

Policies & Processes

Fit
FIRE INDUSTRY
TRAINING



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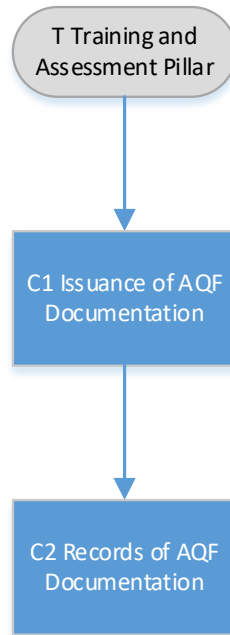
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Completion (C) Policies

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Version Control

Version #	Date	Changes
1.0	27/10/17	<ul style="list-style-type: none"> • First release
2.0	01/08/18	Reviewed. Update 'Completion Process' flowcharts: <ul style="list-style-type: none"> • Course completing – <i>State Based Administration</i> & Issuance of AQF Documentation
3.0	12/09/23	Addition of C3 'Reissue Cert or SOA'

Completion (C)

C1 Issuance of AQF Documentation

Standards Evidenced 3.1, 3.2, 3.3

Standards Referenced 1.26a-c, 3.6b, 6.1, 6.2

General policy

Fire Industry Training (FiT) Pty Ltd will ensure that AQF Certification Documentation (called Testamur in Schedule 5 of the Standards) is issued only to learners who have been verified as meeting the requirements of the training product in which they are enrolled, is issued on approved templates, and is protected against fraudulent reproduction. The AQF Certification Documentation issued by FiT is either a Certificate (and attached Record of Results) or a Statement of Attainment.

AQF Certification Documentation

Verified as meeting requirements

(Standards 3.1 & 3.3)

The process of issuing AQF Certification Documentation must include a verification that all units included in the course (and to be listed on the documentation) have been correctly and completely assessed, including confirming that the learner has a Unique Student Identifier (USI), or an exemption and have been entered into the learner's records on the Student Management System. This process (from completion of last assessment activity to documentation issuance) must be complete within 30 days, subject to all outstanding monies being paid.

Where any of these items is found to be incomplete, FiT administration will ensure that they are rectified prior to the issuance of the AQF document.

No AQF document issued by FiT will include a learner's USI.

Templates

(Standard 3.2)

FiT will maintain an approved set of templates for use in the issuance of all AQF Certification Documentation. The templates will be approved by the Chief Executive Officer or their elected delegate.

Each AQF Certification Documentation template will include, at a minimum:

Item to appear on documentation	Certificate	Record of Results	Statement of Attainment
The name "Fire Industry Training (FiT) Pty Ltd", the RTO Code "22101" and the FiT logo;	✓	✓	✓
The full title and the national code for the AQF qualification being awarded;	✓	✓	
The NRT Logo, used in accordance with its conditions for use;	✓	✓	✓
A list of units of competency showing their full title and the national code for each unit of competency;		✓	✓
The name and signature of the Chief Executive Officer, as the authorised signatory;	✓		✓
Either the words "The qualification is recognised within the Australian Qualifications Framework" OR the AQF logo authorised by the AQF council;	✓		✓
The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';			✓
The name of the learner, exactly as it appears on their enrolment form;	✓	✓	✓
The date on which AQF Certification Documentation was issued;	✓	✓	✓
If any of the accredited units has been delivered and/or assessed in a language other than English, the statement "these <units/modules> have been delivered and assessed in <insert language>", followed by a list of the units or modules;		✓	✓
If applicable to the qualification: <ul style="list-style-type: none"> the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts) the industry descriptor; the occupational or functional stream, in brackets; where relevant, the words, 'achieved through Australian Apprenticeship arrangements', where relevant, the words, 'these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules. 	✓		✓
If applicable, the words "These competencies were attained in completion of [code] course in [full title]"			✓
The unique certificate number of the qualification	✓	✓	✓

Fraudulent reproduction protection

To ensure that all FiT AQF documentation is protected against fraudulent reproduction in addition to the unique certificate number, the following reproduction protection mechanisms will be included on all testamurs and statements of attainment:

- An original signature, rather than a print or reproduction, from the Chief Executive Officer, or the authorised signatory;
- Heavy weight certificate paper; and
- An affixed seal embossed with FiT embossing stamp.

