

# Policy and Procedure

## Training and Assessment Strategies and Practices

13 December 2023 Version 1.5



### Policy

RAISE Training works together with industry partners, customizes training to meet the needs of learners, and complies with training package requirements through established procedures.



### Purpose

RAISE Training upholds the integrity, currency, and value of certificates through rigorous assessment practices and the delivery of high-quality training.



### Scope

This policy is relevant to all strategies involved in the delivery and assessment of our training products.

## Definitions

**Training Course** - is the training and assessment provided to a learner by RAISE Training or its training partners in relation to the AQF qualifications and/or units of competency within RAISE Training's scope of registration.

**Training Package** - is endorsed by the authorised training package developer in accordance with the Standards for Training Packages and describes the requirements for assessment of students, including any specific environments or equipment that must be used.

**Training and Assessment Strategy** - is a planning document developed by RAISE Training in consultation with industry. It outlines key aspects of a training program such as what it includes, volume of learning, how the training and assessment is organised and who is involved, with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

**Validation** - is the quality review of the assessment process. Validation involves comparing and evaluating against the relevant competency standards to ensure, validity, reliability, fairness, flexibility, and effectiveness of assessment methods, assessment tools, assessment procedures, and decisions.

**Volume of learning** - includes all teaching, learning and assessment activities that a typical student must undertake to achieve the learning outcomes.

**Competency-based training** - is the concept that individuals learn at different rates as well as through different modes and different environments and that the skills and knowledge that a student has acquired previously are able to be formally recognised.

## Development

Before delivery and assessment of our training products, a Training and Assessment Strategy is developed in accordance with the guidelines outlined in this document.

The following items are to be identified and recorded when developing the Training and Assessment Strategy:

- who the target client group is.
- how the course will be delivered to meet the needs of the client group.
- how the strategy has been developed through consultation with industry.
- duration and training sessions with consideration to appropriate volume of learning and any specific learning needs.
- physical resources and equipment that are to be accessible at each proposed delivery venue, including maximum number of learners.
- training and assessment materials to be used.
- how assessment processes, tools and judgements have been and will continue to be validated.

The Training and Assessment Strategy must be consistent with the requirements of the relevant training package. This is to include a review of the relevant unit of competency, assessment guidelines, context of assessment and essential resources.

There must be an appropriate Training and Assessment Strategy available for each training product delivered.

## Volume of Learning

To ensure learners can meet the requirements of the Training and Assessment Strategy, the volume of learning or duration of the training course is to be considered, including:

- the existing skills, knowledge, and the experience of the target client group, and
- the mode of delivery

Decisions in relation to course duration must ensure that the requirements of the relevant training package are being met.

If any specific requirements, such as requiring students to have a minimum period of industry experience before they can commence the training program are identified, they are to be made clear to prospective learners prior to enrolment.

## Consistency

To ensure consistency between internal documentation, a template for the Training and Assessment Strategy, is to be used when a new strategy is developed.

## Educational and Support Services

We will clearly outline the services and options available to learners in each Training and Assessment Strategy. This includes ensuring equitable access to all necessary support services, so that no student faces any disadvantages.

We will communicate any limitations on access to resources in pre-enrolment information. This ensures that learners can make informed decisions about whether the training course suits their needs.

All students are asked to complete an appropriate Learning, Literacy and Numeracy (LLN) assessment before beginning a course. This is to determine if a student may require additional support to complete the course successfully.

Student responses are considered by the course facilitator using associated guides to the LLN. The range of answers and characteristics for each question is provided in this guide.

The scores are indicative only. It is up to the course facilitator to determine if the student can complete the course successfully or whether they may need additional support.

The course facilitator is to hold appropriate qualifications for conducting the LLN.

If the student requires extensive support, they will be referred to an appropriate support service, including but not limited to the following:

- NSW specific support  
<https://www.tafensw.edu.au/courses/literacy-and-numeracy>
- Reading Hotline on 1300 6 555 06 or visit the website at <http://www.readingwritinghotline.edu.au/>.
- Adult Migrant English Program  
<https://www.education.gov.au/adult-migrant-english-program-0>
- For Students to practice numeracy there are free resources at <http://oggiconsulting.com/resources/>
- LLN support resources for students at <http://www.bbc.co.uk/skillswise/english>

## Resources

The Training and Assessment Strategy is to refer to a list of all required physical resources and equipment. These items are to be accessible at each proposed delivery venue for the intended training program, including:

- appropriate staff to deliver the training and assessment,
- support services to meet the needs of the target client group.
- resources to enable learners to meet the requirements of the training program.
- facilities, whether physical or virtual, and equipment to support the number of learners undertaking the training program.

