

RTO005 SOP Trainers and Assessors

1. Purpose

The purpose of this standard operating procedure is to ensure that Health Information Management Association of Australia Limited (HIMAA) Education Officers hold the necessary qualifications and current industry skills relevant for training and assessing HIMAA's courses.

2. Scope

This standard operating procedure applies to the Training Manager, Education Officers and the Quality and Compliance Officer.

3. Standard 1 Clauses 1.13 – 1.16

1.13 In addition to the requirements specified in clause 1.14 and clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- Vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

1.14 The RTO's training and assessment is delivered only by persons who have:

- Prior to 1st January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1 or demonstrated equivalence of competencies: and
- From 1st January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1.

1.15 Where a person conducts assessment only, the RTO ensures that the person has:

- Prior to 1st January 2016, the training and assessment qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1, or demonstrated equivalence of competencies; and
- From 1st January 2016, Item 1 or Item 2 or Item 3 of Schedule 1.

1.16 The RTO ensure that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Schedule 1

Item	Relevant Standard	AQF Qualification or Unit of Competency
1	1.14 1.15	TAE40110 Certificate IV in Training and Assessment or its successor.
2	1.14 1.15	A Diploma or higher level qualification in adult education.
3	1.15	TAESS0001 Assessor Skill Set or its successor

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4. Definition

Assessors – are persons who assess a learner’s competence in accordance with clause 1.13 to 1.16.

Competency – means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Current Industry Skills - are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry. Current industry skills may be informed by consultations with industry and may include but is not limited to:

- a) Having knowledge of and/or experience using the latest techniques and processes;
- b) Possessing a high level of product knowledge;
- c) Understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- d) Being customer/ client oriented;
- e) Possessing formal industry and training qualifications; and
- f) Training content that reflects current industry practice.

Industry – means the bodies that have a stake in the services provided by RTO’s. These can include, but are not limited to:

- a) Enterprise/industry clients, e.g. employers
- b) Group training organisations
- c) Industry organisations
- d) Industry regulators
- e) Industry skills councils or similar bodies and
- f) Unions

Professional Development – means activities that develop and/or maintain an individual’s skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment. Examples of professional development activities include:

- a) Participation in courses, workshops, seminars, conferences, or formal learning programs
- b) Participation in mentoring, professional associations or other learning networks
- c) Personal development through individual research or reading of publications or other relevant information
- d) Participation in moderation or validation activities and
- e) Participation in industry release schemes.

Trainers – are persons who provide training in accordance with clause 1.13, 1.14 and 1.16.

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5. References

- Standards for Registered Training Organisations (RTOs) 2015
- Users Guide Standards for Registered Training Organisations (RTOs) 2015
- RTO005 SOP Trainers and Assessors
- RTO001 Policy Training and Assessment Strategies and Practices
- RTO001 SOP Training and Assessment Strategies and Practices
- RTO002 Policy Industry Relevance
- RTO002 SOP Industry Relevance
- RTO003 Policy Learner Support Services
- RTO003 SOP Learner Support Services
- RTO004 Policy Assessment
- RTO004 SOP Assessment
- RTO006 Policy Individuals Working under Supervision of a Trainer
- RTO006 SOP Individuals Working Under Supervision of a Trainer
- RTO007 Policy Transitioning of Training Products
- RTO007 SOP Transitioning of Training Products
- RTO009 Policy Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to Records
- RTO009 SOP Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to Records
- RTO010 Policy Unique Student Identifier (USI)
- RTO010 SOP Unique Student Identifier (USI)
- RTO012 Policy Learners Informed and Protected
- RTO012 SOP Learners Informed and Protected
- RTO013 Policy Complaints and Appeals
- RTO013 SOP Complaints and Appeals
- RTO011 Form Professional Development Report
- RTO012 Form Education Officers Industry Currency Supervisors Report
- RTO013 Form Verification of Qualifications Checklist
- RTO014 Form Professional Development Plan for Education Officers
- Trainers Matrix
- ORG004 Form Internal Training Attendance

6. Procedure

6.1 RTO Human Resources

- 6.1.1 When recruiting new Education Officers the Training Manager and Chief Executive Officer must check that they hold the necessary training and assessment competencies as well as have current industry skills directly relevant to the coding industry.
- 6.1.2 The Training Manager is to give a copy of the Education Officer qualifications to the Quality and Compliance Officer.

