



**RTO
POLICIES AND PROCEDURES
MANUAL
2020-2025**

**Caboolture State High School
RTO 7061**

CONTENTS

ASSESSMENT VALIDATION POLICY..... 3
Validation Procedure 3

CERTIFICATION AND USI POLICY 4
 Certification Procedure 4
 Credit Transfer Procedure..... 6
 USI Application Procedure 7

COMPLAINTS AND APPEALS POLICY 8
 Complaints Procedure..... 9
 Procedures 10

GOVERNANCE, DATA AND ADMINISTRATION POLICY..... 12
 Governance Procedure 12
 Interactions with the Registering Body Procedure..... 13
 Updating RTO Details Procedure 13
 Changing RTO Scope of Registration Procedure..... 14

INDUSTRY ENGAGEMENT POLICY 16
 Industry Engagement Procedure 16

MARKETING AND ADVERTISING POLICY 17
 Marketing and Advertising Procedure..... 17

STUDENT INFORMATION POLICY 19
 Student Information Procedure..... 19

SYSTEMATIC MONITORING AND EVALUATION POLICY 22
 Systematic Monitoring and Evaluation Procedure 22

THIRD PARTY ARRANGEMENTS POLICY..... 23
 Partnership Procedure 23

TRAINING AND ASSESSMENT POLICY..... 25
 Assessment Procedure..... 25
 Student Selection, Enrolment and Induction Procedure 26
 RPL Procedure 27
 RPL Appeal Procedure..... 27
 Transition to Training Packages/Expiry of Accredited Courses Procedure..... 27
 Work Experience and Placement Procedure 28

TRAINERS AND ASSESSORS POLICY 29
 Recruitment and Timetabling Procedure..... 29
 Induction Procedure 30
 Records Management Procedure 30
 Continuous Development of Competency Procedure..... 30
 Supervision & Assessment Arrangements Procedure 31

ASSESSMENT VALIDATION POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

POLICY STATEMENT

"Validation is a quality review process that confirms your RTO's assessment system can consistently produce valid assessment judgements"

The assessment validation policy is designed to ensure that Caboolture State High School's assessment instruments and judgements effectively address the requirements of the qualification including continuous improvement of strategies, resources and staff. Caboolture State High School's validation plan is developed utilising a risk-based approach based on the mode of delivery and changes to training packages. The plan details when the validation will occur, which training products will be the focus, who will lead and participate in the validation, how the outcomes will be documented and acted on and saved on the portal. The validation process shall determine whether or not the assessment procedures, outcomes and materials currently in use are valid, fair, reliable and flexible in their application and are considered to be suitable.

Validation Procedure

Plan for Validation

<https://www.asqa.gov.au/news-publications/publications/fact-sheets/conducting-validation>

When developing the *VET Validation Plan* for the period 2020-2025 the following guiding factors are considered:

- A minimum of 2 competencies are to be validated for each qualification or more if risk indicators demonstrate that more frequent validation is required. Indicators of risk might include:
 - the use of new assessment tools
 - delivery of training products where safety is a concern
 - the level and experience of the assessor, or
 - changes in technology, workplace processes, legislation, and licensing requirements.
 - if ASQA has identified a training products as 'high-risk'
- At least 50% of all qualifications (products) are validated within the first three years and 100% of qualifications validated within the 5 year period of this plan.

A suitable sample of student outcomes of the assessment being validated are made available for the validation process. Refer to <https://www.asqa.gov.au/news-publications/publications/fact-sheets/conducting-validation> for sample size determination

- The outcome of each validation undertaken is recorded on the Validation Checklist and the Training & Assessment Strategy for the validated competency where feedback and recommendations are documented and acted upon.

Validators

Collectively the persons acting as validators (individual or team) must meet the following requirements in accordance with <https://www.asqa.gov.au/news-publications/publications/fact-sheets/conducting-validation>

- Appropriate vocational competencies.
- Current industry skills and knowledge.
- An appropriate training and assessment qualification or assessor skill set.
- Current knowledge and skills in vocational training and learning.
- a completed VET validation verification profile for each validator provided to RTO Manager

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

Validation Sample Selection

<https://www.asqa.gov.au/news-publications/publications/fact-sheets/conducting-validation>

Selecting samples to be validated includes the following:

- Identify and locate a statistical random sample of assessment responses/assessment tools used for the qualification/unit.
- Make copies of the selected assessment tools/evidence/units and checklists for all attending the workshop.
- Assessors complete validation checklist and note their decision as either 'confirmed' or 'not confirmed'
- where judgements are 'not confirmed', any required improvements are to be made to assessment processes or materials within 30 days.

CERTIFICATION AND USI POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 3: The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

POLICY STATEMENT

Caboolture State High School ensures that it adheres to the obligations of issuing and maintaining certification documentation and the obtaining, verification and maintaining of USI numbers in line with the requirements of the National VET Regulator, i.e. the QCAA as delegate for ASQA as outlined in the Australian Quality Framework (AQF). Caboolture State High School will issue, maintain and accept AQF certification documentation for students. Caboolture State High School will assist students to apply for, apply on behalf of students and then verify the student's provided USI on the USI website following the procedure. Proof of issue or verification of USI will be recorded in OneSchool and QCAA Student Management.

The Principal (as the chief executive officer) of Caboolture State High School is ultimately responsible for ensuring that Caboolture State High School complies with the AQF.

Certification Procedure

To avoid possible delays in issuing certification, Caboolture State High School has processes in place to verify a student's Unique Student Identifier (USI) well in advance of when certification is expected to be issued. Caboolture State High School is only required to issue AQF certification documentation when a student has a verified USI and has either completed their course of training and assessment or cancels their enrolment in a course early. Caboolture State High School is not obliged to issue 'interim' documentation at any time.

Procedure for issuing Certificates and Statements of attainment

- For students that exit a course early
 - the SS Administration Officer will, within 30 days of notification of the students exiting the course, generate a Qualification achievement summary based on VET completion data recorded in Oneschool for that course. The Qualification achievement summary will indicate any completed or partially completed qualifications or units of competencies as recorded.
 - The Qualification achievement summary will be given to Curriculum HODs to confirm student's results are recorded accurately and is then returned, signed by the relevant Curriculum HOD to the SS Administration Officer to confirm details of competencies to be awarded are accurate
 - The SS Administration Officer will generate the required qualification and/or statement of attainment. A record of all SOAs issued is to be filed in G:\Coredata\HOD\Senior

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

Schooling\NET\Certification\NET Certificates Printed

- The SS Administration Officer will issue the documents to the student, via the Trainer, or email to the student if they have left Caboolture State High School as per their address on OneSchool.
- For students that finish a full course of study
 - SS Administration Officer generates a VET Certificate summary of results from Oneschool. The data recorded is to be confirmed and signed by Faculty HOD and copy is provided to the SS Administration Officer.
 - The SS Administration Officer will generate the required qualification certificates and/or statement of attainments. A record of all certificate issued is to be filed in G:\Coredata\HOD\Senior Schooling\NET\Certification\NET Certificates Printed
 - QCAA Student Management records will be updated by SS Administration Officer.
 - The SS Administration Officer will issue the required documents to the student via email to the address recorded in OneSchool.

Requirements for AQF Qualifications

Caboolture State High School will include the following information on the testamur.

- The name, RTO code and logo of Caboolture State High School.
- The code and title of the awarded AQF qualification.
- The NRT Logo in accordance with the current conditions of use contained in Schedule 4.

