

# Staff Policy

## 1. Purpose

Smartskill is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Smartskill is required to have appropriately qualified and experienced personnel along with processes for managing the competence of RTO personnel.

Smartskill recognises the invaluable contribution of personnel to maintaining efficient and effective business operations. As such, it is vitally important that appropriate selection procedures are applied to ensure that those personnel engaged possess the required qualifications, experience and personal attributes.

This policy will define the requirements for the selection, induction, engagement and professional development of trainers and assessors.

## 2. Policy Statement

Smartskill acknowledges that all personnel (staff or contractors) are a crucial element to the success of the business, in meeting customer needs and achieving strategic objectives. Smartskill will ensure that all trainers and assessors, including those with third party providers, are competent for the functions they perform.

Smartskill will select only high calibre personnel meeting the specific selection criteria and will invest in their training and professional development for the provision of effective and efficient training products and services. Smartskill is committed to ensuring all personnel performing training and assessment functions on behalf of the RTO, possess the relevant competencies and experience to provide quality training and assessment services.

Smartskill will:

- have effective practices in place for the selection, induction and ongoing professional development of all trainers and assessors;
- ensure that all persons have the relevant vocational and VET competencies and experiences to undertake relevant training and assessment activities;
- ensure it manages the performance of all trainers and assessors through performance review processes;
- provide access to relevant opportunities for professional development of its trainers and assessors.

### 3. Definitions

#### 3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

**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.

**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.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

### 4. Policy Principles

#### 4.1 Staff Recruitment and Selection

- a) Smartskill ensures it has sufficient qualified trainers and assessors to deliver training and assessment for all of its scope of registration at all times, in accordance with training and assessment strategies.
- b) Recruitment of Smartskill staff will at all times be ethical and consistent with Training and Assessment services being provided.
- c) Selection decisions will comply with Equal Opportunity Legislation and this policy.

- d) Smartskill ensures that, through the recruitment and selection process, all trainers and assessors are competent and suitably qualified to undertake their specified role.
- e) Smartskill will site and take copy of original certification documents from successful applicants of their VET and vocational competencies. These will be maintained on an individual staff file.
  - i. Where certification documentation cannot be supplied by trainers and assessors verification of current competencies will be undertaken via a mapping process.
- f) Smartskill requires all trainers and assessors to obtain and provide a copy of their current National Police Clearance and Working with Children check (Blue Care).

#### **4.2 Trainer/Assessor Competency**

- a) Smartskill will ensure that all trainers will be selected based on the requirements of the Standards for RTOs 2015.
- b) Training will only be delivered by persons who have:
  - i. Vocational competencies at least to the level being delivered and assessed; and
  - ii. Current industry skills directly relevant to the training and assessment being provided; and
  - iii. Current knowledge and skills in vocational training and learning that informs their training and assessment; and
    - TAE40110 Certificate IV in Training and Assessment or its successor TAE40116 or
    - A Diploma of higher level qualification in adult education.
    - Trainers who currently hold TAE40110 Certificate IV in Training and Assessment must have the unit TAELN411 Address adult language, literacy and numeracy skill (unless they already hold this unit) and TAEASS502 Design and development assessment tools

#### **4.3 Trainers under “Direct Supervision”**

- a. Whilst it is the policy position of Smartskill to only engage trainers / assessors with relevant trainer/assessor qualifications above, from time to time Smartskill may engage an individual who does not hold these competencies. These person/s will be under “Direct Supervision”.
- b. Where Smartskill, engages an individual who does not hold the relevant trainer/assessor qualifications above, Smartskill will ensure the individual works under the supervision of a qualified trainer and that the “Supervised trainer” does not determine assessment outcomes.
- c. Trainers working under “Direct Supervision” must:
  - i. Has vocational competencies at least to the level being delivered and assessed; and
  - ii. Have current industry skills directly relevant to the training ad assessment being provided.
  - iii. Is working towards the completion of TAE40116
- d. Smartskill ensures that any training conducted under Direct Supervision complies with Standard 1 of SRTOs 2015.
- e. Smartskill will ensure :
  - i. It determines and puts in place :

- The relevant level of supervision required to ensure a quality outcome; and
  - Any requirements, conditions or restrictions necessary on the individuals involvement in the provision of training and collection of assessment evidence; and
- ii. Trainers providing supervision monitor, and are accountable for, all training provision and collection of assessment evidence by the individual under their supervision.

#### **4.4 Trainer / Assessor Induction**

- a. Upon employment with Smartskill trainers and assessors will undertake a Staff Induction.
- b. Smartskill ensures that all trainers/assessors receive a comprehensive induction, which includes the provision of:
- i. a Trainer / Assessor Induction Manual; and
  - ii. Job Description/ Duty Statement.
- c. Director Smartskill meets with all new trainers and assessors to confirm the level of understanding of their role and all information contained in the induction manual.
- d. Trainer / Assessor Induction is recorded on a Trainer / Assessor Induction Checklist, which is signed by the Director Smartskill and kept on an Individual personnel file.

#### **4.5 Trainer / Assessor - Performance Review**

- a. Performance of Trainers / Assessors is monitored through the Performance Review and feedback processes, which incorporates:
- i. Client feedback during and after a training and assessment program, as outlined in Evaluation Feedback Policy;
  - ii. Trainers / Assessors Observations; and
  - iii. Professional development records.
- b. All Trainers and Assessors participate in a formal Performance Review process at least annually.
- c. The Performance Review process reviews past performance positively and making plans for ongoing professional development to assist the individual achieve personal career goals and enhance workplace performance.

#### **4.6 Trainer / Assessor – Professional Development**

- a. Smartskill Trainers and Assessors are actively encouraged to continue developing their professional knowledge and skills relating to vocational education and training, Training Packages, learning and assessment practices (including competency based training and assessment) through attending networks, forums, seminars and other competency based or modularised courses.
- b. All trainers and assessors will be provided with ongoing professional development opportunities in line with their job role to complement their existing skills and develop new ones.
- c. Trainers and Assessors are expected to complete 21 hours of Professional development and 21 hours of Industry Currency each year.

- d. Professional development opportunities will be discussed and planned primarily during the Performance Review processes, however may also be agreed and organised as they arise.

#### **4.7 Trainer / Assessor – Currency of Industry Competence**

- a. Smartskill Trainers and Assessors are actively encouraged to maintain currency of their industry vocational skills.
- b. Trainers and Assessors must maintain currency of their skills and knowledge in their industry area, through exposure to industry workplaces and / or participation in workplace tasks.
- c. Smartskill requires Trainers and Assessors to justify the currency of their industry skills to units of competency/ modules being delivered by completing the **Trainer Currency Record Form or the Trainer and Assessor (3<sup>rd</sup> Party) document**

### **5. Smartskill Responsibilities**

The RTO Director is responsible for ensuring compliance with this policy.

The RTO Director must approve all new positions, vacancies and successful applicants.

Trainers and assessors take responsibility for their own professional development, maintaining vocational industry currency, and providing evidence of this each year and these activities will be monitored by the Compliance Manager.

### **6. Access & Equity**

The Smartskill Access & Equity Policy applies. (See Access & Equity Policy)

### **7. Records Management**

All documentation from Staff processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

### **8. Monitoring and Improvement**

All staffing practices are monitored by the RTO Director and areas for improvement identified and acted upon. (See Continuous Improvement Policy)