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- 6.1.3 The Quality and Compliance Officer is to validate the qualifications against the training.gov website using the RTO013 Form Verification of Qualifications Checklist.
- 6.1.4 If the qualifications are valid the Education Officer may be employed if they meet all the other requirements of the position.
- 6.1.5 The Quality and Compliance Officer then adds the new Education Officer to the Trainers Matrix and creates a file for the Education Officer for the Training Manager. The Education Officer is to make a file on the Document Management System (Business Applications) to hold their qualifications, resume, references and Professional Development Statements or Certificates.

6.2 Industry Currency

- 6.2.1 Education Officers are required to maintain their industry currency by working in the industry for a minimum period of six days per calendar year but can be more depending on the Education Officers availability.
- 6.2.2 All Education Officer's are to find their own work placement and to report this on their RTO011 Form Professional Development Report and on RTO012 Form Education Officers Industry Currency Supervisors Report.
- 6.2.3 The Quality and Compliance Officer will email the report and form in January and July to all Education Officer's for completion.
- 6.2.4 The Education Officer is to complete the RTO012 Form Education Officers Industry Currency Supervisors Report, showing the dates on which they worked in the industry. The supervisor is to sign off on this once the six month timeframe has been completed.
- 6.2.5 The Education Officer is to attach RTO012 Form Education Officers Industry Currency Supervisors Report to their Professional Development report as evidence of industry currency.
- 6.2.6 The form and report must be submitted to the Quality and Compliance Officer by the Education officer on the 30th June and no later than the final day of work in December prior to break-up.
- 6.2.7 The Quality and Compliance Officer is to scan the documents and upload onto the Education Officer's staff file located on the G drive.
- 6.2.8 The Trainers Matrix is then updated with the information by the Quality and Compliance Officer and the original document filed on the Education Officer's file which is held by the Training Manager.

6.3 Professional Development

- 6.3.1 HIMAA's Education Officers are to complete RTO011 Form Professional Development Report (PDR) at six monthly intervals. Education Officer's are to take part in two to five training and assessment professional development activities per year.
- 6.3.2 HIMAA's Quality and Compliance Officer sends the Professional Development Report to all Education Officer's in January and July. Education Officers submit the completed document in June for January and December for July.

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- 6.3.3 Education Officers are to attach any training attendance, certificates, statements of attainment or certificate of attendance with their form as evidence. This can also include any validation or moderation meetings the Education Officer may have attended. Once completed the Professional Development Report is submitted to the Quality and Compliance Officer.
- 6.3.4 When the Quality and Compliance Officer has received the completed Professional Development Report the information is updated on the Trainers Matrix, scanned and uploaded onto the Education Officer's file with the original filed in the Education Officer's file with the Training Manager.
- 6.3.5 All staff are encouraged to take part in training whether internal or external.
- 6.3.6 The Chief Executive Officer will decide whether or not to approve the training or not.
- 6.3.7 If the training is approved the staff member then enrolls into the course and requests an invoice. The Manager of Financial and Corporate Services pays the invoice (where applicable).
- 6.3.8 Once the course has been completed the staff member writes a summary of the course which is circulated to the relevant staff members.
- 6.3.9 If the training is internal the ORG004 Form Internal Training Attendance sheet is to be signed by the staff member. A copy of this is uploaded onto the relevant staff members file on the G drive.

6.4 Induction of Education Officers

- 6.4.1 All newly appointed Education Officers will be inducted by the Training Manager. The induction process will include but is not limited to:
 - 6.4.1.1 Training and assessment strategies
 - 6.4.1.2 Policies, procedures and forms
 - 6.4.1.3 Professional development report explanation
 - 6.4.1.4 Student Management System explanation and access
 - 6.4.1.5 Assessment tools and marking guides
- 6.4.2 The Quality and Compliance Officer will collect a declaration from the newly appointed Education Officer stating they have read and understood the policies and procedures. This is given to the Training Manager for the Education Officer's file.
- 6.4.3 The Education Officer will be supervised for three months. In this time the Training Manager and Quality and Compliance Officer and other relevant Education Officers will be moderating the Education Officer's assessments. This ensures that the new Education Officer is following the marking guide and training and assessment strategy.
- 6.4.4 The Training Manager will advise the Education Officer of any moderation findings. This will ensure that HIMAA's training standards are being met.

6.5 Working With Children

- 6.5.1 HIMAA will ensure that any staff member who has direct contact with children will have the NSW Children Check completed at their own expense.

