or any other relevant website.

Skillinvest will ensure that where reference to a person or organisation (including photos) occurs in the marketing material, written consent is obtained through the AD132 Corporate Photo Request.

2. Website Requirements

Skillinvest publishes the following information in a prominent place on its website:

- **Audit Information**

A summary of Skillinvest's latest registration audit information, including publication of the following audit information:

- Audit date

- Qualifications audited
- Audit outcomes, including:
 - Audit non compliance identified
 - A summary of significant and/or critical non-compliances
 - Non-compliances rectified
- **Quality Indicator Data**

A copy of the most recent Quality Indicators (or its successor), including:

 - Learner Engagement and Employer Satisfaction Surveys with explanatory notes

Indicators relating to the previous calendar year will be published within one (1) month of the commencement date. Indicators relating to the current calendar year will be published by the 31st of July of each calendar year into which the Term extends.
- **Fees and Charges**

The TR002 Statement of Fees outlines the standard fees for government subsidised training for each course/qualification it offers under the current VET Funding Contract. This information will be kept up to date and will include:

 - details of any other fees including, but not limited to, student services, amenities or materials
 - information on refunds
 - the following caveat: 'the student tuition fees as published are subject to change given individual circumstances at enrolment'
- **Complaints and Appeals Policy**

A copy of the Skillinvest Complaints and Appeals Policy and Procedure.

3. Monitoring

Skillinvest will retain a copy of all approved marketing and advertising material, together with the approval as identified on the relevant TR061 RTO Marketing Material Checklist (in an appropriately identified file).

Where appropriate, a standard template will be utilised for marketing and advertising material. Any superseded marketing and advertising materials and/or templates will be archived in an appropriate file.

The Compliance Coordinator will:

- conduct an annual audit of the marketing and advertising material file
- on commencement, and thereafter quarterly, monitor any third party arrangements (including websites) to ensure only Skillinvest approved marketing is used
- check the Skillinvest website on a quarterly basis to ensure that only current marketing material is displayed

- conduct systematic internet search on a quarterly basis to ensure that information displayed online (in places other than the Skillinvest website) about the Skillinvest RTO is approved marketing material only

Qualifications Issuance Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure that the issuance of Vocational Education and Training (VET) and accredited course certification documentation is compliant with the current Standards and in accordance with the Australian Qualification Framework (AQF) Qualifications Issuance Policy.

Scope

This policy applies to all employees and clients of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Employees are defined as employees or contractors of Skillinvest.

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Record of results means a record of all learning leading to an AQF qualification.

Standards mean the current Standards for Registered Training Organisations (RTOs).

Statement of attainment means a statement issued to a person confirming that they have satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Student Identifier means a unique identifier assigned to an individual under the Student Identifiers Act 2014.

Testamur refers to a certification document that confirms a qualification has been awarded to an individual.

Policy

1. Compliance

Skillinvest will only issue certification documents for Vocational Education and Training (VET) qualifications and accredited courses within its Scope of Registration.

Skillinvest will assess, record and report completion of qualifications and accredited courses to the Department of Education and Early Childhood Development (DEECD) in relation to each student as soon as possible after successful completion.

1.1. Consistent and Secure Certification

Skillinvest will adhere to the regulatory and quality assurance arrangements in relation to the issuance of VET qualifications, the issuing and recognition of AQF qualifications and statements of attainment, as described in the current Standards and the AQF Qualifications Issuance Policy.

Skillinvest will ensure that certification documentation issued is consistent and contains measures to prevent fraudulent reproduction of certification.

2. Certification

Skillinvest will issue a testamur and a record of results to all graduates who have completed a program of learning that leads to the award of a VET or AQF qualification or accredited course. This will occur within thirty calendar days of the student being assessed as meeting the requirements of the training program, provided that all agreed fees the student owes to Skillinvest have been paid.

Certification will only be issued when it has been verified by Skillinvest that all requirements of the training program have been completed.

