



Registered Training Organisation (RTO) Guideline

Document Summary

This guideline outlines the VET Quality Framework and Standards for VET Accredited Courses for Registered Training Organisations and how they apply to TransGrid's accredited training program.

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1. Application

TransGrid is a Registered Training Organisation (RTO) accredited under the Australian Skills Quality Authority (ASQA).

These guidelines are to be used, with the listed resources, to ensure that TransGrid meets Australian Quality Training Framework (AQTF) Standards and Conditions for Registered Training Organisations.

2. References

- TransGrid Code of Ethics and Conduct
- Training Procedure ([GD ES G2 066](#))
- Induction ([GD ES G2 071](#))
- Health & Safety Management System ([GD HS G2 020](#))
- Risk Management Process ([GD RM G2 006](#))
- Control of Quality Documents – ([GD RI G2 001](#))

3. Definitions

<i>RTO</i>	Registered Training Organisation – TransGrid (National Code – 90385)
<i>VET</i>	Vocational Education and Training
<i>The Wire</i>	TransGrid's corporate intranet

4. Legislative Governance

The *RTO* is governed by legislation including, but not limited to, the acts listed below. The *RTO* shall have policies, procedures, guidelines and work instructions in place to ensure compliance with all relevant legislation.

4.1 Federal VET Legislation

TransGrid is registered by the National VET Regulator (NVR), the Australian Skills Quality Authority (ASQA). As such, TransGrid is governed by the National Vocational Education and Training Regulator Act 2011 (the NVR Act), which establishes the requirements for an RTO and the Standards for NVR Registered Training Organisations (the SNRs).

ASQA will undertake its role by assessing TransGrid against the conditions of registration found in the new national legislation, the National Vocational Education and Training Regulator Act 2011 (in Part 2, Division 1, sections 21–30).

One of the core conditions of registration is that TransGrid comply with the requirements set out in the VET Quality Framework.

The Act also provides for Standards for VET Accredited Courses, which are in addition to the VET Quality Framework.

4.2 Occupational Health and Safety

TransGrid *RTO* shall follow all TransGrid OHS policies and procedures, as governed by the Occupational Health and Safety Act 2000 and the Occupational Health and Safety Regulation 2001 and subsequent replacements, in order to provide a safe environment for all learners, trainers and staff. Such policies and procedures include but are not limited to:

- Health & Safety Policy GD HS G1 001
- Health & Safety Management System [GD HS G2 020](#)

5. Roles and Responsibilities

5.1 General Responsibilities

This document details what TransGrid employees must do to comply with Registered Training Organisation requirements.

5.2 Specific Responsibilities

RTO Principal Executive (Training and Education Manager)

- Ensure compliance with all relevant standards and directives
- Ensure effective systems to communicate and monitor *RTO* activities and compliance, ensure that the policies and procedures are circulated, understood and implemented consistently throughout the *RTO*;
- Review the *RTO*'s compliance with the VET Quality Framework and Standards for VET Accredited Courses at least annually.
- Approve marketing material.

Compliance Officer (HR Advisor)

- Ensure that the *RTO* complies with the VET Quality Framework and Standards for VET Accredited Courses for Registered Training Organisations across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
- Ensure that the *RTO* provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
- Report to the Principal Executive on the *RTO*'s compliance with the VET Quality Framework and Standards for VET Accredited Courses for Registered Training Organisations, for review and as a basis for improvement;
- Apply to the registering body that has registered it for any variation to scope of registration;
- Provide details, upon the request of the registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;
- Provide the registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to the *RTO*'s system or staffing profile, relocation of the *RTO*, financial difficulties, activities in other states or territories and transfer of client records); and
- Conduct an internal audit of the *RTO*'s compliance with the VET Quality Framework and Standards for VET Accredited Courses for Registered Training Organisations at least annually.

RTO Trainer/Assessor

- Comply with the Training Procedure (GD ES G2 066) and this guideline,
- Be aware of the resources published on the Training & Education site on *The Wire*,
- Comply with all other relevant procedures, guidelines and instructions as given the Training and Education team and published on *The Wire* and
- Facilitate training and assessment in strict accordance with the course strategies designed and provided by Training and Education staff.

Other Training and Education Staff

- Comply with [GD ES G2 066](#) Training Procedure, this guideline and all other relevant guidelines and work instructions;

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- Be aware of the resources published on the Training & Education site on *The Wire*,
 - Provide timely and constructive feedback on learning and assessment events, documentation and resources

6. Guidelines

6.1 Qualifications of Training Staff

Refer to Training ([GD ES G2 066](#)) for qualification and professional development requirements.

6.2 Staff Induction

Induction for *RTO* staff follows the TransGrid Induction process. Refer to Induction Procedure ([GD ES G2 071](#)) for details.

Trainers and assessors shall be provided with a Trainer Handbook detailing all rights, responsibilities and sources of information and guidance. An acknowledgement of receipt of the handbook shall be kept on the trainer's or assessor's personnel file.

6.3 Learner Induction

Induction for *RTO* learners follows the TransGrid Induction process. Refer to Induction Procedure ([GD ES G2 071](#)) for details.

