

Policy and Procedure

Quality Assurance

13 December 2023 Version 2.5



Policy

RAISE Training ensures quality training and assessment by developing, implementing, monitoring, and evaluating strategies through a quality assurance system.



Purpose

RAISE Training ensures quality training and assessment despite subcontracting by using a continuous improvement strategy. They collect and analyse data from stakeholders to enhance services and improve training practices.



Scope

This policy applies to all RAISE Training operations and staff involved in providing training and assessment services to clients within the scope of registration.

Definitions

System Review - a review of all existing operational system including the Quality Management System.

Trainer Review - a review of all existing practices of staff trainers and contract trainers conducted by RAISE Training including an examination of the training and assessment methods and reviews of their employment contracts and qualifications.

RAISE Training surveys major stakeholders to maintain compliance and address improvement opportunities in training and assessment activities. Data is collected, analysed, and acted upon at least annually, unless a breach is identified, or service quality can be improved without disadvantaging learners.

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**.

For more information refer to the **Training and Assessment Strategies and Practices** policy and procedure.

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

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

Complaint Form

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



raisetraining.com.au/Vehicle-Suitability

Industry Engagement

RAISE Training consults with industry representatives to ensure training and assessment provided meets industry standards when developing or modifying Training and Assessment Strategies.

Feedback from industry representatives is sought as part of a review process which includes 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.

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

It is the responsibility of the RTO Manager to improve the relevance and effectiveness our training programs through engaging with industry using the methods below.

Industry Association Bodies

Engage with industry association bodies to seek expert perspectives on curriculum design, industry trends, and skill requirements which are relevant to the training sectors we cover.

Industry Visits and Networking Events

Foster industry tours, or networking events to expose staff to real-world industry settings.

Attend industry conferences, trade shows, and events to stay updated on trends and build connections.

Professional Development

Encourage and support our trainers to maintain active roles in the industry, ensuring they stay current with the latest trends and practices.

Facilitate ongoing professional development opportunities and industry certification for our trainers.

Workplace Partnerships

Foster partnerships with industry employers and organizations to facilitate on-the-job training for our students. Encourage industry professionals to take part in validation activities and promoting the delivery of professional development activities for training and assessment staff.

Customise Training Programs

Tailor training programs based on feedback and insights from industry partners.

Develop industry-specific courses and modules to address current and future skill needs.

Employer Feedback and Surveys

Regularly gather feedback from employers and use surveys or feedback to understand how well our students are meeting industry expectations.

Staying Informed

Keeping abreast of changes in industry regulations, technologies, and practices. And update training materials and methodologies accordingly to ensure alignment with industry standards.

By actively engaging with industry, RAISE Training ensures that its training programs are current, relevant, and produce students who meet the evolving needs of the workforce.

For more information refer to the **Training and Assessment Strategies and Practices** policy and procedure.

Training and Assessment Strategy 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.

For more information refer to the **Training and Assessment Strategies and Practices** policy and procedure.

Individuals in an RTO Management Role

The RAISE Training management team participate in continuous professional development on organisational governance, RTO registration compliance, government contract compliance, and activities related to training and assessment system compliance.

The RTO Manager oversees building connections with industry representatives to incorporate their insights into training and assessment strategies, practices, resources, and to ensure the current expertise of training and assessment staff.

For more information refer to the **Continuing Professional Development** policy and procedure.

Internal Review/Audit and Remedial Action

RAISE Training conducts regular review/audits of all assessment documentation submitted to assess compliance with the relevant standards and applicable laws, including (where relevant):

- i. **Logbooks** - are audited against the HVCBA Scheme Policies and Procedures, the National Heavy Vehicle Assessment Guide and National Fatigue Management laws.
- ii. **Score Sheets** - are audited against the HVCBA Scheme Policies and Procedures and are checked for accuracy against the entries within the corresponding Logbooks, Certificates of Attendance, Certificates of Competency, and the entries made within HVCORS.
- iii. **Certificates of Competency** - these documents are audited against the HVCBA Scheme Policies and Procedures and are checked for accuracy against the entries within the corresponding Logbooks and the entries made within HVCORS.
- iv. **Video Footage** - is audited against the HVCBA Scheme Policies and Procedures, including HVPOL002 Monitoring Heavy Vehicle Assessments using In-Cabin Cameras.
- v. **Customer Feedback**- conducted to validate the details recorded within assessment documentation and ensure that the details are accurate.
- vi. **HVCORS Entries** - As per HVGDE003 Heavy Vehicle Competency Based Assessment, HVCORS is checked to ensure that entries are accurate and made within the required timeframe.
- vii. **Dispatch of Assessment Documents** - assessment documentation is checked to ensure that they are dispatched within the required timeframe and reviewed for integrity (at least 1 in 10 complete review).
- viii. **Customer Satisfaction Surveys** - results are reviewed by the RTO Manager to determine areas for improvement.

Any issues that are detected, depending on its severity, may result in disciplinary action being taken, suspension or termination of the service agreement.

- i. Disciplinary Action may include counselling or a retraining briefing
- ii. Any issues of a serious nature that are remedied within the required timeframe may result in a formal written notice or warning letter.

