

Policy and Procedure


Continuing Professional Development

13 December 2023 Version 1.4




Policy

RAISE Training provides quality training and assessments services which is delivered only by appropriately qualified and skilled staff to ensure excellence.



Purpose

RAISE Training is dedicated to ensuring confidence in our certificates by upholding their integrity, currency, and value. We achieve this through ongoing professional development for all staff.



Scope

This policy extends to all staff involved with our training products, including those delivering quality training and assessment services.

Definitions

Assessors - are persons who assess a learner's competence.

Assessment - means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a Training Package.

Current industry skills - are the knowledge, skills and experience required by VET trainers and assessors to ensure that their training and assessment is based on current industry practices and meets the needs of industry

Trainers - are persons who provide training.

Training and Assessment Competencies - the minimum training requirements for trainers and assessors working in the vocational education and training (VET) environment.

Training Package - includes approved parts like units of competency, assessment requirements, qualifications, and credit arrangements. These are endorsed by the Industry and Skills Council.

Validation - is a review of the assessment process to ensure its quality. It involves checking if the assessment tools provide valid, reliable, sufficient, current, and authentic evidence. The goal is to make reasonable judgments about whether the training package requirements are met. This process includes reviewing and suggesting improvements for future assessments and implementing those recommendations.

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.

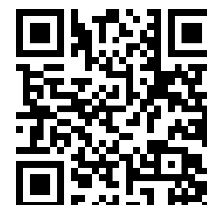
Professional Development Event Log

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.

0 → 15

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

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

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.