Learners shall be provided with a Learner Handbook detailing all rights, responsibilities and sources of information and guidance. An acknowledgement of receipt of the handbook shall be kept on the learner's personnel file.

6.4 Financial management

The *RTO* complies with TransGrid financial management policies and procedures and when requested will provide the registering body with a formal assurance that the *RTO* has sound financial management standards for matters related to the *RTO*'s scope of registration and scale of operations.

6.5 Administration and records management

Learner and training event records shall be kept as per Training ([GD ES G2 066](#)). In addition, learner records regarding accredited training and issued national competencies shall be kept in an accessible format for no less than 30 years.

RTO staff records, including but not limited to qualifications and professional development, shall be kept in a secure library.

Any and all hardcopy records shall be kept in a locked cupboard or compactus.

6.6 Access & Equity

Refer to Training ([GD ES G2 066](#)) Access & Equity guidelines.

6.7 Mutual Recognition

The *RTO* will recognise Qualifications and/or Statements of Attainments that have been issued by another *RTO*.

6.8 Memoranda of Understanding (MOU) with other providers

The *RTO* will have a written agreement with each organisation that provides training and/or assessment on its behalf. Each agreement will be entered in the MOU register. The agreements will meet conditions and standards for registration.

6.9 Risk Management

The *RTO* will follow the TransGrid procedures for managing risks. Refer to Risk Management Process ([GD RM G2 006](#)) for guidelines. Additionally, the *RTO* will use a self-audit process to identify risks and mitigates associated with its operation. Risks associated with the operations of the *RTO* will be recorded in a secure library.

6.10 Stakeholder Feedback

TransGrid is a Quality Endorsed Company (ISO 9001 Lic 4067). The Control of Quality Documents – (GD RI G2 001) procedure describes the Quality Management System that has been implemented to comply with ISO9001.

The *RTO* will collect feedback from participants, managers/team leaders and other relevant stakeholders as outlined in the Training Procedure ([GD ES G2 066](#)).

Data will be analysed as part of the self-audit, continuous improvement and training package review processes.

6.11 Course Fees

The *RTO* will not charge course fees in advance.

Course fees for training courses provided by the *RTO* for external clients will be made available upon request. Any fee will be an agreed sum, formalised in a written statement between the *RTO* Principal Executive (or their nominated representative) and the client organisation. All *RTO* course fees will be subject to internal and external audit procedures.

Applications for refund will be considered in a fair and equitable manner.

6.12 Appeals, Grievance and Complaints

Refer to Training ([GD ES G2 066](#)) appeals, grievance and complaints guidelines.

6.13 External Review

RTO training staff will be required to involve industry in the provision of its training and assessment services.

Industry involvement will be maintained primarily through the external monitoring and audit process performed by ASQA. In addition, the *RTO* will make use the following channels to involve industry in the delivery of its training and assessment services:

- Participation in the evaluation of National Training Packages with ASQA if required.
- Participation in the evaluation of specific activity areas with other industry representatives if required.
- Membership of the National Training Advisory Group (NTAG) for the Electricity Supply industry in conjunction with the ESI ITAB (EE-Oz Training Standards Australia)
- Direct consultation with other industry groups (Distributors, other Transmission Authorities etc.).

6.14 Internal Monitoring and Review Process

The *RTO* training staff will:

- Participate in the annual review of the training and assessment strategies.
- Participate in the auditing of the *RTO* training and assessment functions as required.
- Provide stakeholders with feedback.
- Review feedback at the conclusion of a training program and incorporate any modifications and revisions

6.15 Transitioning scope of registration to revised training packages

The *RTO* will manage its scope of registration to transition from superseded training packages within 12 months of their publication on the national register, this is to ensure that we only deliver currently endorsed training packages and that students are not enrolled in qualifications that adversely affect their opportunities for employment or future studies pathways.

6.16 Continuous Improvement

Refer to Training ([GD ES G2 066](#)) continuous improvement guidelines.

Continuous Improvement Records may be opened by any member of the *RTO* staff in response to an assessment appeal, a specific complaint or an identified trend in learner and employer feedback.

Instructions on how to open and process a record should be sought from the Compliance Officer. Continuous Improvement activities will be recorded in a secure library.

6.17 Assessment

Refer to Training ([GD ES G2 066](#)) assessment guidelines.

The *RTO*'s assessment tools will meet the requirements of the endorsed components of the Training Package within the scope of its registration.

6.18 Issuing of Qualifications

The *RTO* will only issue qualifications and Statements of Attainment that are within its scope of registration. Qualifications issued shall comply with the Australia Qualifications Framework (AQF) Protocol Defining the Form of the Qualifications or its replacement.

6.19 Ethical Marketing and Advertising

The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

The *RTO* will ensure marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The *RTO* will ensure that:

- A client's written permission will be gained if the *RTO* intends to use information about them in any marketing materials.
- It provides clients with full details of conditions in any contractual arrangements.
- It accurately represents its training and assessment products and services to prospective clients.