2.1. Student Identifier Scheme

Skillinvest will participate in the Student Identifier Scheme, by ensuring that AQF certification documentation is only provided to students with a Unique Student Identifier, unless an exemption applies under the *Student Identifiers Act 2014*.

2.2. Statement of Attainment

Skillinvest will issue a statement of attainment to students who successfully complete one or more units of competency or an accredited short course, but do not meet the requirements for a qualification.

2.3. Reissuing Certification

Skillinvest will reissue or replace certification documentation at the request of the student/graduate. A cost to the student will be incurred for the replacement of the testamur.

2.4. Register of Qualifications

Skillinvest will maintain a register of all qualifications issued to graduates and a register of which AQF qualifications Skillinvest is authorised to issue. Records of qualifications and statements of attainment issued by Skillinvest will be retained for a minimum of thirty years.

2.5. Recognising Qualifications and Statements of Attainment

Skillinvest will recognise AQF and VET qualifications and statements of attainment issued by any other RTO within any state or territory of Australia. A qualification or statement of attainment issued by Skillinvest will be recognised by other RTOs within any state or territory of Australia under the same arrangements.

3. Third party arrangements

Skillinvest will remain responsible for the issuance of certification relating to qualifications and accredited courses on its Scope of Registration, regardless of any third party arrangements in place to deliver training and/or assessment services on behalf of Skillinvest.

Qualifications Issuance Procedure

Purpose

This procedure describes the processes by which Skillinvest Limited (Skillinvest) ensures that the issuance of Vocational Education and Training (VET) and accredited course certification documentation is compliant with the current Standards and in accordance with the Australian Qualification Framework (AQF) Qualifications Issuance Policy.

Scope

This procedure applies to all employees and clients of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Eligible Individual means an individual who is eligible for government subsidised training in accordance with eligibility requirements.

Employees are defined as employees or contractors of Skillinvest.

Record of results means a record of all learning leading to an Australian Quality Framework qualification.

Statement of attainment means a statement issued confirming that the individual has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Testamur refers to a certification document that confirms a qualification has been awarded to an individual.

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Standards mean the current Standards for Registered Training Organisations (RTOs).

Student Identifier means an identifier assigned to an individual under the Student Identifiers Act 2014.

Procedure

1. Compliance

Skillinvest will report all completions in the Student Statistical Reports to the Department of Education and Early Childhood Development (DEECD) in relation to each eligible individual.

1.1. Consistent and Secure Certification

Templates of the testamurs, statements of attainment and records of results will be compliant with the requirements specified in the current Standards, the AQF Qualifications Issuance Policy and the current Funding Contract. These templates will be located in VETtrak and will include the following requirements:

Testamur

- Name, logo and seal of issuing organisation
- National RTO Code
- Name of graduate
- Date of issue
- Authorised signatory (Training Manager, General Manager or Senior Management representative)
- Certificate Number
- Code and title of awarded Australian Qualifications Framework (AQF) qualification (if AQF qualification)
- Occupational or functional stream (where relevant)
- National Recognised Training (NRT) logo (where relevant)
- Statement: 'Achieved through Australian Apprenticeships arrangements' (where relevant)
- Statement: 'This training is delivered with Victorian and Commonwealth government funding' (where relevant)
- Statement: 'These units/modules have been delivered and assessed in <insert language>' (if other than English, followed by a listing of the relevant units/modules)

Statement of Attainment

- Name and logo of issuing organisation
- The seal, corporate identifier or unique watermark of the issuing organisation
- National RTO Code
- Name of student
- Date of issue
- NRT logo (where relevant)
- Authorised signatory (Training Manager, General Manager or Senior Management Representative)
- List of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
- Statement: 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
- Statement regarding code and title of qualification or course: 'These competencies form part of (for example) BSB40507 Certificate IV in Business Administration'
- Statement: 'These units/modules have been delivered and assessed in <insert language>' (if other than English, followed by a listing of the relevant units/modules)

Skillinvest will utilise features on the certification documentation (for example, an embossed seal) to prevent fraudulent reproduction of certification.

