

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.

Clause 1.7

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training package or VET accredited courses.

Learning Support

Policy Statement

Skilled Up will ensure that students receive training, assessment and reasonable support to enable them to complete their training in a timely manner. Skilled Up identify the learner needs through conducting training need analysis.

Skilled Up will provide Academic Support and LLN Support (external if require) during their study period. LLN test will be conducted at the time of orientation to identify any potential problem. Academic support will be provided during their study period if study not able to achieve the competence due to their academic skills.

Procedure

The Skilled Up will ensure that:

- Training needs analysis and self - assessment is conducted as part of the pre-enrolment process.
- Post enrolment survey will be conducted for continuous improvement and analysis the accurate information and need identified during the enrolment process
- The ongoing monitoring of student progress and individual progress is to be undertaken by trainers and assessors throughout the learning and assessment process.
- Strategies employed to assess student progress will include observation of performance, oral questioning, and formative activities (written and simulated through case study).
- Reasonable adjustments to the delivery and assessment process that do not compromise the competency standards may be employed to enable students to access the support they require to maintain progress and achieve learning objectives. These may include:
 - o Restructuring the student's study program to accommodate student needs and promote achievable outcomes.
 - o Making reasonable adjustments to the delivery and assessment process and timeframe to assist student progress.
 - o Undertaking language, literacy and numeracy support
 - o Providing individual tutor support
 - o Other recommendations as identified.

Language Literacy and Numeracy

In relation to LLN, the Skilled Up will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Provide LLN support for student with low LLN. Skilled Up will recruit external if student willing to get support from Skilled Up. Student will pay the external teacher cost.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within the organisation and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.
- To assist students with other support requirements, the Skilled Up maintains an active list of agencies that may be a source of assistance.
- Refund the initial deposit if student not able to demonstrate the require entry LLN.

The Skilled Up adheres to the principles of access and equity to maximise outcomes for its clients.

Access and Equity Policy Statement

The Skilled Up is committed to ensuring that all students are supported as much as possible throughout their studies to maximise their chances of achieving a successful outcome. This means that students need to be consulted about any special support requirements prior to enrolment so that The Skilled Up personnel can assess the organisation's capacity to provide the type of support required. For example, research has indicated that many adult learners do not have the language, literacy and numeracy skills they need to effectively participate in vocational education and training. The increasing importance of employability skills such as communication and problem solving in the workplace highlight the need for underpinning language, literacy and numeracy skills

The Skilled Up is committed to meeting the needs of individuals, and the community as a whole through the integration of access and equity guidelines. In practice this means that:

- The Skilled Up prohibits discrimination towards any group or individuals in any form, inclusive of:
 - o Gender
 - o Pregnancy
 - o Race, colour, nationality, ethnic or ethno-religious background
 - o Relationship status
 - o Pregnancy
 - o Parental status
 - o Religion
 - o Disabilities that do not contravene laws and regulations or impinge on the ability to perform workplace roles and responsibilities.
 - o Homosexuality (male or female, actual or presumed)
 - o Age (in relation to compulsory retirement)
- The Skilled Up ensures that students have equitable opportunity to complete their studies in a safe environment and timely manner with the resources and support they require. The Skilled Up has a process for establishing and supporting Language, Literacy and Numeracy (LLN) requirements. The RTO manager is responsible for maintain a current list of potential support agencies that students can request to support their learning experience. The Skilled Up also encourages positive relationships and networks among students to promote support and good will. The Skilled Up provides

appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

- Skilled Up provides all staff with copies of Access and equity, which they must adhere to. Staff and students, in their induction to Skilled Up, are made aware of Skilled Up access and equity policy and that they may contact the access and equity officer for information and/or support and Skilled Up access and equity policy

Establishing needs of client

The management and staff of the Skilled Up are committed to achieving best practice in undertaking vocational education and training for their clients. In implementing education and assessment, Skilled Up adheres to the principles of Access and Equity i.e. that all aspects of the operation will reflect a non-discriminatory, flexible approach in business practice to best meet its clients, and potential clients' needs

The Skilled Up has a process for establishing student needs prior to enrolment to ensure that their expectations can be realised through the training and assessment available. This process includes an initial interview (face to face or telephone) with the student and information about the training and assessment and other aspects of the Skilled Up's services. Student need to complete there, training need analysis and LLN test before their course commencement. The Skilled Up is committed to transparency about all aspects of its service to clients and the importance of ensuring they make an informed choice.