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

- The industry descriptor, e.g. Engineering.
- The occupational or functional stream, in brackets, e.g. (Fabrication).
- Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.

Caboolture State High School will not include the learner's Unique Student Identifier on the testamur consistent with the **Student Identifiers Act 2014**.

Caboolture State High School will:

- Retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued.
- An electronic register of all issued qualifications are kept in the Vocational Education Office in the folder VET Register of Documents/ VET Certificates Printed.
- Retain records of AQF certification documentation issued for a period of 30 years.
- Provide reports of Records of qualifications issued to its VET Regulator (QCAA) on a regular basis as determined by the VET Regulator (QCAA).
- Issue VET certification within 30 calendar days of the student being assessed and meeting the requirements of the program.

Requirements for Statements of Attainment

Caboolture State High School will include the following information on a statement of attainment:

- The name, RTO Code and logo of Caboolture State High School.
- A 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.
- The authorised signatory (Principal).
- The NRT Logo.
- The words '**A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units**'.

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

- The words 'These competencies form part of [code and title of qualification(s)/course(s)]' or
- the words, 'These competencies were attained in completion of [code] course in [full title]'.
• Where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

Caboolture State High School must not include the learner's Unique Student Identifier on the statement of attainment consistent with the **Student Identifiers Act 2014**.

Caboolture State High School will:

- Maintain registers of all statements of attainments issued.
- An electronic register of all issued statement of attainments are kept in the VET directory in the folder VET Register of Documents/ VET Certificates Printed.
- Retain records of statements of attainment issued for a period of 30 years.
- Provide reports of its records of statements of attainment issued to its VET Regulator (QCAA) on a regular basis, as determined by the VET Regulator (QCAA).

Credit Transfer Procedure

Caboolture State High School will recognise all qualifications issued by any other RTO. Caboolture State High School will seek verification of the certifications from the student applying for credit transfer and, if relevant, directly with the issuing RTO where there is some ambiguity.

Recognition of Qualifications

- In the first VET class of the year or the first class for new students, as part of the VET student induction process, the trainer shall make students aware that any existing qualifications they possess will be recognised by Caboolture State High School. Trainers and assessors will remind students of this policy at the beginning of each new term.
- If a student presents an original of their existing qualification to the trainer, the trainer will make electronic copies and file one with the trainer's student profile and provide the other to the SS Administration Officer.
- The SS Administration Officer will, with the assistance of the RTO Manager if required, verify the authenticity of the qualification.
- Upon verification, the student's qualifications will be entered into Oneschool and QCAA student management using the 'credit transfer' option and will then place the copy in the student file.
- The SS Administration Officer will advise the Trainer that the student has been given exemption (Credit Transfer) for the units of competency or modules identified in the qualification. The Trainer will advise the student of such and confirm the student's record of achievement on one school.

Internal Recognition of Qualifications

- At the end of each year, the RTO Manager will complete a mapping exercise to identify common units of competency delivered across qualifications on the scope of registration for the following year.
- At the beginning of each year, students are identified who are doing courses where there are common units of competency or have progressed from Certificate I to Certificate II or Certificate III.
- The RTO Manager and the responsible qualification assessor/trainer meet to ensure accurate data and establish the most suitable delivery mode.
- This process is repeated as required throughout the year for students who change subjects, schools or enrol late.
- The information is entered into SDCS using the 'credit transfer' option in all instances where the student

has already gained the unit of competency (i.e. the student may only once be deemed as competent).

Replacement Qualifications

Caboolture State High School, as the RTO will provide replacement copies of issued qualifications to students and past students. Requests for a replacement qualification or statement of attainment (within the 30-year period) are processed as follows:

- Information regarding the request for replacement of a qualification issued by Caboolture State high School is published on the school website and in the VET student handbook.
- Requests for a replacement qualifications or statements of attainment must be in writing using the correct replacement qualification request form available on the school website and office.
- The completed replacement qualification request form may be emailed to the school email address or delivered in person to the school office by the student or past student of Caboolture State High School.
- Payment of the required fee (\$10) is to be made in person by the student or past student either through the school cashier or using the Electronic Funds Transfer (EFT) details listed on the form.
- The completed replacement qualification request form and proof of payment will be forwarded to the SS Administration Officer.
- The SS Administration Officer will re-issue replacement qualifications and statements of attainment as per the original details in the folder G:\Coredata\HOD\Senior Schooling\VET\Certification\VET Certificates Printed. Note: Replacement copies will not be provided unless Caboolture State High School has received both a completed request for replacement qualification form and payment of the required fee.
- The replacement qualification will identify that it is a re-issued version and will include the certificate template requirements listed under the section 'Issuing AQF Qualifications' above.
- The replacement qualification will be issued within 30 working days of receipt of written request and payment of the required administration fee of \$10.
- Request can be made for the replacement qualification to be emailed to the student's current address or alternatively can be collected in person from the main office.

USI Application Procedure

Caboolture State High School will:

- Students enrolling at Caboolture SHS are required to provide the school with their Unique Student Identifier (USI). If this is not available school staff may assist students (in grades 9 to 12) to apply for a USI from the USI Registry Office <https://www.usi.gov.au/students/get-a-usi> (in accordance with legislation).
- Verify USI numbers supplied by the student prior to using it.
- Request consent from Parents and/or Students to collect, apply, retrieve or verify USI's is provided to Caboolture State High School.
- Students are required to meet with the SS Administration Officer and provide one of the required forms of Identification for verification and provide details of:
 - First name.
 - Last name.
 - Date of birth.
 - Place of birth
- The SS Administration Officer will apply for a USI on behalf of the student with the student present.
- A USI will be generated, verified and then recorded in OneSchool and QCAA Student Management.
- Students who transfer into VET subjects during the school year must have their USI verified or generated by the SS Administration Officer prior to the change of enrolment being processed.
- Students will receive an email from the USI Registry confirming their USI number and providing details to finalise setup on their account.

USI Verification Procedure

The process to collect and verify a USI from a student who has created their own USI is as follows.

The student is to email or provide in person to the SS Administration Officer proof of their:

- USI number.
- First name.
- Last name.
- Date of birth.

Important: The details the student provides MUST match the details shown on the form of ID used to create a USI and those recorded on One school.

Verify the USI

The SS Administration Officer will verify that the USI provided is correct through <https://www.usi.gov.au/>

Report the USI

Once the USI is verified as valid, Caboolture State High School will then use this USI when reporting to the National Data Collection.

Data Management

USI numbers are collected and stored against the student's name on OneSchool and are used by the SS Administration Officer for uploading into QCAA Student Management for VET data reporting to QCAA.

COMPLAINTS AND APPEALS POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 6: Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

POLICY STATEMENT

Caboolture State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. Access to the Complaints and Appeals procedures is made available all students at induction, in the student handbook (website) and electronically upon request.

All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If Caboolture State High School considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

The RTO Manager will maintain a secure Complaints and Appeals Register found at **G:\Coredata\Common\SENIOR SCHOOLING\VET\Administration\Register of Documents\Complaint or Appeals** which documents all formal complaints, appeals and their outcomes.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence. The Principal of Caboolture State High School is ultimately responsible for ensuring that Caboolture State High School complies with the AQF. This includes the complaints and appeals policy and

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

procedures.