2. Certification

Upon completion of a qualification, the relevant Trainer/Teacher

- TR078A Completion Notification – Individual (for individual completions) or
- TR078B Completion Form Checklist - Group (for group completions)

to notify the Administrative Officer that the student has completed all requirements of the training program.

Upon receipt of the relevant form above, the Administrative Officer will ensure that a TR036 Student Internal Audit File Checklist is completed. This will lead to the issuance of a testamur and a record of results to the student within thirty calendar days, provided that all agreed fees have been paid.

Each testamur and record of results issued will be recorded in the VETtrak Register of Qualifications by the Administrative Officer and a copy of both documents retained in the student's file (electronic or hard copy). Testamurs will be signed by the relevant Skillinvest Training Manager, General Manager or Senior Management representative.

2.1. Student Identifier Scheme

Skillinvest will participate in the Student Identifier Scheme, by ensuring that AQF certification documentation is only provided to students with a Unique Student Identifier (USI), unless an exemption applies under the *Student Identifiers Act 2014*. Where consent has been given, Skillinvest will make an application for a USI on behalf of the student upon enrolment. Where Skillinvest's application on behalf of the student has been rejected, the relevant Administrative Officer will advise the student in writing that they must now make their own application and advise Skillinvest of the USI once obtained.

2.2. Statement of Attainment

Skillinvest will issue a statement of attainment to students who successfully complete one or more units of competency but do not meet the requirements for a qualification. The Administrative Officer will authorise the printing of statements of attainment in circumstances where a student has withdrawn or partially completed a qualification (assuming all fees have been paid). Statements of attainment will be based on VETtrak records and the completion of TR036 Student Internal Audit File Checklist.

Upon successful completion of an accredited short course, Skillinvest will issue a statement of attainment (assuming all fees have been paid). The statement of attainment will list all the units of competency successfully achieved and will be based on VETtrak records.

2.3. Reissuing Certification

Reissuing certification will incur an administrative fee of \$75, which must be paid prior to the issuance of the testamur. Upon a request in writing (including email) from the student, identifying full name, date of birth and specific details of the qualification requested, the Administrative

Officer will verify the student's completion of the qualification through VETtrak records and issue the certification documentation.

Students may request a statement of attainment at any time without charge. Upon a request in writing (including email) from the student, identifying their full name and date of birth, the Administrative Officer will issue the statement of attainment based on VETtrak records.

2.4. Register of Qualifications

The relevant Administrative Officer will update the Register of Qualifications with records of qualifications and statements of attainments issued. This register will be utilised for verification of previously issued qualifications and to enable the issuance of accurate replacement certification documentation.

2.5. Recognising Qualifications and Statements of Attainment

Skillinvest will require that students seeking recognition for AQF qualifications and/or statements of attainment complete the TR034 Credit Transfer Application Form. As per this form, the student must present original documentation for authentication and copying, and subsequent retention on the student's file. The Administrative Officer will verify that the body issuing the certification documentation is an RTO registered with the Australian Skills Quality Authority or the regulating State/Territory Authority by verification at www.training.gov.au.

3. Third party arrangements

Where third party arrangements are in place, Skillinvest will issue all certification documentation via the same process outlined in this procedure.

Online Learning Policy

Purpose

This policy describes the manner whereby Skillinvest Limited (Skillinvest) will conduct Online Learning delivery.

Scope

This policy applies to all Online Courses within the Skillinvest scope of registration.

Responsible parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Online Course refers to a Qualification or limited number of accredited units from a training package that will be delivered in an Online Learning environment.

Skillinvest representative is defined as an employee or contractor of the Skillinvest Registered Training Organisation (RTO).

Policy

This Online Learning policy is concerned with programs in which the delivery medium is predominantly internet-based. Blended learning is defined as the delivery of programs where only some modules are delivered online. The online portion of such blended programs is also covered by this policy. Students of online programs are non-standard students who wish to avail of learning but for whom attendance at a Skillinvest Training Centre full time or part time is not possible or unpractical.

The provision of online learning programs serve to help Skillinvest fulfil its remit with regard to acting as a resource for its region and also will increase lifelong learning opportunities. The development of online learning will help increase student numbers. Online learning programs represent an opportunity to increase revenue.