Any recurring breach or a serious breach that cannot be remedied may result in suspension or termination of the service agreement.

For more information refer to the **Continuing Professional Development** policy and procedure.

Trainer and Assessors Qualifications

All RAISE Training staff delivering services must possess either a TAE40116 Certificate IV in Training and Assessment or the required training competencies set by the National Skills Standards Council or its successors.

In addition, trainers and assessors must have vocational competencies at least to the level being delivered and assessed.

Staff must show competencies, at least matching the level they are delivering and assessing. All staff must submit updated accreditation documents, such as HRW licenses, HV licenses, Instructor Licenses, and regulator endorsements, within 14 days of issuance.

Additionally, staff must ensure timely renewal of these documents before they expire.

Trainer and Assessors Industry Skills

Trainers and assessors must have sound, current industry experience and must be able to demonstrate current industry skills and knowledge of VET practices.

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

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

RAISE Training have determined the following types of PD Events and have allocated points to each.

Event Types	Points
Attend an External PD Event	2
Attend a Staff Meeting	1
Course in AQF III Qualification	10
Course in AQF IV Qualification	15
Course in Vocational SOA	5
Industry Licence Renewal	5
Association Membership	2
Industry Newsletter	2
Industry Consultation	2
Industry Work (Full Time)	15
Industry Work (Part Time)	7
State Authority Audit	12

The following is a list of internal RTO items that contribute to a trainer/assessor's Professional Development. Items such as the RAISIN Newsletter will automatically be contributed.

Event Types	Points
Internal Staff Notice	2
Internal RTO Audit	8
Internal PD event	6

RAISE Training uses a point-based system to track the Professional Development (PD) activities of each training staff member over each year to determine currency. Under this system it is important to accumulate a specific number of points to remain current.

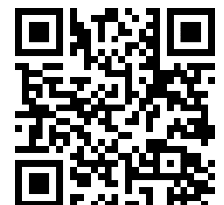
Professional Development Event Log

The PD Event Log form allows training staff to submit relevant information about the Professional Development activities they have undertaken, as well as supply the relevant evidence.



raisetraining.com.au/PDLog

For further information on how to use and access this form, use the following link: raisetraining.com.au/PD



PD Score

Training staff can view their current PD Score for each Course Category they are approved to deliver on the Assessor Portal, available from the RAISE Training Website.

The PD Score Will be colour coded to indicate what action is required.

Score Range Required Action

25 +

No immediate action required.

16 → 24

Organise and upload professional development activity using PD Log.

17 → 17

Immediately upload professional development activity using PD Log or contact RTO Manager.

Review Schedule

The following schedule details the minimum requirements for reviewing specific aspects of the quality assurance system. The listed documents serve as primary references, with other relevant documentation such as emails, newsletters, meeting minutes, diary notes, and customer feedback being utilized throughout the review process

Ongoing Review

RAISE Training reviews all training and assessment staff, including subcontractors, by assessing submitted materials and reviewing learner feedback to ensure compliance with standards.

The review will include a minimum of 10 percent of assessment material submitted within three (3) months of starting with RAISE Training, or as determined by the RTO Manager or any industry regulator when necessary.

Item	Review Period	Documentation
Assessment Validation	Ongoing basis by individual assessors when carrying out assessment	- Course Facilitator Feedback survey
	As required when developing or modifying Training and Assessment Strategies and Practices	- Assessment Validation Tool
	As per Frequency Schedule (04.00)	
Marketing Material	As required when developing or modifying Training and Assessment Strategies and Practices	- Current marketing and advertising material and media.
	Quarter Yearly	
Policy and Procedures	As required when developing or modifying Training and Assessment Strategies and Practices	- All current policies, procedures and related documentation. - Industry Consultation Survey
	Annually in the month of December	- Assessment Validation Tool - Learner Feedback form - Learner Questionnaire - Employer Survey - Course Facilitator Feedback survey - Continuous Improvement Register - Complaints and Appeals Register
Professional Development	Annually, as per individual Professional Development Plans.	- Professional Development Plan - Qualification and Experience Profile
Trainer and Assessor Review	Within 3 months of commencement.	- Qualification Matrix
	As required.	- Selection Assessment material. - Any relevant feedback.
	Annually, as per individual Professional Development Plans.	
Training and Assessment Strategies, Practices and Resources	As required when developing or modifying Training and Assessment Strategies and Practices.	- Training and Assessment Strategy - Industry Consultation survey - Assessment Validation Tool
	As per Frequency Schedule (04.00)	
Transition of AQF Qualifications	As required.	- Training and Assessment Strategy - Industry Consultation survey - Assessment Validation Tool

Quality Indicators

RAISE Training collects, analyses, and addresses three (3) prescribed quality indicators by utilizing the Learner Feedback form, Learner Questionnaire, and Employer Survey.

The RTO Manager collates and reviews the data by comparing results and identifying trends. The analysis leads to documented recommendations for change in the Continuous Improvement Register, which the RTO Manager implements. These changes are then reviewed and adjusted if necessary.

RAISE Training submits an annual summary report on learner engagement, employer satisfaction, and competency completion quality indicators to ASQA by completing the 'Quality Indicator Annual Summary Report.'