Policy Information on Website

Caboolture State High School includes the following information on the public website

<http://www.cabooltureshs.eq.edu.au/>

Caboolture State High School as the RTO has a complaints and appeals policy specific to the RTO operations. A complaint can be made to Caboolture State High School regarding the conduct of:

- Caboolture State High School, its trainers, assessors or other RTO staff.
- Students of the RTO.
- Third parties providing services on behalf of the Caboolture State High School.

An appeal can be made to Caboolture State High School to request a review of a decision, including assessment decisions.

Caboolture State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If Caboolture State High School considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Complaints or appeals should be directed to the Principal as CEO of Caboolture State High School - Mrs Fiona Free principal@cabooltureshs.eq.edu.au

Complaints Procedure

The school, as an RTO, has a complaints and appeals policy specific to its RTO operations.

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that the school RTO complies with the VET Quality Framework (AQF). This includes the complaints and appeals policy and procedures.

A **complaint** can be made to the school RTO regarding the conduct of:

- the school RTO, its trainers, assessors or other school RTO staff
- students of the RTO
- any third parties providing services on behalf of the school RTO (if relevant).

Complaints may be made to any member of staff.

An **appeal** can be made to the school RTO to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance but can also be made to Heads of Department or the RTO Manager (RTO Manager).

Caboolture State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

1. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved as quickly as possible.
2. All complaints and appeals are heard and resolved within 60 calendar days of receipt.

If the school RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

will be regularly updated on the progress of the matter.

3. The school RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken and decisions made.
4. The school RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

Procedures

1. If a complaint relates to a report about harm or safety, refer to your school's **appropriate Student Protection procedures**.
2. On receipt of a verbal complaint:
 - Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register.
 - If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
3. To put a complaint/appeal in writing, advise the complainant/appellant that:
 - they may use the support of an independent third-party in progressing the complaint/appeal
 - they can either put the complaint/appeal in writing themselves using the form available at <http://www.cabooltureshs.eq.edu.au/>
 - the trainer and assessor can make a written record for them to sign. In this case
 - note whether the complainant/appellant wants the support of a third-party
 - ensure the complainant signs and dates the form
 - identify yourself, and your role within the school
 - sign and date the form yourself.
 - copy the complaint and give one copy to the complainant/appellant and forward another copy to RTO Manager (if the complaint is not in relation to the RTO Manager)
4. On receipt of a written complaint/appeal:
 - if the complaint/appeal is not in relation to the RTO Manager
 - forward it to the RTO Manager
 - RTO Manager will enter it into the secure Complaints and Appeals Register.
 - if the complaint is in relation to the RTO Manager
 - forward it to the Deputy Principal responsible for Senior Schooling pcoch6@eq.edu.au
 - enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.
 - a prompt, written acknowledgement of receipt of the complaint/appeal is to be sent to the complainant from either the RTO Manager or the Deputy Principal responsible for Senior Schooling, as appropriate.

5. To resolve the complaint/appeal, the RTO Manager and/or Deputy Principal will:
 - discuss the issue/s with the staff member to whom the complaint/appeal was made
 - give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation)
 - give the relevant staff member, third-party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation.
 - if necessary, convene an independent panel, called The Complaints and Appeals Committee, to hear the complaint/appeal.

The Complaints and Appeals committee must not have had previous involvement with the complaint/appeal, and must include:

 - a representative of the Principal
 - one or more representative/s of the teaching staff
 - an independent person.
 - deal with the issue/s
 - communicate the outcome/decision to all parties in writing within 60 days of receipt of the complaint/appeal
 - document the complaint/appeal — including the cause, actions taken, and decisions made — in the appropriate secure Complaints and Appeals Register.
6. If the complaint/appeal is not finalised within 60 calendar days of its receipt, inform the complainant/appellant of the reasons in writing and regularly update them on the progress of the matter.
7. If the procedures fail to resolve the issue/s, the complainant/appellant may have the outcome reviewed (on request) by an appropriate party independent of the RTO.
8. If the complainant is still not satisfied, the Principal will refer them to the QCAA website for further information about making complaints <https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/appeals-complaints-enforcement>
9. The school RTO will undertake a continuous improvement process that includes:
 - reviewing the details in the Complaints and Appeals Register
 - reviewing the complaints and appeals policy and procedures
 - taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.
 - If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

GOVERNANCE, DATA AND ADMINISTRATION POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 7: The RTO has effective governance and administration arrangements in place.

POLICY STATEMENT

The Principal of Caboolture State High School is ultimately responsible for ensuring that the Caboolture State High School complies with the VET Quality Framework (VQF). This applies to all of the operations within the RTO's scope of registration as listed on the National Register.

The Principal of Caboolture State High School, as CEO of the Caboolture SHS RTO ensures that the high managerial agent, the RTO Manager, is vested with sufficient authority to ensure compliance with the AQF.

Procedures in this document:

- Governance Procedure.
- Interactions with the Registering Body Procedure.
- Updating RTO Details Procedure.
- Changing RTO Scope of Registration

Governance Procedure

The Principal

The Principal of Caboolture State High School ensures compliance with all the AQF requirements by:

- Delegating responsibility and sufficient authority for day-to-day operations to the RTO Manager as RTO Manager
- Reviewing frequently the minutes of meetings between the Deputy Principal responsible for Senior Schooling and RTO Manager to keep informed of those operations and ensuring minutes of those meetings are taken.
- Ensuring that any decision making at the senior management level regarding VET operations at Caboolture State High school is informed by the schools VET moderation processes and documented feedback.
- Authorising and signing the appropriate documentation, forms and report data as required by the Data Provision Requirements.
- Completing a Fit and Proper Person Requirements declaration when required.
- Completing a Chief Executive Statutory Declaration when required.
- Holding public liability insurance that covers the scope of its operations throughout the registration period.

RTO Manager

The RTO Manager, as Manager of the Caboolture State High School has responsibility and authority for the day-to-day management of RTO systems including:

- Managing operation of the school's RTO status as per the high managerial agent duty statement <https://www.asqa.gov.au/standards/chapter-6/clause-7.1>
- Liaising with the QCAA concerning all aspects of the school's RTO status.
- Keeping the Principal informed of all matters regarding the school's RTO status.
- Managing the systematic monitoring of the school's training and assessment strategies and practices.
- Completing a Fit and Proper Person Requirements declaration when required.

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

Page 12 of 29

- Reviewing the outcomes of monitoring of assessment strategies, progress of actions and ongoing compliance.
- Informing staff and clients of changes to legislative and regulatory requirements that affect services.

Interactions with the Registering Body Procedure

The Principal will ultimately be responsible for ensuring that Caboolture State High School as the RTO complies with the AQF. Interactions with the registering body (QCAA) and ASQA are managed by the RTO Manager.

Caboolture State High School, as the RTO will cooperate with both ASQA and the QCAA:

- In the conduct of audits and in the monitoring of its operations.
- By providing accurate and timely data relevant to measures of its performance (including quality indicator data and SDCS data according to the annual SEP calendar).
- By providing information about substantial changes to its operations, any event, and information about significant changes to ownership that would significantly affect Caboolture State High School as the RTO's ability to comply with these standards within 90 calendar days, which also ensures information on <http://training.gov.au> is correct - see *Updating RTO Details Procedure* below.
- Regarding the retention, archiving, retrieval and transfer of records.
- By providing evidence of satisfying the Fit and Proper Person Requirements and Chief Executive Statutory Declaration Requirements when necessary.
- By submitting the QCAA RTO verification form when requested, including checking scope of registration details thoroughly to ensure they are accurate.
- By completing and submitting the annual declaration on compliance to the QCAA when requested to confirm compliance with the AQF.
- Informing the QCAA of any third-party agreements via the appropriate notification form within 30 calendar days.
- Complying with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.
- By providing any other information as requested in writing by the registering body.