Programs may be developed uniquely for online learning and validated by the normal Skillinvest quality procedures. Programs currently delivered in a classroom setting may be adopted for online delivery, and such modified programs must go through the appropriate quality assurance approval process.

All online programs are subject to the normal Quality procedures and standards of Skillinvest. The provision of many programs is particularly suited for online delivery.

Shorter programs, such as Special Purpose Programs, Short Courses, or single modules may also be suited for online delivery. Students of online learning programs have the same rights and entitlements, and can access the same services as full-time attending students.

Supporting Document: Skillinvest Online Standard.

Student Complaints and Appeals Policy

Purpose

This policy describes the commitment of Skillinvest Limited (Skillinvest) to ensure an effective and confidential process for addressing and resolving student complaints and appeals.

Scope

This policy applies to all students of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Appeal is a request for a review of the determination of a complaint.

Appeal against an assessment decision is a request for a review of an assessment result.

Complaint refers to dissatisfaction with the standard of service provided by Skillinvest in relation to all training and assessment activities and processes.

Policy

1. General

Skillinvest understands that a situation may arise when a student wishes to lodge a complaint in relation to training and assessment services provided by Skillinvest, or to appeal against a decision (including assessment decisions).

1.1. Complaints

A complaint may arise in relation to:

- the conduct of a Skillinvest staff member or student
- student selection and enrolment process
- training delivery
- assessment
- issuance of results
- student services and amenities
- equal opportunity, including bullying, victimisation, harassment or discrimination
- the conduct of a third party providing services on behalf of Skillinvest

1.2. Appeals

An appeal may be lodged against a decision reached in the hearing of a complaint or against an assessment result.

2. Communication of Complaints and Appeals Process

Skillinvest will ensure that all students are made aware of, and have access to, the Student Complaints and Appeals Policy and Procedure.

3. Management of Complaints and Appeals

Skillinvest will manage and respond to all complaints and appeals (including those against assessment decisions) in a professional and confidential manner and will ensure a fair, equitable and efficient investigation in its efforts to achieve a satisfactory result for all parties.

Skillinvest is committed to resolving the complaint and/or appeal in a timely manner. Skillinvest will ensure complaints and appeals are acknowledged in writing and finalised as soon as practicable.

Skillinvest will establish complaint and appeals committees to investigate and decide upon appropriate outcomes. Where Skillinvest is unable to resolve the complaint or appeal, the matter may be referred to an external mediator.

3.1. Complaints Register

Skillinvest will maintain a confidential register of all complaints and appeals.

4. Outcomes Review

The outcomes of complaints and appeals will be reviewed by the relevant Skillinvest Training Manager as required as part of the continuous improvement process.

Student Complaints and Appeals Procedure

Purpose

This procedure describes the processes by which Skillinvest Limited (Skillinvest) will manage and respond to student complaints and appeals in an effective and confidential manner.

Scope

This procedure applies to all students of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Appeal is a request for a review of the determination of a complaint.

Appeal against an assessment decision is a request for a review of an assessment result.

Complaint refers to dissatisfaction with the standard of service provided by Skillinvest in relation to all training and assessment activities and processes.

Procedure

1. General

A complaint, appeal against the outcome of a complaint or appeal against an assessment decision may be lodged by a student.

2. Communication of Complaints and Appeals Process

Upon enrolment, Skillinvest will ensure that all students are made aware of the Student Complaints and Appeals Policy and Procedure via the issuance of the Student Handbook. Both prospective and continuing students will also have access to the Student Complaints and Appeals Policy and Procedure via the Skillinvest website.

3. Complaints and Appeals

3.1. Complaints

Before lodging a complaint, the student is encouraged to try and settle any complaint directly with the person(s) concerned.