The procedure for interviewing clients is as follows:

Enquiry will most likely come from one of the following sources:

- Referrals from previous or existing students or employers
- Advertising – Skilled Up websites, media, career events.
- Past students who seek ongoing training to improve their knowledge and/or career opportunities

Initial point of contact

Enquiries will most likely come through:

- The internet as website submissions
- Direct enquiries to the Skilled Up Student Support Officer or RTO manager
- Email or fax

Regardless of the contact method, the RTO manager must ensure that all enquiries are followed up with a telephone call to discuss the client preferences, provide information and to identify any issues that may impact on their study choices.

The information we seek at the point of enquiry/follow-up may include:

- Referral source?
- Who the clients are and where they are located?
- What course/units of study are they seeking?
- Why they want to do this course? Is it to gain employment or upgrade in their current job?
- Do they work full-time/part-time/shift work/are on leave or not working?
- How long is since they have studied?
- Is the training to be on site or in another training location?
- Do they have potential RPL eligibility?

- Do they have any special needs or LLN issues?
- Or through AVETMISS 8 data analysis on Skilled Up enrolment form

Information provided

The Skilled Up also has an obligation to provide students with sufficient information about the organisation, the services it provides and their rights and obligations as a student to enable them to make an informed choice. This information may be provided verbally at the first point of contact, through the Skilled Up website, marketing brochure, or in writing in the Student Handbook, course information or letter to the student or client.

Verbal information at the initial point of contact may include information about:

- The Skilled Up and its location.
- What the course is about and what vocational outcomes they can expect.
- Any pre-requisites needed before they are eligible to enrol.
- Details of the course delivery, learning resources, assessment requirements and process.
- Relevant fees and charges, payment arrangements and refunds.
- Our highly qualified and experienced trainers and assessors.
- Classes attendance details including dress code.
- Information about the individualised support that is offered including LLN assistance.
- Our RPL process and Assessment submission timeframe and process.
- How to access student information.
- Quality of training and assessment according to Standards for the RTO 2015
- How to enrol online or through the RTO manager in the course selected.
- Training need analysis and self – evaluation to identify the correct needs and learner suitable for the diploma level qualification

Equity

Focus on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate and benefit to the same level.

- Relevant legislations include:
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Victorian Equal Opportunity Act 1995

Language Literacy and Numeracy

In relation to LLN, The Skilled Up must:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within the organisation and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.



To assist students with other support requirements, the Skilled Up maintains an active list of agencies that may be a source of assistance

Safe Learning Environment

Students have a right to undertake their course of studies in a safe learning environment.

The Skilled Up provides appropriate protection for the health, safety and welfare of all staff and students. There is always the potential for accidents and injury when conducting training on-the-job or off the job training and assessing so we need to be aware of the need to take necessary precautions to avoid them. The most serious is in relation to emergency evacuation in the event of fire or other hazards.

Students requiring first aid treatment must speak to the trainer who will assist them. Students are required to advise the Skilled Up if they have a disability or illness that requires special assistance. All safety precautions are undertaken by the Skilled Up, and should a safety incident occur, the student concerned will be provided with an Incident Report Form to document the incident and its outcomes.

Students enrolled in any course should inform their appointed trainer/tutor or the Skilled Up RTO manager of any health concerns that could affect their study progress. This advice needs to be in writing and include their full name, DOB, contact telephone number/s, the qualification/course of study in which they are enrolled and details of their health concerns.

Harassment and Bullying

All Skilled Up contractors/staff and students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during both on- and off-the-job training and assessment. Harassment and bullying in the learning environment will not be tolerated. Any issues with the SKILLED UP staff are to be lodged as a complaint with the Skilled Up RTO manager. Issues involving students are to be raised with the trainer and will result in the student being given a verbal warning. Further breaches in discipline will result in the student having to 'show cause' as to why they should not be excluded from further participation in the program.

Plagiarism and Cheating

The Skilled Up expects that students will adhere to high standards of honesty and integrity in relation to the submission of work for the purposes of assessment.

Definitions

Cheating refers to actual or attempted practices including submitting someone else's work; copying the work of another person and submitting it as your own; referring to notes or other information in a closed book test; taking advantage of technology to access information improperly when undertaking testing or other forms of assessment.

Plagiarism refers to taking the ideas or information from a source and passing it off as your own. It includes ideas as well as written information; oral or electronic information; and includes copying and pasting information from any source (Internet, journals, textbooks, magazines, articles etc.). Plagiarism also includes fabricating data or information from other sources. This includes the use of statistical evidence, charts and diagrams. Plagiarism includes purchasing or obtaining previously submitted assessment items and passing them off as your own.