Updating RTO Details Procedure

ASQA <https://www.asqa.gov.au/vet-registration/meet-requirements-ongoing-registration/notify-asqa-changes>

QCAA <https://www.qcaa.qld.edu.au/senior/vet/rto-registration-audits/change-to-rto-details>

As a condition of registration, Caboolture State High School must notify the QCAA and ASQA in writing of any changes to contact details and changes or events that affect the operation of the RTO.

An **RTO Manager** change will require the completion of both a notification of change of provider details and a notification of material change or event (including a fit and proper person declaration) for both ASQA and QCAA
A **Principal** change will require the completion of both a notification of change of provider details and a notification of material change or event (including a fit and proper person declaration) for both ASQA and QCAA

Provider Details Change

The RTO Manager in consultation with all relevant RTO personnel completes and submits (within 90 calendar days) the **Notification of Change of Provider Details** form to the QCAA regarding the following changes:

- Change of details for registration enquires person
- Change of public enquiries person

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

- Changes to any contact details.
- Changes to permanent RTO delivery sites.

Material Change or Events

The RTO Manager in consultation with all relevant RTO personnel completes and submits (within 90 calendar days) the **Notification of Material Change or Event** form to the QCAA regarding the following changes:

- A change of Principal.
- A change of RTO Manager.
- A change to ownership or legal name.
- Significant or unexpected turnover of staff.
- Commencement or dissolution of an arrangement with another organisation to conduct training and/or assessment on the college's behalf.
- Other significant changes to RTO operation.

A change of Principal also requires the submission of a **Fit and Proper Person Requirements Statutory Declaration** and a **Chief Executive Statutory Declaration**.

Third-party Arrangements

The RTO Manager, in consultation with all relevant personnel, completes and submits (within 30 calendar days) the **Notification of Third-party Arrangements** form to the QCAA regarding the following events:

- Commencement of an arrangement with another organisation to deliver services on Caboolture State High Schools behalf (i.e. a new arrangement that has not been previously reported).
- Change to reported details of an arrangement with another organisation to deliver services on Caboolture State High School's behalf (i.e. an arrangement that has been previously reported).
- Cessation of a previously reported arrangement with another organisation to deliver services on Caboolture State High School's behalf.

Changes to RTO Scope of Registration Procedure

The RTO Manager, on behalf of Caboolture State High School must apply to the QCAA as delegate for the Australian Skills Quality Authority (ASQA) to make any changes to the school's scope of registration. Once the application has been approved QCAA will notify the school via email of the approval date. Following the approval date, Caboolture State High School is able to commence course advertising and promotion as well as delivery.

Important time frames

- If planning delivery for the following school year, Trainer and Assessors should submit applications to change the scope of registration for their training product before the end of Term 2 of the previous year.
- Offering or advertising a national qualification can only be done after being advised of successful registration. It is unlawful to advertise or promote a national vocational qualification or unit of competency that is not on your scope of registration.
- Access to the registration for enrolling students will only be available after approval has been granted and the next version of the QCAA Student Management has been released.

Process

- A need to make additions to the school's scope of registration is identified through processes of industry engagement, assessment validation or course moderation.

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

- Caboolture SHS staff make written proposal to the RTO Manager to make a change to the scope of registration. The written application will include
 - Details of the proposed changes to be made (course/competency codes and titles to be added/removed)
 - Summary of significant training requirements/implications to the school of each the additional competencies proposed to be added
 - Specific Trainer and assessor qualification requirements
 - Any additional resources required
 - Proposed trainer and assessor and their relevant qualifications to deliver the proposed additions
- RTO Manager reviews the proposal and decides, in consultation with the relevant Curriculum HOD if change is appropriate and justifiable.
- RTO Manager makes application to the change the scope of registration via one portal to the QCAA
- When QCAA approval is received the RTO Manager will notify the relevant Trainer and Assessor/Curriculum HOD and advise that approval has been received.
- Trainer and Assessors will then update relevant staff profiles and TAS for qualification with changes and submit documents electronically for verification by RTO Manager.

INDUSTRY ENGAGEMENT POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

POLICY STATEMENT

Caboolture State High School has a commitment to providing a quality service with a focus on training and assessment practices that are relevant to the needs of industry and informed by industry engagement. Training and assessment strategies will be developed in consultation with industry and will be supported through the moderation and validation procedures. Caboolture State High School also implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of training, practices, resources and skills.

Industry Engagement Procedure

Caboolture State High School ensures all VET trainers and assessors engaged by Caboolture State High School for the delivery of VET qualifications and/or accredited courses meet the requirements of the AQF standards and retains evidence of this.

G:\Coredata\Common\SENIOR SCHOOLING\VET\Vocational Training Areas

Caboolture State High School also ensures that all VET trainers and assessors are given the opportunity to engage in industry activities to continue to develop their vocational competence and use this to improve training and assessment strategies. All industry engagement is to be recorded by the RTO Manager in the Industry Engagement Register saved in Industry Engagement folder for the relevant Training area **G:\Coredata\Common\SENIOR SCHOOLING\VET\Vocational Training Areas**

Industry engagement may include but is not limited to:

- Partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs.
- Involving employer nominees in industry advisory committees and/or reference groups.
- Embedded staff within enterprises.
- Networking in an ongoing way with industry networks, peak bodies and/or employers.
- Developing networks of relevant employers and industry representatives to participate in assessment validation.
- Exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.

Caboolture State High School ensures compliance with Industry Engagement by supporting all trainers/assessors with the following:

- Curriculum HODS will support all trainers and assessors of qualifications within their departments regarding the relevant training packages, competency-based assessment, vocational competence and vocational and industry currency.
- Trainers and assessors must continuously maintain their staff profile. This document should be reviewed and verified by RTO Manager at least once a year and the verified copy saved in the Trainer and Assessor Documentation folder located under each Training area folder in: **G:\Coredata\Common\SENIOR SCHOOLING\VET\Vocational Training Areas**
- Trainers and assessors are required to review their own currency activities related to training and

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

assessment and vocational currency, to identify professional development and or industry release and, through their HOD Curriculum, request professional development activities to enable up-skilling and maintenance of both vocational and training and assessment currency. This should be reflected in T&As APDPs reviewed annually.

- Trainers and assessors are required to validate the activities they have engaged in with their HOD Curriculum or the RTO Manager, in order to remain current and to continuously develop their competence (certificates, meeting minutes, attendance records, diary entries).
- Trainers and assessors are required to follow Caboolture State High School professional development procedures when applying for all professional development activities, including those related to VET.

MARKETING AND ADVERTISING POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 4: Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

POLICY STATEMENT

Caboolture State High School ensures that the marketing and advertising of AQF qualifications to prospective students is ethical, accurate, accessible and consistent with its scope of registration and includes the school's RTO provider code. All marketing material will include the code and the full title of the qualification or accredited course.

No advertising of AQF qualification to prospective students on behalf of other RTOs will be allowed without their consent. The NRT logo will be used in marketing material in accordance with its conditions of use specified in Schedule 4 of the Standards.

Marketing and Advertising Procedure

All AQF qualification marketing and advertising is managed by the RTO Manager.