Supporting Forms and Documents

Document Identifier	Name
FF35, FF35Q, FF35N	Course Completion Form for VIC, QLD and NSW

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Course Completeness Review	Conduct a final review of a learner file to ensure that all the requirements for the issuance of AQF documentation have been met
Issuance of AQF Documentation	Produce AQF documentation, specifically a statement of attainment, for a learner who has met all the requirements

Evidence

To Evidence	Source
Only issuing certificates when course completed	Course Completion Form
Documentation meets AQF requirements including fraud protection features.	AQF Documentation

Version Control

Version #	Date	Changes
1.1	01/08/18	Update to 'Supporting Forms and Documents' & 'Evidence'
1.0	27/10/17	First release

--- End of Policy ---

Completion (C)

C2 Records of AQF Documentation

Standards Evidenced 3.4

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will retain records of the achievement of competency for the statutory period and will make them available to learners, ASQA, and other bodies with a legal right to access such records.

AQF document register

All AQF documentation is to be issued through the integrated document production system in the Learner Management System, which will log the issuance of the document in the qualification register within the database.

Statutory retention period

(Standard 3.4)

FiT will ensure that records of learner attainment of competency are maintained for a period of not less than 30 years. This is achieved through the Learner Management System. All records of attainment of competency will be entered, in AVETMISS compatible format, into the Learner Management System. For further formation regarding record-keeping, including keeping records of assessment documentation, refer to the [R8 Record Management Policy](#).

Learner access to records

(Standard 3.4)

FiT will provide access to a learner's own records on request by the learner. This access will occur on site with FiT and will be provided under supervision by FiT staff. Learners will be given the opportunity to request correction of records which they believe are incorrect or out of date.

Learner training records and privacy policy

(Standard 3.4)

In some cases, as required by law, FiT will be required to make learner information available to others such as state, territory, and Commonwealth agencies. In all other cases, FiT ensures that it seeks the permission of the learner prior to release of any personal information. In all other cases details relating to funding contracts including confidential information of the Department or State, or funds paid on behalf of any individual must not be released. For further information regarding the FiT position on information privacy, refer to the [R5 Privacy Policy](#).

Re-issuance of AQF documentation

FiT will enable current and past learners access to a re-production of any AQF document which they have previously been issued. This process may carry a charge and will require a learner to verify their identity to the same standard as if they were requiring the creation of a Unique Student Identifier.

When AQF documentation is reproduced it will be produced from the PDF document maintained in the Learner Management System. As a result, it will be identical to the originally issued document.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Learner Access to AQF Records	Provide a process by which learners can access their AQF records, and request alterations when necessary
Reproduction of AQF Documentation	Reproduce and AQF document which has been requested by a learner

Supporting Forms and Documents

Document ID	Name
FF04	Request for student information
Cert Templates (various)	Templates meeting AQF requirements

Evidence

To Evidence	Source
AQF document register Statutory retention period	Student Management System Records
Learner access to records Learner training records and privacy policy	Access to Records Request Form
Re-issuance of AQF documentation	Reproduction of AQF Document Form

Version Control

Version #	Date	Changes
2.0	03/10/22	Update to Privacy Policy
1.1	01/08/18	Update to 'Supporting processes' & 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Completion (C)

C3 Re-issue Certificates/SOA

General policy

The purpose of this procedure is to outline the process involved in the reprint certificates and SOA's (Statement of Attainments). It is important that to note that there is a \$40 reprint fee that needs to be made by the student prior to the re-issuing of certificates and SOA's.