However, if talking directly to the person concerned does not assist the student or if such communication is not possible, then the student is to lodge a formal complaint. This must be done in writing to the relevant Skillinvest Training Manager in one of the following ways:

- By mail marked 'Confidential' to:
 - Skillinvest Metro, PO Box 234, Dandenong 3175
 - Skillinvest Regional, PO Box 930, Horsham 3402
 - Longerenong College, 229 Longerenong Road, Longerenong 3401
- By facsimile marked 'Confidential' to:
 - (03) 9792 5634 (Metro)
 - (03) 5381 1942 (Regional)
 - (03) 5362 2213 (Longerenong College)
- By email marked 'Confidential' to:
feedback@skillinvest.com.au

Within five (5) working days the relevant Skillinvest Training Manager will contact the student to acknowledge receipt of the student's complaint. The Training Manager or General Manager, Metro will conduct a formal investigation in relation to the complaint.

The investigation will offer the complainant the right to be heard and may include interviews with other relevant persons and a review of documentation. The subject of the complaint will not be involved in the investigation process.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Skillinvest will keep the student up to date with progress.

3.2. Appeals

Should the student be unsatisfied with the complaint process, or the complaint remains unresolved, the student has the right to appeal.

Appeals must be lodged within seven (7) working days of receiving notification of the outcome of the complaint. This application must set out the grounds of appeal, including any supporting evidence. Students must put appeals in writing and forward to the relevant Skillinvest General Manager for resolution, in one of the following ways:

- By mail marked 'Confidential' to:
 - Skillinvest Metro, PO Box 234, Dandenong 3175
 - Skillinvest Regional, PO Box 930 Horsham 3400
 - Longerenong College, 229 Longerenong Road, Longerenong 3401
- By facsimile marked 'Confidential' to:
 - (03) 9792 5634 (Metro)
 - (03) 5381 1942 (Regional)
 - (03) 5362 2213 (Longerenong College)
- By email marked 'Confidential' to:
 - feedback@skillinvest.com.au

Within (7) working days the General Manager will contact the student to acknowledge receipt of the written appeal.

An appeals committee will be formed, which will comprise at least three of the following people:

- a Trainer/Teacher with the expertise in the area concerned
- a student enrolled in the area concerned
- the General Manager
- a representative of the student's employer
- a representative of students enrolled with Skillinvest
- a representative of Trainers/Teachers at Skillinvest
- the Team Leader

If appropriate, additional participants may include:

- an advocate of a student with a disability
- an interpreter where required

The appeals committee will offer the appellant the right to be heard. The appeals committee will also conduct investigation of the matter including: reviewing any interviews/documents forming part of the initial complaint investigation; and any additional interviews and/or review of documents that the Committee sees fit. The subject of the appeal will not be involved in any investigation process prior to the appeals committee hearing.

Skillinvest will ensure all discussions, investigations and findings relating to the appeal are documented and the appellant/complainant provided with a written statement of the outcome, including reasons for the decision, within five (5) working days of the decision being made.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Skillinvest will keep the student up to date with progress.

3.3. Appeals against Assessment Decisions

The student has the right to appeal against an assessment decision made by Skillinvest. An appeal must be made in writing to the relevant Skillinvest Training Manager or the Manager of Academic Programs, Longerenong College, in one of the following ways:

- By mail marked 'Confidential' to:
 - Skillinvest Metro, PO Box 234, Dandenong 3175
 - Skillinvest Regional, PO Box 930 Horsham 3400
 - Longerenong College, 229 Longerenong Road, Longerenong 3401
- By facsimile marked 'Confidential' to:
 - (03) 9792 5634 (Metro)
 - (03) 5381 1942 (Regional)
 - (03) 5362 2213 (Longerenong College)
- By email marked 'Confidential' to:
 - feedback@skillinvest.com.au

If the student lodges an appeal against an assessment decision, they may have the opportunity to be reassessed. An appeal against an assessment decision will initiate a formal hearing in which the

student will have the right to be heard. The Skillinvest Training Manager will examine the relevant evidence and make a determination.

A decision will be made regarding the appeal against the assessment decision as soon as practicable. Once a decision has been reached, the student will be notified in writing of the outcome within (5) working days.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Skillinvest will keep the student up to date with progress.