- The induction program for staff includes information about how to ensure that marketing is accurate and is not misleading.
- All advertising including subject selection includes a date of publication and the following statement, 'correct at time of publication but subject to change'.
- All advertising or marketing materials are submitted to the RTO Manager for approval prior to publication.
- The RTO Manager gives the final approval to all VET marketing and advertising, regardless of the format or the audience.
- The RTO Manager checks the mandatory requirements for the information:
 - Accurately represents their services and qualification on the scope of registration.
 - Includes the RTO code of Caboolture State High School.
 - Includes the NRT logo in accordance with Schedule 4.
 - Includes the correct and current qualification code and title and lists the correct current units of competency that the students will be doing.
 - Identify the outside RTO if the qualification is through an outside provider
 - Special entry or certification requirements (eg. blue card, white card) for a course are communicated in relevant course materials
 - Obtained written consent from any person or organisation referred to in any marketing materials.

- VET qualifications are clearly differentiated from other forms of learning.
- Identifies if Caboolture State High School is delivering the qualification/ units of competency on behalf of another RTO (and that there is a written and signed third-party agreement if required).
- Does not guarantee that:
 - A student will successfully complete the qualification or units of competency.
 - A student will obtain a particular employment outcome.
 - A qualification or unit of competency can be completed in a manner that does not meet the standards.
 - Any other required information.

STUDENT INFORMATION POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 5: Each learner is properly informed and protected.

POLICY STATEMENT

Caboolture State High School ensures that all prospective and enrolled VET students are properly informed and protected. This policy and procedure document links closely with the **Marketing and Advertising Policy** and related procedure.

Through the year 10 SET plan process or earlier, Caboolture State High School ensures that all prospective and enrolled VET students have been provided with sufficient advice and information regarding the appropriateness for them of the qualification and/or accredited courses they would like to be enrolled in (as per Standard 5.1). The advice takes into account each student's existing skills and knowledge prior to the finalisation of subject selection to ensure that students are able to make informed decisions before undertaking training in a VET qualification or accredited course.

Caboolture State High School is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date. This includes delivery by a 3rd party RTO on Caboolture State High Schools behalf.

The Principal (as the chief executive officer) of Caboolture State High School is ultimately responsible for ensuring that students (and their parents/carers) are provided with the required information prior to enrolment, including the services they are to receive, their rights and obligations and the RTO's responsibilities.

Caboolture State High School has a separate Complaints and Appeals policy and procedure.

If another person or organisation is providing student information under a third-party agreement with Caboolture State High School, the Third-party arrangements policy and procedures will be applied.

Student Information Procedure

RTO Manager

The RTO Manager has responsibility and authority for the VET student information processes (under the delegation from the Principal) including:

- Liaising with the Deputy Principal and vocational training area staff regarding student information documentation, as well as subject selection and course information.
- Responsibility for ensuring all students have been adequately informed about the appropriateness of the qualification or accredited course and whether it meets students' needs.
- Responsibility for ensuring all students have been advised regarding their rights and obligations and the RTO's responsibilities.
- Responsibility for ensuring that the information is provided in print and/or electronic copy.
- Responsibility for advising students about any changes to agreed services (including third-party arrangements).
- Ensuring that the provision of educational services is monitored to cater for student needs. This includes reviewing 'overlaps' where students are enrolled in more than one VET qualification at Caboolture State High School or another RTO and the corresponding adjustments to the training and assessment strategies, student enrolments and scope of registration.

Deputy Principal (Responsible for Timetabling and Changes to student enrolments)

The Deputy Principals must ensure that prior to making changes to a student’s enrolment:

- They liaise with the RTO Manager, Trainer and Assessors and Guidance Counsellor regarding all VET enrolments.
- All subject selection forms have been completed and signed by the parties above and both the student and the Parent/Carer.
- Students have been adequately informed about the appropriateness of the qualification or accredited course and whether it meets students’ needs.
- Enrolment of students in a qualification/certificate course after a point-in-time when achievement of the full qualification is not guaranteed is not advised. Where this is not possible the enrolling officer (Deputy Principal) will communicate to the student and their parent/guardian in writing that only partial achievement of a full qualification is achievable in the remaining timeframe.
- They confirm with Trainers and Assessors that late enrolments in courses are possible in relation to essential or prerequisite units of competency that may already have been trained and assessed (eg. Health and Safety).

Student Information

Students will receive the following information prior to enrolment on the SDCS/Student Management, through the documents and/or activities given in the following table. Check Caboolture State High School calendar to see the timing of these activities.

Written Information (Print or Electronic) Provided to Students and their Parents/Carers	Relevant Caboolture SHS RTO Document (and activity where applicable) Documents are Hyperlinked
Subject selection and enrolment procedures.	Senior Subject Selection - website Year 9 and 10 SET Planning. VET Student Induction Form School Internal Senior School Calendar.

<ul style="list-style-type: none"> • Qualification or accredited course information, including: • Code, title, currency of qualification/accredited course (as per training.gov.au). • Code and title of the units of competency to be delivered (as per training.gov.au). • Estimated duration. • Training/assessment locations. • Mode/s of delivery. • Work placement arrangements (if required). • Obligations to the students i.e. being responsible for the quality of the training/assessment, the issuance of certification. • Entry requirements or pre-requisites (if applicable). • Student obligations related to any materials or equipment they must provide. • Requirements the student must meet to successfully complete e.g. apply for a USI, service periods, travel requirements, events or out of school hours' functions. • The student's rights if the RTO (or a third party) closes or ceases to deliver any part of the training course the student is enrolled in. • Details of the RTO's complaints and appeals process. • Third-party information (if relevant) i.e. name and contact details of the third-party providing the training and/or assessment, and related educational and support services. 	<p>VET Student Handbook VET Policies and Procedures Manual.</p>
<p>Fee information (if collected directly or through a third party) for each qualification prior to their enrolment in SDCS specifying:</p> <ul style="list-style-type: none"> • Fee information (amount, terms/conditions, deposits, refunds). 	<p>Senior Subject Selection - website VET Student Handbook. VET Policies and Procedures Manual.</p>
<p>How VET qualifications and courses differ from other school courses and criteria-based assessment, by including:</p>	<p>Senior Subject Selection - website VET Student Handbook.</p>

<p>Written Information (Print or Electronic) Provided to Students and their Parents/Carers</p>	<p>College RTO Document (and activity where applicable) Documents are Hyperlinked</p>
<ul style="list-style-type: none"> • Work-like activities. • Competency-based training and assessment. • Competency standards, which are an industry-determined specification of performance that sets out the skills, knowledge and attitudes required to operate effectively in employment. 	<p>VET Policies and Procedures Manual.</p>
<p>Student support, welfare and guidance services.</p>	<p>VET Student Handbook. VET Policies and Procedures Manual.</p>
<p>Recognition of prior learning (RPL) procedures.</p>	<p>VET Student Handbook. VET Policies and Procedures Manual.</p>
<p>Recognition of Australian Qualifications Framework (AQF) credentials, and statements of attainment issued by other RTOs.</p>	<p>VET Student Handbook. VET Policies and Procedures Manual.</p>
<p>Caboolture State High School's obligations to the student in regard to providing quality training and assessment, and issuance and reissuing of AQF certification.</p>	<p>VET Policies and Procedures Manual.</p>

<p>Student's rights if Caboolture State High School or a third-party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in. For example:</p> <p>Caboolture State High School is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date (including delivery by a 3rd party on Caboolture State High School's behalf).</p> <p>In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement or 3rd party RTO will not be able to continue delivery, Caboolture State High School will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.</p>	VET Policies and Procedures Manual.
--	-------------------------------------

SYSTEMATIC MONITORING AND EVALUATION POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 2: The operations of the RTO are quality assured.