Re-Issuing Certificates procedure

1. The Training Administration Officer is to follow the steps outlined below -
 - 1.1. **In person request** – Print out the form FF98 Reissue Certificate/SOA reprint form and explain that they will need to complete the form and show their Drivers Licence for the identification process. Also explain that once payment has been made the request will be processed and they student will receive a copy in the mail.
 - 1.2. **Over the phone or via email request** – Explain that you will send them the Request for Certificate/SOA reprint form via email. The email should outline that they will need to make payment before their request can be processed and that due to privacy they will be required to send us a copy of their photo identification (front and back).
2. Once the completed form and identification is received back from the student, the Training Administration Officer will confirm that the details provided match the student details that show in VETtrak.
 - 2.1. If address is different Training Administration Officer will need to confirm and update student details in VETtrak.
3. The Training Administration Officer is to send off email request, making sure to include all of the student details and amount to be paid for reprint (\$40), to accounts asking for an invoice to be raised and sent out to the student.
 - 3.1. Training Administration Officer should make a follow-up note for 2 working days to follow-up to check if payment has been received.
 - 3.1.1. To follow-up on payment first contact accounts who will advise if payment has been received and if no payment has been received Training Support Officer to give the student a call to confirm they received the invoice.
 - 3.2. Make a file note in VETtrak against the student profile advising that a reprint request is waiting on payment.
4. Once payment has been confirmed the Training Administration Officer is to email the student details and current mailing address in an email asking for the Certificate/SOA to be issued. This email is to be sent through to Melbourne – please confirm who to send this through to with the Administration Manager if you are not sure.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Learner Access to AQF Records	Provide a process by which learners can access their AQF records, and request alterations when necessary
Reproduction of AQF Documentation	Reproduce and AQF document which has been requested by a learner

Supporting Forms and Documents

Document ID	Name
FF98	Reissue Certificate or Statement of Attainment

Evidence

To Evidence	Source
AQF document register Statutory retention period	Student Management System Records
Learner access to records Learner training records and privacy policy	Access to Records Request Form
Re-issuance of AQF documentation	Reproduction of AQF Document Form

Version Control

Version #	Date	Changes
1.0	12/09/23	First release

--- End of Policy ---

Completion Processes

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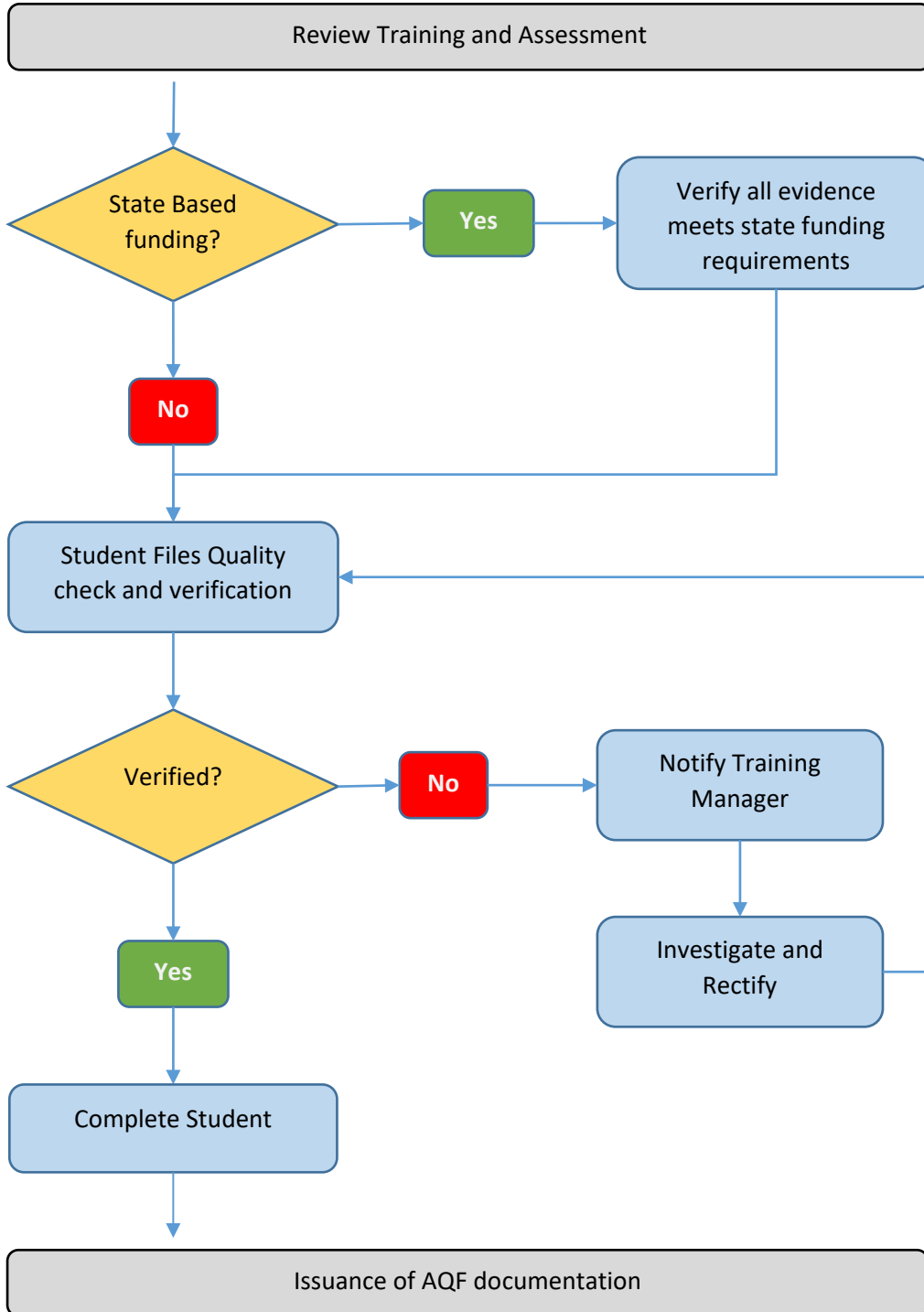
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Below is a resource table that lists the relevant resources that will be required to complete the documented process. If unsure about the process at any time consult the Training Manager.