3.4. External Mediation

Where a complaint or appeal cannot be resolved through discussion, conciliation or via the appeals committee, Skillinvest acknowledges the need for an appropriate external and independent agent to mediate between the parties. In this instance, Skillinvest will provide students with the details of external authorities that they may approach with respect to the issues if required.

Where all internal avenues have been exhausted and the matter remains unresolved, Skillinvest (in negotiation with the student) will seek the input of an external independent mediator. Skillinvest's mediator of choice will be from the Dispute Settlement Centre of Victoria, a part of the Victorian Department of Justice. Where the student chooses to seek support or advice from alternative sources, they will be required to meet any costs in doing so.

3.5. Complaints Register

A register of all Complaints and Appeals lodged is maintained confidentially by the relevant Skillinvest General Manager and includes:

- Names of relevant parties
- The complaint being made / decision being appealed
- Outcome of the Complaint / Appeal (including reasons, in the case of an Appeal)
- The name and position of the person/s making the decision

4. Outcomes Review

The outcomes of complaints and appeals will be reviewed by the relevant Skillinvest Training Manager as required as part of the continuous improvement process. Where relevant, recommended actions will be recorded and actioned via the continuous improvement register.

Student Discipline Policy

Purpose

This policy is designed to provide guidelines for the management of student discipline at Skillinvest Limited (Skillinvest).

Scope

This policy applies to all clients of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Clients are defined as including students, legal/host employers and workplace supervisors.

Skillinvest premises includes both Skillinvest premises and any premises that the student attends for training purposes, including work placement.

Skillinvest representative is defined as an employee or contractor of Skillinvest.

Policy

1. Academic and General Misconduct

Skillinvest will be vigilant in the management of student misconduct. For the purposes of this policy, a breach of conduct is defined as either academic or general misconduct.

- **Academic Misconduct** includes, but is not limited to:
 - Cheating
 - Plagiarism
 - Any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.

Academic Misconduct is dealt with under the Plagiarism and Cheating Policy and Procedure. Please refer to this document for further information.

- **General Misconduct** includes, but is not limited to:
 - persistent disruptive behaviour
 - behaviour which is lewd or obscene
 - taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
 - use of mobile telephones and iPods during classroom or workshop activities

- behaviour that constitutes discrimination, victimisation or harassment
- attending Skillinvest's premises under the influence of alcohol and/or non-prescription drugs
- consuming alcohol or non-prescription drugs at Skillinvest's premises
- smoking on Skillinvest's premises outside designated smoking areas
- verbal abuse
- physical assault on a member of Skillinvest, fellow students or members of the public
- any behaviour that causes a person on or in the immediate vicinity of Skillinvest's premises to hold reasonable fears for their safety or physical or psychological wellbeing
- any behaviour that causes a person on or in the immediate vicinity of Skillinvest premises to feel intimidated, threatened or in fear of being attacked
- abuse and misuse of tools and equipment
- wilful or malicious damage or destruction of facilities, equipment, materials or property on Skillinvest premises, regardless whether it is Skillinvest property or private property
- theft of property on Skillinvest premises, regardless whether it is Skillinvest property or private property
- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article (an exception applies to Longerenong College as outlined in the Student Handbook, in the circumstance where a College permit has been obtained)
- wilfully activating fire or security alarms
- engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm
- failing to follow the reasonable direction or instruction of Skillinvest staff or other person in supervision
- failing to follow road traffic laws when on, or leaving Skillinvest premises
- encouraging, persuading or inciting another person to engage in improper or inappropriate conduct
- failing to comply with Skillinvest's policies and procedures

Students witnessing breaches of conduct are encouraged to report these to a Skillinvest representative.

2. Student Discipline

Skillinvest will treat all breaches of conduct seriously. Skillinvest will conduct a fair and equitable investigation, which will give the student the right to be heard. The relevant Training Manager or Manager of Academic Programs will determine whether the allegation has been substantiated and apply an appropriate level of action or penalty.

3. Appeal

The student has the right to appeal the outcome of an academic or general misconduct decision.