POLICY STATEMENT

Caboolture State High School ensures quality development, implementation, monitoring and evaluation of training and assessment strategies and practices that meet training packages and VET accredited course requirements.

The Principal, as CEO of Caboolture State High School, is ultimately responsible for ensuring quality training and assessment within their organisation and scope of registration, regardless of any third-party arrangements where training and/or assessment is delivered on their behalf. This includes where Caboolture State High School subcontracts the delivery of services to a third-party and the third-party further subcontracts the delivery of services, but the AQF certification documentation will be issued by the RTO. Caboolture State High School must have a written agreement with any party that delivers services on its behalf.

Evaluating information about performance and using such information to inform quality assurance of services and improve training and assessment is sound business and educational practice. The information used to evaluate RTO performance must be relevant to the operating characteristics and business objectives of the RTO and will vary from one RTO to another.

Systematic Monitoring and Evaluation Procedure

To be compliant with Standard 2 Caboolture State High School must meet the following:

- 2.1. The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of a RTO within its scope of registration.**
- 2.2. The RTO:**
 - a) systematically monitors the RTO's training and assessment strategies and practices to ensure**

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

- ongoing compliance with Standard 1;
- b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to:
- quality/performance indicator data collected under Clause 7.5,
 - validation outcomes,
 - industry engagement outcomes,
 - client, trainer and assessor feedback and;
 - complaints and appeals.

2.3. The RTO ensures that where services are provided on its behalf by a third-party the provision of those services is the subject of a written agreement.

2.4. The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

THIRD-PARTY ARRANGEMENTS POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 2: The operations of the RTO are quality assured.

Standard 8: The RTO cooperates with the VET Regulator at all times and is legally compliant at all times.

POLICY STATEMENT

Caboolture State High School monitors training and assessment services delivered by another RTO on its behalf:

- A documented agreement is in place with each RTO. The agreement describes the responsibilities of each RTO and the management strategies to be followed, including monitoring arrangements.
- Caboolture State High School negotiates the agreement with the other RTOs and provides a copy of the agreement to the other RTO.
- The carrying out of the agreement is monitored by Caboolture State High School to ensure that it is being followed, and improvements are made where required.
- Improvements to arrangements for the establishment, monitoring and carrying out of agreements are shown.

Caboolture State High School is accountable for the quality of training and assessment provided on its behalf. Further details regarding RTO responsibilities are available in the Caboolture State High School VET policies and procedures manual.

Partnership Procedure

Before drafting a partnership agreement, the RTO Manager, on behalf of Caboolture State High School will ensure that the Principal (CEO), relevant DPs, HODs and trainers and assessors understand what is involved and an initial commitment is obtained by all parties.

The written partnership agreement will include the following:

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

Parties Involved

- The name, address and national provider number of Caboolture State High School.
- The name and address of the partner RTO that will be delivering training on behalf of Caboolture SHS.
- The names and signatures of the CEOs or their designated representatives of both RTOs.
- The names and contact details of the RTO Manager and the coordinating trainer and assessor at Caboolture State High School and their signatures.
- The names and contact details of the coordinating trainer and assessor at the partner RTO, and their signatures.
- Position descriptions for all positions/staff named in the partnership agreement.
- Terms of the agreement for the program offered, including the relevant training package qualification (or accredited course), listing the qualification code and title as well as the relevant units of competency, listing their codes and titles.
- A clear outline regarding the services provided by the other RTO on behalf of Caboolture SHS, e.g. training and/or assessment.
- A statement regarding the responsibilities of the partnering RTO with regards to the student agreement and guarantee.
- A statement outlining the responsibilities of the partnering RTO to provide student achievement data to Caboolture State High School by a negotiated date/s each year.
- A statement outlining the responsibilities of Caboolture State High School regarding reporting and submitting student achievement data, by due dates, to the registering body in relation to Queensland Certificate of Education (QCE) requirements (i.e. meeting the final dates for providing results to the QCAA and to Department of Education and Training [DET] where the qualifications are registered with DET).
- A statement outlining that the partnering RTO must provide to Caboolture State High School's relevant trainer and assessor information to ensure AQTF requirements are met, e.g. staff profiles, copies of qualifications.
- A statement outlining management of complaints and appeals.
- Dates for the period of the agreement.
- Terms for terminating the agreement.
- Policies and procedures for monitoring the agreement including continuous improvement processes.
- Intellectual property rights of all parties to the agreement.
- Processes for dispute resolution.
- Legislation that may have an effect on the agreement (where relevant).
- A statement outlining who will be responsible for evaluating the partnership arrangements at the completion of the agreement.
- A statement outlining that the partnering RTO that is delivering training on behalf of Caboolture State High School has been informed of all relevant Caboolture State High School policies and procedures that must be adhered to.
- A statement outlining the responsibilities of the partnering RTO with regards to providing quality indicator data by providing achievement data and administering learner engagement surveys.
- A statement that Caboolture State High School will issue statements of attainment and qualifications under its RTO name.

Training and assessment

- a statement outlining who will be responsible for developing, monitoring and reviewing strategies for training and assessment to ensure the quality of training outcomes.
- A statement acknowledging that Caboolture State High School is always responsible for the quality of training and assessment delivered on its' behalf.

Information to students.

- A statement regarding the marketing and promotional materials which can be used and specifying who is responsible for monitoring this information to ensure accurate information is provided to potential clients.

- Fees related to the agreement.

On direction from the RTO Manager, the SS Administration Officer for Caboolture State High School will file the signed partnership agreement and ensure the other RTO has a copy of the agreement.

Monitoring and Management

The monitoring procedures outlined in the partnership agreement may include:

- Regular meeting with agendas and minutes.
- Regular management data reports, including client feedback.
- Site visits to confirm partner practice.
- Assessment validation processes.
- Moderation of assessment decisions with the coordinating trainer and assessor.
- Reviews of the partner's training, assessment and administration.
- Sharing of professional development activities.

TRAINING AND ASSESSMENT POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

POLICY STATEMENT

Caboolture State High School ensures training and assessment is developed in consultation with industry and will be validated through the internal review and validation procedures. These strategies will reflect the requirements of the relevant Training Package and enable each student to meet the requirements.

The school has access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.

Recognition of prior learning (RPL) is the process used to assess individuals' existing level of knowledge and skills against individual or multiple units of competencies. Students are provided with the Caboolture State High School's RPL policy prior to enrolment in QCAA Student Management. They are made aware of the RPL application form. As part of their student induction, the process and types of evidence that can be used to support RPL applications is provided to them. RPL applications will only be considered if the Caboolture State High School's RPL application form is used. RPL applications must be submitted to the trainer of the qualification in the first instance.

Assessment Procedure

In developing the assessment (including RPL) for each qualification, Caboolture State High School will ensure:

- Compliance with the assessment guidelines from the relevant Training Package or accredited course.
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency-based assessment (i.e. assessment is valid, reliable, flexible and fair) and informs the student of the context and purpose of the assessment.
- The rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence to support

the principles of validity and reliability.