Resource Table	
Procedure	Resource required
Course completing	<ul style="list-style-type: none"> • Student File • Vettrack
Issuance of AQF Documentation	<ul style="list-style-type: none"> • Student File • Vettrack • Certificate Paper • Seal • Embosser
Learner Access to AQF records	<ul style="list-style-type: none"> • FF04 Request for student information • Student File • Vettrack
AQF Documentation Re-Issuance	<ul style="list-style-type: none"> • FF04 Request for student information • Student File • Vettrack • Certificate Paper • Seal • Embosser

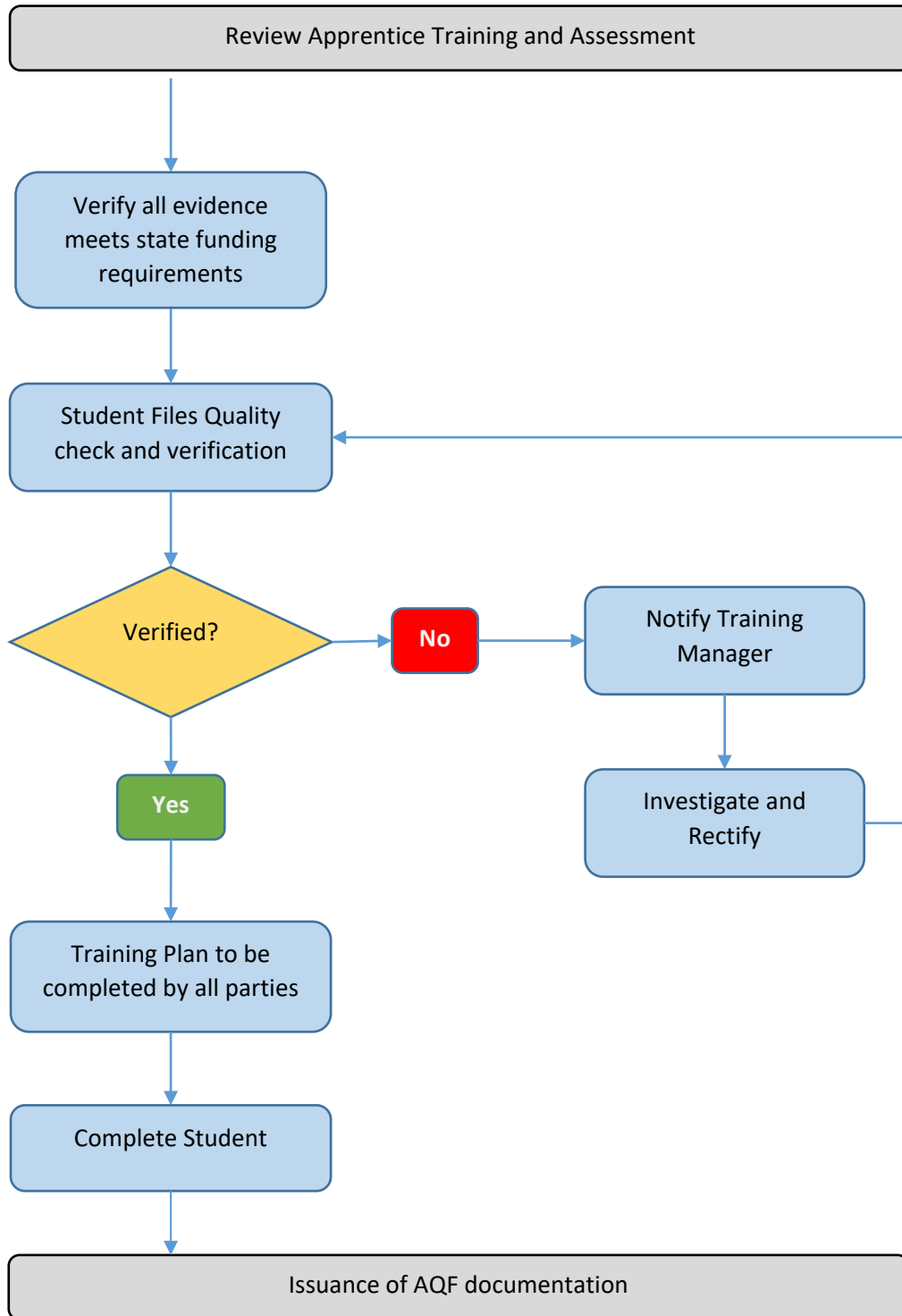
Course completing – *State Based Administration*