In order to minimise instances where copying and plagiarism can occur, the Skilled Up will:

- Conduct written testing in supervised conditions
- Ensure that assessment instructions clearly indicate to students that all references used for an assessment activity, must be acknowledged by students
- Provide information to students on how to correctly reference, footnote and identify sources of information
- Design assessment tasks and activities that require students to do more than repeat information from an original source
- Regularly check on the progress of students when they are compiling long-term assessment materials such as portfolios
- Monitor individual performance when students are undertaking group activities as part of an assessment process.
- Ensure that all students sign and date the Student Declaration in the Assessment Guide and on each piece of assessment indicating that the work submitted is their own.

Consequences

Suspected cases of cheating and plagiarism will be investigated by the trainer/assessor who will then refer the matter to the CEO.

A formal investigation of the matter will be undertaken by the RTO manager/CEO. A record of this will be maintained on the student file.

Any student who is found guilty of cheating or plagiarism will have that assessment cancelled. No second opportunity will be provided to submit the work. This may lead to student been required to re-sit the unit of competency at their own cost. If the offence is deemed to be significant, the student may face disciplinary action that may lead to the student being asked to leave the course.

Access to records of participation and progress

The Skilled Up has a defined process and mechanism in place to ensure learners have timely access to current and accurate records of their participation. In action, this means:

- Students have the right under the Privacy Act to see and ask to have amended any of their records. Students will be informed in writing in the Student Handbook about how to gain access their records
- Students should receive verbal or written feedback on assessments completed
- Trainers and assessors must provide accurate details of student progress towards and achievement of competencies
- Records of learners' participation and progress are to systematically collected,
- Student records must be systematically updated in the SMS (VetTrak)
- Examples of work may be stored in hard copy in locked filing cabinets or scanned as electronic files
- Records management practices will be monitored by the RTO Manager and the CEO and improvements will be made where necessary to ensure efficiency
- Refer to Skilled Up privacy policy and procedure (Appendix – L)

Action required

Trainers and Assessors

- Check that facilities such as entrances, seating, toilets, visual aids, and translations are accessible to students who may have disabilities.
- Familiarise yourselves with workplace OHS policies and procedures before conducting onsite training. Check that students are aware of and adhere to the evacuation procedures relevant to the training site. In case of an emergency, trainers need to ensure that students evacuate and assemble in the nominated place. Conduct a hazard check and advise students of the procedures to be followed when conducting off-the-job training. It is the trainers' responsibility to ensure that OHS policies and procedures are followed and any issues documented and advised to the administration.
- Ensure that your approach to training maximises the opportunity for access & participation by all your students. (e.g. use language that they understand, organise flexible timeframes, offer extra support as required, respect individual learning styles & socio-cultural differences)
- Actively discourage attitudes and approaches to education, to work and to life, which disadvantage people unfairly.
- Be vigilant in monitoring and comparing assessments for any indication of cheating.
- Know the LLN implications of the program you are delivering or assessing.
- Conduct training needs analysis to determine individual requirements (prior to/during training).
- Develop strategies to support the learner where appropriate
- Inform students about the nature of support provided by the Institute prior to and post enrolment. This information is detailed in the Student Prospectus or on the relevant Skilled Up website. Where student support requirements cannot be provided by the institute, alternative options will be discussed. The Skilled Up maintains an active list of agencies that may be a source of assistance to students with personal and academic support needs.
- Know the LLN implications of the program you are delivering or assessing.
- Conduct training needs analysis to determine individual requirements (prior to/during training).
- Develop strategies to support the learner where appropriate.
- Procedure for students wishing to accessing records
- Trainers/Assessors
- Refer any enquiries regarding access to student records to the RTO manager.

CEO/RTO manager Responsibilities

- Ensure that issues relating to access to student records are discussed at staff induction and periodic staff meetings. Monitor any requests for access to student records to ensure that student rights are protected.
- Review the systems, processes and documentation as part of the six monthly operational reviews to ensure their ongoing effectiveness.
- RTO manager
- Talk to the student to discuss the nature of the access required
- Provide information about the procedures to be followed
- Provide Access to student records form
- Process the form when it is completed and returned
- Make arrangements for access to be provided within 48hours
- Remember all student information is confidential. Never discuss or provide student information to anyone during or after training.