Student Discipline Procedure

Purpose

This procedure describes the processes by which Skillinvest Limited (Skillinvest) manages student discipline.

Scope

This procedure applies to all clients of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Clients are defined as including students, legal/host employers and workplace supervisors.

Skillinvest premises includes both Skillinvest premises and any premises that the student attends for training purposes, including work placement.

Procedure

1. Academic and General Misconduct

Where an allegation of a breach of conduct has been raised, Skillinvest will investigate and decide upon the appropriate action or penalty through the following process.

2. Student Discipline

2.1. Investigation and determination of penalty

An allegation of a breach of conduct is to be notified as soon as possible by a staff member or student to the relevant Skillinvest Training Manager. The Training Manager will notify the student named in the allegation of the breach of conduct.

The Training Manager will conduct an investigation of the reported breach of conduct, which will include an opportunity for the student to be heard. The student shall have the right to be accompanied by a support person at any face-to-face interview, but the support person will not act as an advocate. Where the student is a minor, their parent or guardian noted on file will be advised of the allegation, and invited to attend an interview with the student.

On considering all the relevant information, the Training Manager will determine whether the allegation has been substantiated, and if so, the penalty to be imposed. The penalty may include:

- Official written warning
- In the case of academic misconduct the student may be required to:

- Re-complete and resubmit the relevant assessment tasks
- Complete an alternate assessment
- Submit further evidence to support the assessment
- Restitution – requiring the student to pay an amount to cover the cost of repairing any damage cause by the student to property and/or facilities
- Suspension from training and/or from Skillinvest premises for such a period and on such terms and conditions as is thought fit
- Discontinuation of enrolment
- Such other penalty as the Training Manager thinks fit

In the case of plagiarism, please refer to the Skillinvest Plagiarism and Cheating Policy and Procedure.

2.2. Immediate removal from training

Notwithstanding anything in this procedure:

- If the student is disrupting a class, or is behaving in such a way as to pose a risk of injury to themselves or any other person, or a risk of damage to property, a Trainer/Teacher may immediately remove them from class for that day;
- Where the Training Manager believes that a student is behaving in such a way as to pose a risk of injury to themselves or any other person, or at risk of damaging property, the Training Manager may immediately suspend the student's enrolment. Where this occurs, the Training Manager must within five (5) working days of the suspension advise the student in writing of the suspension, including reasons for the decision. Investigation and, if applicable, determination of a penalty, will then take place in accordance with Part 1 of this Procedure. This determination must be made within twenty-one (21) days of the date of suspension.

2.3. Notification to relevant parties

The student will be notified in writing of the penalty imposed within five (5) working days of the decision being made, and, if they are a minor, a copy provided to their parent/guardian. A copy of the Student Complaints and Appeals Policy will also be forwarded to the Student (and parent/guardian, if applicable).

Where a student was referred by a Job Services Australia (JSA) provider or Disability Employment Service (DES) is suspended or discontinued from enrolment, a copy of the notice of suspension/discontinuation will be forwarded to the relevant provider.

Where the student is an apprentice/trainee and is suspended or discontinued from enrolment, a copy of the notice of suspension/discontinuation will be forwarded to the relevant Australian Apprenticeships Centre (AAC) and Employer.

Where the student's breach of conduct constitutes a criminal offence, the police or other relevant authority may be notified and a copy of all documentation and other records pertaining to the breach will be provided to them.

3. Appeal

Appeals of decisions made under this policy shall be in accordance with the Skillinvest Complaints and Appeals Policy and Procedure.

Plagiarism and Cheating Policy

Purpose

This policy is designed to provide guidelines for the management of academic misconduct at Skillinvest Limited (Skillinvest).

Scope

This policy applies to all clients of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this policy.

Definitions

Cheating is deliberately acting dishonestly or unfairly to gain an advantage for the purpose of improving an assessment result. It includes:

- Submission of work which has been stolen, borrowed or purchased
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the Trainer/Teacher
- Use of unauthorised material (e.g. textbook, notes, computer programs) during a test or exam
- Allowing another person to complete work on your behalf
- Making up false information

Clients are defined as including students, legal/host employers and workplace supervisors.