State funding (if any) requirements vary and will follow individual checklists to ensure all requirements are met PRIOR to certification.



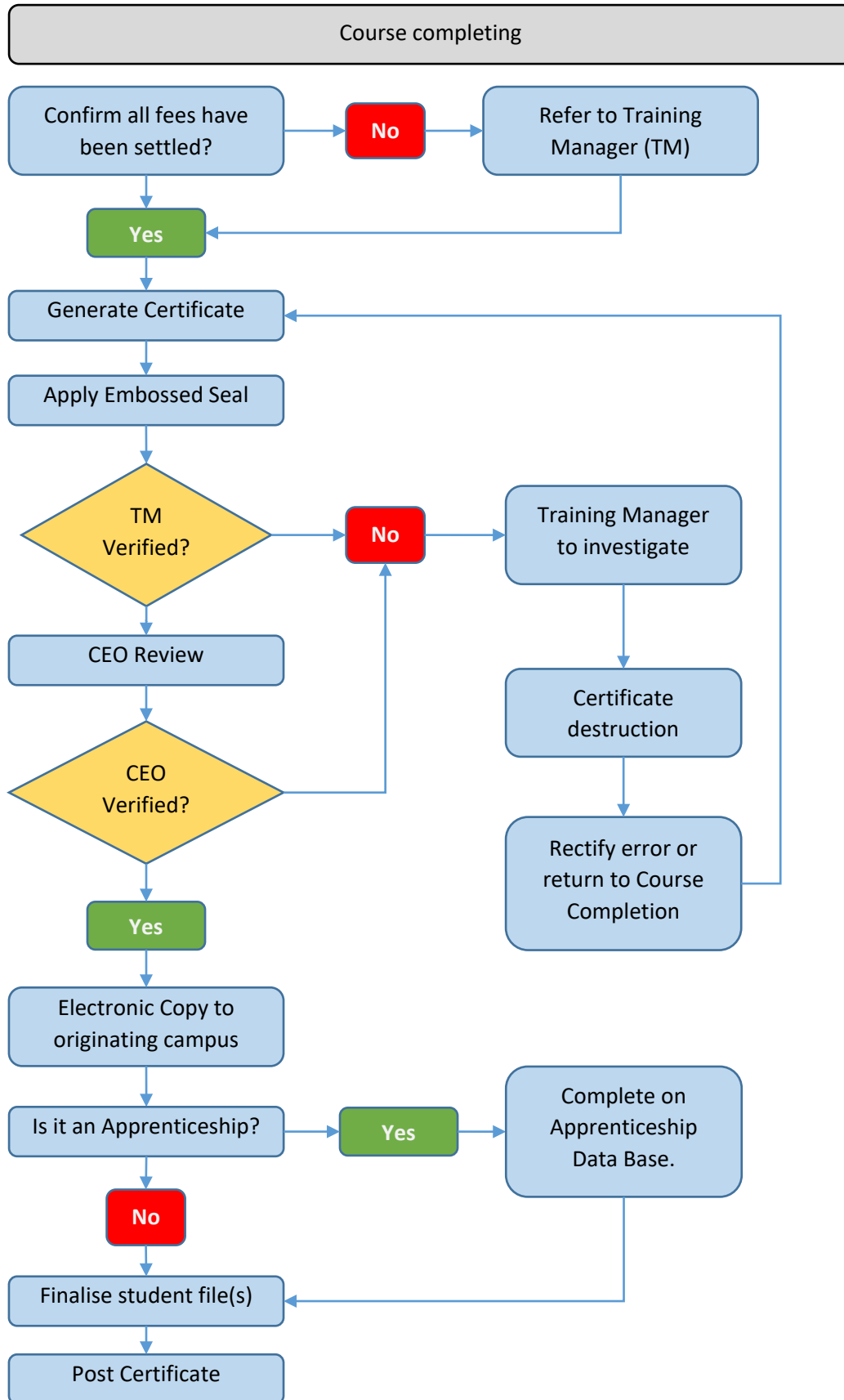
Course completing Apprenticeships - Administration