- There is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment (e.g. dress, communicating with supervisors, etc.).
- Timely and appropriate feedback is given to students.
- Validation is planned for and systematically conducted in accordance with the Validation policy.
- All students have access to reassessment on appeal – refer to complaints and appeals policy for further details

Student Selection, Enrolment and Induction Procedure

Student Selection and Enrolment Procedures

Caboolture State High School is inclusive of all students regardless of sex, race, impairment, or any other factor. Enrolment at Caboolture State High School is processed through the main office and requires a formal interview with a member of the school's administration.

In year 10 all students participate in the Senior Education and Training (SET) Plan procedure coordinated by the HOD Teaching and Learning (Year 10). Outcomes of this process and subsequent monitoring and review are recorded in the Careers section of a student's OneSchool profile by school staff.

VET Student Induction Procedures

Each Vocational training area is responsible for student induction. Caboolture State High School will provide, through trainers and assessors, student information and induction to each student before enrolment on QCAA Student Management for a course. Students will receive access to the VET Student Handbook and PowerPoint presentation [on the school website](#) which outlines and/or provides links to the following information:

- AQF reference, policy statement and responsibilities.
- The VET Quality Framework (VQF).
- Student selection and enrolment procedures.
- Course information, including content and vocational outcomes.
- Fees and charges, including refund policy and exemptions (where applicable).
- Special course requirements (blue card/white card)
- Provision for language, literacy and numeracy assistance.
- Student support, welfare and guidance services.
- Flexible learning and assessment procedures.
- RTO complaints and appeals procedures.
- Disciplinary procedures.
- Staff responsibilities for access and equity.
- Recognition of prior learning (RPL) policy and procedures.
- Credit transfer – recognition of AQF qualifications and statements issued by other RTOs.
- Significant Legislation.
- Access to records.
- Course outlines and pathways.

Trainers and Assessors/Trainers will ensure that at all students complete, and they and their parents sign, the VET Student Enrolment form or VET Student Late Enrolment Form upon completing induction in a course.

Completed forms are filed in **G:\Coredata\Common\SENIOR SCHOOLING\VET\Vocational Training Areas**

RPL Procedure

Students with an application for RPL have access to the following procedures:

- The Caboolture State High School RPL application form must be used.
- All applications for RPL go to the trainer of the qualification in the first instance. Students will need to provide sufficient documented evidence to support their claim for recognition to their trainer e.g. resume, certificates, photos, references from supervisors, performance reviews or job descriptions.
- The RPL application and its outcome will be recorded in writing in the RPL register. Trainers and assessors/trainers dealing with the RPL application will provide feedback throughout the process to the student.
- The trainer responsible for the delivery of the qualification will review the evidence provided by the student and give a written and verbal response (within 10 days of receipt of the evidence) to the student regarding whether the evidence is suitable for RPL.
- The trainer handling the RPL application will develop and assess any alternative methods of assessment required as a result of an RPL application. The student may be asked to complete practical demonstrations of their skills to support their application for RPL. Assessment methods should be fair and flexible and reflective of assessment tasks delivered as part of the training and assessment strategy.
- The trainer will update the student records if RPL is granted, following consultation with the RTO Manager.
- The student will be made aware of any gaps in training as a result of the review of their application evidence.
- The student will be also made aware of the appeals procedure if they are not satisfied with the decision on their RPL application.

RPL Appeal Procedure

- A student dissatisfied with the response to the RPL application may initiate an appeal.
- The Caboolture State High School VET written appeal form must be used ([School website](#))
- All RPL appeal applications are to go to the RTO Manager.
- The RTO Manager will request from the relevant VET trainer the original RPL application, including the documented evidence that supported the student's initial claim.
- The RPL appeal and its outcome will be recorded in writing in the RPL register at **G:\Coredata\Common\SENIOR SCHOOLING\VET\Administration\Policies and Procedures\Credit Transfer and Recognition\RPL**
- The RTO Manager will provide feedback throughout the appeal process to the student.
- The RTO Manager will make arrangements for the student's application to be re-assessed for RPL by another suitably qualified staff member (VET Trainer and Assessor/Trainer) NOT involved in the original assessment.
- The appeal review will be conducted within 15 days of receipt of the appeal form.
- The RTO Manager will forward the original RPL application and the findings of the re-assessment to the Principal to make the final decision.
- The outcome of the appeal will be made available to the student.

Caboolture State High School recognises AQF qualifications and statements of attainment issued by any other RTO and has a separate policy and procedure regarding Credit Transfer, as outlined in the **Recognition of Qualifications Issued by Other RTOs Policy**.

Transition to Training Packages/Expiry of Accredited Courses Procedure

Caboolture State High School manages the transition from superseded training packages within 12 months of their publication on the National Training Information Service, and transition from superseded accredited courses,

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

so that it delivers only currently endorsed training packages or accredited courses.

It is the responsibility of each vocational training area within Caboolture State High School to plan for the transition to new/revised training packages as they are endorsed. Each Trainer and Assessor/trainer responsible for a vocational training area/qualification must review the details the qualification and of all competencies delivered in their area by annually reviewing qualification details on the National Training Information Service. The RTO Manager is to be informed of any new qualifications and/or units when identified. The RTO Manager will approve the new qualification and units and with the assistance of the SS Administration Officer, complete the online application in the QCAA VET application to add new qualifications or Units of competency.

Where possible, students in existing/expiring courses/qualifications will be 'transitioned' to the new versions of those qualifications.

When this is not possible, no new students will be enrolled in the expiring qualification after 12 months from the publication date of the new training package unless the remaining time allows the student to achieve the full qualification.

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

Generally, the next cohort of students enrolling in the qualification after the training package publication date will enrol in the new training package qualifications.

Work Experience and Placement Procedure

Students may undertake different types of unpaid work experience, including sampling, work shadowing, research work experience and structured work placement. At all times, the educational value of the program for any student should be the prime consideration.

The RTO Manager is responsible for ensuring that:

- Work experience is no longer than 30 days a year, except in the case of a student with a disability.
- Written consent to the arrangement is obtained from the student's parents on the Caboolture State High School Work Experience Agreement.
- Written acceptance to the arrangement is obtained from the employer on the Work Experience Agreement.
- Only activities covered by the insurance policy are undertaken by students.
- Reasonable provision is made for a trainer or other nominated person to visit students on work experience.

The student is required to:

- Sight and complete all forms about work experience placements.
- Coordinate and work with the SS Administration Officer to organise and confirm the placement.
- Make contact with the work placement provider at least one week prior to the placement to confirm all work requirements (e.g. start and finish times, appropriate clothing and footwear, contact person)
- Maintain a record of tasks demonstrated on the job through their work placement logbook (provided to students by ILO) or as required in specific qualifications.
- Attend all work placements as per the contract.

The following requirements have been designed to minimise disruption to learning and meet the work placement requirements.

- Students to complete work placement during the last school week of terms 1-3, exam blocks or over the two-year training period on a one day per fortnight basis.

These times should be followed however, it is understood, dependent on the school's and/or student's needs,

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

flexible arrangements are required. If a student has not met the requirements, alternative times must be negotiated and pre-approved with their relevant Deputy Principal.

TRAINERS AND ASSESSORS' POLICY

Standards for Registered Training Organisations (RTOs) 2015 - ASQA

<https://www.asqa.gov.au/standards>

Standard 1; The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

POLICY STATEMENT

Caboolture State High School ensures all VET trainers and assessors engaged by the school for the delivery of VET qualifications and/or accredited courses meet the requirements of the AQF standards and retain evidence of this for all trainers and assessors.