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- 6.5.2 Only paid workers have to pay the fee for the Working With Children Check, the check lasts five years and it is the staff members responsibility to have this updated when it is time for renewal. HIMAA as an employer will need to keep a check on the staff member to ensure that the check does not expire.
- 6.5.3 Only staff who have direct contact with a child and work in one of the following industries need to have a Working With Children Check (WWCC) completed:
 - 6.5.3.1 Education
 - 6.5.3.2 Children's health services
 - 6.5.3.3 Child protection
 - 6.5.3.4 Child development and family welfare services
 - 6.5.3.5 Clubs or other bodies providing services for children
 - 6.5.3.6 Disability services
 - 6.5.3.7 Early education and child care
 - 6.5.3.8 Entertainment for children
 - 6.5.3.9 Justice centres
 - 6.5.3.10 Religious services
 - 6.5.3.11 Residential services
 - 6.5.3.12 Transport services for children
 - 6.5.3.13 Youth workers
 - 6.5.3.14 School cleaners.
- 6.5.4 HIMAA staff member is to have the check completed in the following circumstances:
 - 6.5.4.1 Current work involves direct unsupervised contact with children or young adults
 - 6.5.4.2 It is foreseeable that the staff member could come into direct unsupervised contact with children or young adults as part of their future work within HIMAA
 - 6.5.4.3 The staff member's employment circumstances change and that either one of the above points applies.
- 6.5.5 Staff member is to go to www.kids.nsw.gov.au to apply for a WWCC check.
- 6.5.6 HIMAA cannot allow the staff member to work with children until the staff member gives HIMAA the employer reference number to validate.
- 6.5.7 The employer is to go on the website and put the number in to validate that the check is clear before the staff member can work with children.
- 6.5.8 Any new employee that is to be working with children as part of their job role with HIMAA, will not be employed until the check has been performed and the Chief Executive Officer has confirmed the person has been given clearance to work with children.

6.6 Code of Practice for Education Services Staff

- 6.6.1 HIMAA takes into account at Education Services meetings learner feedback on the course. HIMAA collects this information at the completion of each course. This information is used to improve the quality of our training and assessment processes as well as informing HIMAA the best aspect of the course and where

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improvement is needed. Education Services staff meet on a regular basis and continuous improvements come out of these meetings. This ensures we are providing the quality that our learners expect and HIMAA is meeting their requirements.

- 6.6.2 HIMAA requires all Education Services staff to be polite, friendly and helpful at all times and to help a learner who needs support. HIMAA staff does this by having contact with learners on a regular basis, helping them by answering their queries and doing this as soon as possible but always within ten business days of the enquiry being received. HIMAA learners understand that this is HIMAA process as this information is supplied to them in the Student Handbook as well as a welcome letter.
- 6.6.3 HIMAA Education Services staff are required to learn some legislative compliance or at least have an understanding of the legislation involved in the VET sector. This helps staff to understand the importance of the legislation and how it relates to e training and assessment, and the requirements of a Registered Training Organisations. This information is supplied to staff by training and providing professional development. Following legislation is the responsibility of HIMAA staff. HIMAA supplies in-house training sessions on induction into the VET sector. This is a tool used to help staff understand the importance of complying with the legislation.
- 6.6.4 All Education Services staff are provided with information regarding HIMAA's scope of registration and are trained on how to use training.gov.au for looking up the RTO or another RTO or for looking up training packages. The link is provided in this document <https://training.gov.au/Home/Tga> . Staff upon induction are shown this website and how to look up our RTO or others as well as a unit of competency or a training package. This ensures that all staff know and understand the importance of training within our scope of registration.
- 6.6.5 All HIMAA Education Officers are required to meet the standard (as listed above in point 3). HIMAA Education Officers are required to work part-time in the industry at least six times per year as well as continue to develop their trainer and assessor skills by attending workshops, webinars, in-house training sessions, validation and moderation meetings and holding current qualifications where the legislation states they must do so and within the period of time that they must do so.
- 6.6.6 All HIMAA Education Officers are required to complete their professional development report twice a year. The form is sent in January for submission in June and July for submission in December. The report must contain their skills and knowledge in the VET Sector and how they are maintaining this, any statements of attendance or certificates they completed within the timeframe, as well as industry currency where they worked and when they worked. The form is sent by the Quality and Compliance Officer at the beginning of January and beginning of June. The Education Officer holds this form and completes it as they go through the six month period. After six months the Quality and

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Compliance Officer requests that the Professional Development Report be submitted and sends the next one at the same time. Once the Professional Development Report has been submitted the Quality and Compliance Officer reflects the information on the trainer's matrix document.

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