Plagiarism means to use or copy someone else's ideas or work, and submit that material as your own work. Whether inadvertent or deliberate, plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, CDs or the internet, without clearly indicating their origin
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
- Use of another person's ideas, work or research data without acknowledgement
- Copying computer files without clearly indicating their origin.

Policy

1. General

Skillinvest will be vigilant in monitoring for any evidence of plagiarism and cheating.

Academic misconduct will be deemed to have occurred where a student engages in cheating, plagiarism or behaves in any other manner by which they seek to gain any academic advantage or advancement (for themselves or another).

2. Plagiarism and Cheating

- 2.1.** Skillinvest will treat assisting in plagiarism and cheating as a form of plagiarism and cheating. This may include knowingly assisting another person to cheat or allowing another student to copy work by giving them access to a draft/completed assignment.
- 2.2.** Whilst Skillinvest will have no objection to preliminary discussion of an assignment, joint planning and/or execution of work is not permitted except where specified. Students must acknowledge the names of other students with whom they may have collaborated in any piece of work.
- 2.3.** Skillinvest discipline rules on plagiarism and cheating also apply to electronic information. Students will be advised that misuse of computers in general may attract criminal charges.

3. Penalties for Plagiarism and Cheating

Where Skillinvest finds evidence of plagiarism and cheating, the appropriate action or penalty will be enforced, as per the Plagiarism and Cheating Procedure.

4. Appeal

The student has the right to appeal the outcome of a plagiarism or cheating decision.

Plagiarism and Cheating Procedure

Purpose

This procedure describes the processes whereby Skillinvest Limited (Skillinvest) will manage cases of academic misconduct.

Scope

This procedure applies to all clients of Skillinvest.

Responsible Parties

Skillinvest's Training Managers and General Manager, Metro, are responsible for the control and implementation of this procedure.

Definitions

Cheating is deliberately acting dishonestly or unfairly to gain an advantage for the purpose of improving an assessment result. It includes:

- Submission of work which has been stolen, borrowed or purchased
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the Trainer/Teacher
- Use of unauthorised material (e.g. textbook, notes, computer programs) during a test or exam
- Allowing another person to complete work on your behalf
- Making up false information

Clients are defined as including students, legal/host employers and workplace supervisors.

Plagiarism means to use or copy someone else's ideas or work, and submit that material as your own work. Whether inadvertent or deliberate, plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, CDs or the internet, without clearly indicating their origin
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
- Use of another person's ideas, work or research data without acknowledgement
- Copying computer files without clearly indicating their origin.

Skillinvest representative is defined as an employee or contractor of Skillinvest.

Procedure

1. General

Monitoring of student work for evidence of plagiarism and cheating will be conducted by Trainers/Teachers in the usual conduct of assessing student work.

2. Plagiarism and Cheating

Students must ensure that they follow referencing guidelines, as provided by the Trainer/Teacher, in the submission of work that cites material from other sources.

Longerenong College students should refer to the Assessment Style Guide for guidance on referencing conventions in order to avoid plagiarism.

3. Penalties for Plagiarism and Cheating

In circumstances where a Skillinvest representative is alerted to, or finds evidence of plagiarism and cheating, an investigation will be conducted to determine whether plagiarism and cheating has taken place.

The relevant Skillinvest Training Manager will conduct an investigation in conjunction with the relevant Trainer/Teacher. This investigation will include offering the student the right to be heard. After a determination has been made, the student will be advised in writing within seven (7) days of the decision being made.

If evidence of plagiarism or cheating is found, the Training Manager will apply the appropriate penalty.

Penalties for plagiarism, cheating and academic misconduct may include:

- a formal warning
- loss of credit for the relevant unit (or the requirement to undertake reassessment)
- exclusion from your training program temporarily
- termination of enrolment

4. Appeal

If a student wishes to appeal a decision relating to penalties for plagiarism and cheating, they may do so according to the Student Complaints and Appeals Policy and Procedure.