Trainers and assessors must be qualified, inducted, keep regular records and be given the opportunity for industry engagement and professional development to maintain currency and competency. Trainers without appropriate training and assessment qualifications work under the supervision of a qualified trainer and assessor for the delivery of the qualification, as outlined in AQF publications.

Recruitment and Timetabling Procedure

- Caboolture State High School will ensure any advertising for VET trainers and assessors clearly outlines the position description and only recruit and timetable trainers and assessors/trainers who meet the requirements of the AQF Essential Conditions and Standards for Continuing Registration.
- Schedule 1 states that from April 1, 2019, Trainer and Assessors qualification credentials must comply with the following: <https://www.legislation.gov.au/Details/F2017C00663>
 - TAE40116 Certificate IV in Training and Assessment or its successor
or
 - TAE40110 Certificate IV in Training and Assessment, and one of the following:
 - (i) TAELLN411 Address adult language, literacy and numeracy skills or its successor or
 - (ii) TAELLN401A Address adult language, literacy and numeracy skillsand one of the following:
 - (iii) TAEASS502 Design and develop assessment tools or its successor or
 - (iv) TAEASS502A Design and develop assessment tools or
 - (v) TAEASS502B Design and develop assessment tools.
- Caboolture State High School will endeavour to ensure that a compliment of suitably qualified trainers and assessors are employed in each vocational training area so as to ensure continuity of trainer and assessment in the event of losing a trainer either temporarily or permanently.
- In the event of losing the specialist trainer, and being unable to obtain a suitable replacement, Caboolture State High School will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.
- All trainers and assessors must be preapproved by the RTO Manager and have completed a minimum of

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

Page 29 of 29

TAE40110 Certificate IV in Training and Assessment or its successor (as per Schedule 1 (dot point 2 above), vocational competencies, relevant current industry skills, current knowledge and skills in vocational training and learning.

- Trainers and assessors must provide the RTO Manager with verified copies of all qualifications, as well as hard and/or electronic copies of other information to meet the requirements of the AQF before being approved to deliver a course

Induction Procedure

- The RTO Manager will induct all new staff to Caboolture State High School involved with the delivery of VET. The induction procedure will include VET Staff Handbook, VET Policies and Procedures Manual and a meeting that includes presentation of the following information:
 - VET qualifications and courses offered in the school.
 - RTO Quality Management System operating through the school VET policies and procedures, particularly:
 - Trainers and assessors (including professional development).
 - Strategies and resources.
 - Training and assessment.
 - Student information and client services.
 - Continuous improvement.
 - Validation plan.
 - Industry engagement.
 - Records management.
 - Communication procedures and VET meetings schedule.
 - Duty statements
 - Industry skills councils, training packages and competency-based training and assessment.
 - Roles and responsibilities of VET staff including Curriculum HODS, RTO Manager and administration.

Records Management Procedure

- Trainers and assessors must provide the RTO Manager with verified copies (electronic) of all qualifications, as well as hard and/or electronic copies of other information to meet the requirements of the AQF before starting delivery.
- The RTO Manager will save copies of qualifications at **G:\Coredata\Common\SENIOR SCHOOLING\VET\Vocational Training Areas**. All other documentation is also saved at the same location.
- Where trainers and assessors gain additional qualifications related to their industry area, they must provide that information and evidence to the RTO Manager.
- Trainers and assessors must complete and maintain current records of their qualifications.
- Trainers and assessors must complete and maintain their Caboolture State High School currency documents using the QCAA Trainer and Assessor Profile template. This document should be updated at least twice a year and saved at **G:\Coredata\Common\SENIOR SCHOOLING\VET\Vocational Training Areas**

Continuous Development of Competency Procedure

Trainers and assessors are required to:

- Complete and maintain their Caboolture State High School staff profile outlining their own vocational qualifications, training and assessment qualifications and currency activities in their industry area, as well as VET and training and assessment.
- Review their own currency activities related to training and assessment and vocational currency, and,

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

through their Curriculum Leader, ask for professional development activities to enable up-skilling and maintenance of both vocational and training and assessment currency.

- Follow Caboolture State High School's professional development procedures when applying for all professional development activities, including those related to VET.
- Identify how industry placement will be of benefit to themselves and their teaching through the mapping of competencies linked to their Annual Performance Development Plan (APDP) and VET professional development plan.

Whilst there is no prescription as to how trainers and assessors must maintain their currency in industry skills, each trainer will be allocated the following as a minimum dependent on trainer area/s:

- Validation – one day per year as per the validation plan. Where there are multiple trainers for a particular subject, this may work on a rotation basis.
- Industry placement – one day will be allocated during each semester. This may take place during the alternative learning week (last week of school), assessment blocks and scheduled into the staff absences planning of that week.
- Other industry currency/engagement – excursions, expos, professional developments, conferences, conversations with other professionals/industry, professional publications, being on site for a students structured workplace learning may be used to meet currency and recorded progressively.

On the completion of the placement, each trainer is to:

- Update their Trainer and Assessor profile.
- Share expertise and experience with other trainers or administrators at Caboolture State High School.

Supervision & Assessment Arrangements Procedure

Trainers working under supervision will only be used when a specialised trainer and assessor is not available. The arrangement will be determined and approved by the RTO Manager, DP HR and DP Senior Schooling before the supervision is to commence. The job role of trainers working under supervision of a qualified trainer job role simply involves collecting evidence of competency.

Before the supervision is to commence, the designated Supervisor and the Trainer under supervision meet at the start of the supervision arrangement/prior to delivery to:

- Establish the terms of supervision e.g. Regular meetings, observation session.
- Discuss teaching context and current practices, including competency-based training and trainer responsibilities.
- Discuss delivery strategies for all units to be delivered including:
 - Session plans.
 - Delivery or topic sequence.
 - Learning materials.
 - Assessment tools and procedures.
 - Provide input to the preparation for training.

If someone is working under the supervision arrangement, they must still complete the requirements of the **Trainer and Assessor Records-Keeping Procedure** and also provide the necessary documentation.

Persons delivering training under the supervision of a trainer must:

- Work under the supervision of a trainer with the required Training and Assessment credentials.
- Hold the skill set defined in Item 6 of Schedule 1 <https://www.legislation.gov.au/Details/F2017C00663>
 - One of the following credentials:
 - TAESS00007 Enterprise Trainer – Presenting Skill Set
 - TAESS00014 Enterprise Trainer – Presenting Skill Set or its successor

File location: SharePoint

Version date: January 2023
Ownership: Caboolture State High School

Review date: December 2023
Approved: Philip Cochran

- TAESS00008 Enterprise Trainer – Mentoring Skill Set
- TAESS00013 – Enterprise Trainer – Mentoring Skill Set or its successor
- TAESS00003 Enterprise Trainer and Assessor Skill Set
- TAESS00015 – Enterprise Trainer and Assessor Skill Set or its successor
- Have direct relevant current industry skills relating to the training and assessment being provided.
- Currently hold relevant vocational competence at least to the level being delivered and assessed.

Throughout the training period, the designated supervisor must:

- Provide regular support, guidance and monitoring.
- Observe some training sessions and provide feedback.
- Discuss teaching programs.
- Advise on dealing with challenges arising.
- Review training course at end of delivery.
- Review participant feedback and survey evaluations.
- Conduct assessment jointly
- Counter-sign record of results.