The RTO Manager monitors enrolment numbers to ensure there is adequate staff, facilities, and equipment for each training program. Enrolment numbers may be capped, or adjustments made as necessary.

Where the use of a 'simulated' workplace environment is unavoidable, the environment used should replicate the resources and environment that exists in actual workplaces to the satisfaction of any involved industry stakeholder. This helps to ensure relevance to real workplace situations.

To ensure that facilities, equipment, and resources meet the requirements as outlined in the Training and Assessment Strategy, an appropriate Site Suitability Assessment is completed prior to use.

### General Site Suitability Assessment

This form is required to submit a Site Suitability Assessment for each venue where an assessment is to take place.

It will require you to confirm and provide evidence that the resources required to conduct the assessment are readily available and safe for use.



[raisetraining.com.au/General-Site-Suitability](http://raisetraining.com.au/General-Site-Suitability)

### HRW Site Suitability Assessment

This form is used to submit a Site Suitability Assessment for each venue where a HRWL assessment is to take place.

It will require you to confirm and provide evidence that the resources required to conduct the assessment are readily available and safe for use.



[raisetraining.com.au/HRWL-Site-Suitability](http://raisetraining.com.au/HRWL-Site-Suitability)

### Vehicle Suitability Assessment

This form is used to supply the required date stamped photos showing front, side, and rear of the vehicle, including the vehicle load and registration number. As well as the required split axle group weighbridge ticket. This form is required to be supplied at the start of a Training Course.



[raisetraining.com.au/Vehicle-Suitability](http://raisetraining.com.au/Vehicle-Suitability)

## Evaluation

To keep staff in sync with our training goals, the RTO Manager regularly checks how those involved in training or assessments are doing. If we find ways to do better, we talk with the individuals and make appropriate changes.

The Training and Assessment Strategy is evaluated through the feedback received from learners, industry representatives and training staff, as part of a review process, including but not limited to:

- Seeking direct input for a **Training and Assessment Strategy**
- Seeking direct input when validating training and assessment practices.

Information from validation exercises is recorded within the **Course Feedback Form**.

This form is used by trainers, assessors, consultants, and industry representatives when engaged in the validation of assessment resources.

- Obtaining **feedback from learners and course facilitators**
- Obtaining relevant information from **complaints or appeals**

Complaints serve as a direct channel to identify issues related to course quality, instructor effectiveness, content relevance, assessment fairness, and administrative processes.

Addressing these complaints not only leads to quality improvements but also helps in evaluating instructors, updating course materials, ensuring fair assessments, and enhancing overall student satisfaction.

Additional information used to evaluate the Training and Assessment Strategy not directly referred to above are to include (but not limited to) the following:

- **delivery and performance data**
- **quality indicator data**

Records of evaluation and relevant updates are stored within the **Continuous Improvement Register**.

## Course Feedback Form

This form is used to collect direct input from industry representatives and training staff on course content, training and assessment strategies and practices.

Input is evaluated by the RTO Manager and required work escalated to appropriate personnel.

Course updates, once implemented within a designated timeframe, will be advised, and recorded within the Continuous Improvement Register.



[raisetraining.com.au/CourseFeedback](https://raisetraining.com.au/CourseFeedback)

## General Student Feedback Form

Information from learners can be obtained through the distribution and collection of the student feedback form.

Gathering student feedback plays a pivotal role in evaluating courses. It serves by offering insights into course quality, instructor effectiveness, content relevance, assessment methods, and course delivery.



[raisetraining.com.au/StudentFeedback](https://raisetraining.com.au/StudentFeedback)

## Complaint Form

This form allows student to lodge either a complaint or an appeal against an assessment decision.



[raisetraining.com.au/Vehicle-Suitability](https://raisetraining.com.au/Vehicle-Suitability)

### **Currency of Material**

To ensure relevant personnel use current training and assessment materials associated with the delivery of a training course, all documents are version controlled and made available on the Assessor Portal, which is a secured site accessible only by approved training staff.

When relevant documents are updated because of a review process, an email outlining changes with access to updated materials is to be forwarded to all relevant personnel and updated within the Assessor Portal.

A timeframe of no more than 30 days is to be provided to ensure an efficient changeover of physical material. In the case of mandatory industry changes, a shorter timeframe may be justified to ensure compliance with legal requirements.

The RTO Manager is responsible for ensuring that relevant personnel are advised of such material changes and that they are using current material by checking the relevant version being submitted.

### **Review Frequency**

If a training course has not been delivered for a period of 12 months, the relevant Training and Assessment Strategy is accessed and reviewed prior to the course being delivered.

If a training course is being delivered on an ongoing basis, the relevant Training and Assessment Strategy is reviewed at least annually or when relevant changes in industry technology, techniques, or legislation are identified.