Apprentices follow individual checklists to ensure all requirements are met PRIOR to certification.

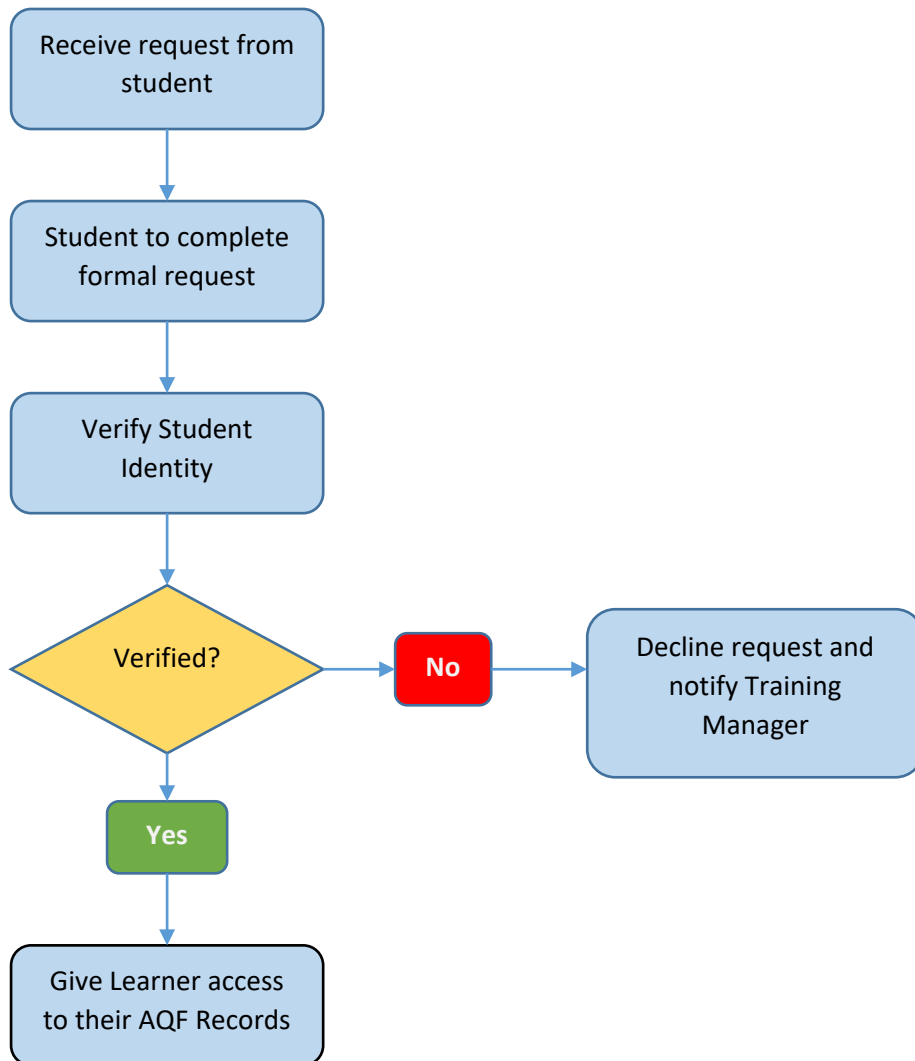


Issuance of AQF Documentation - Administration

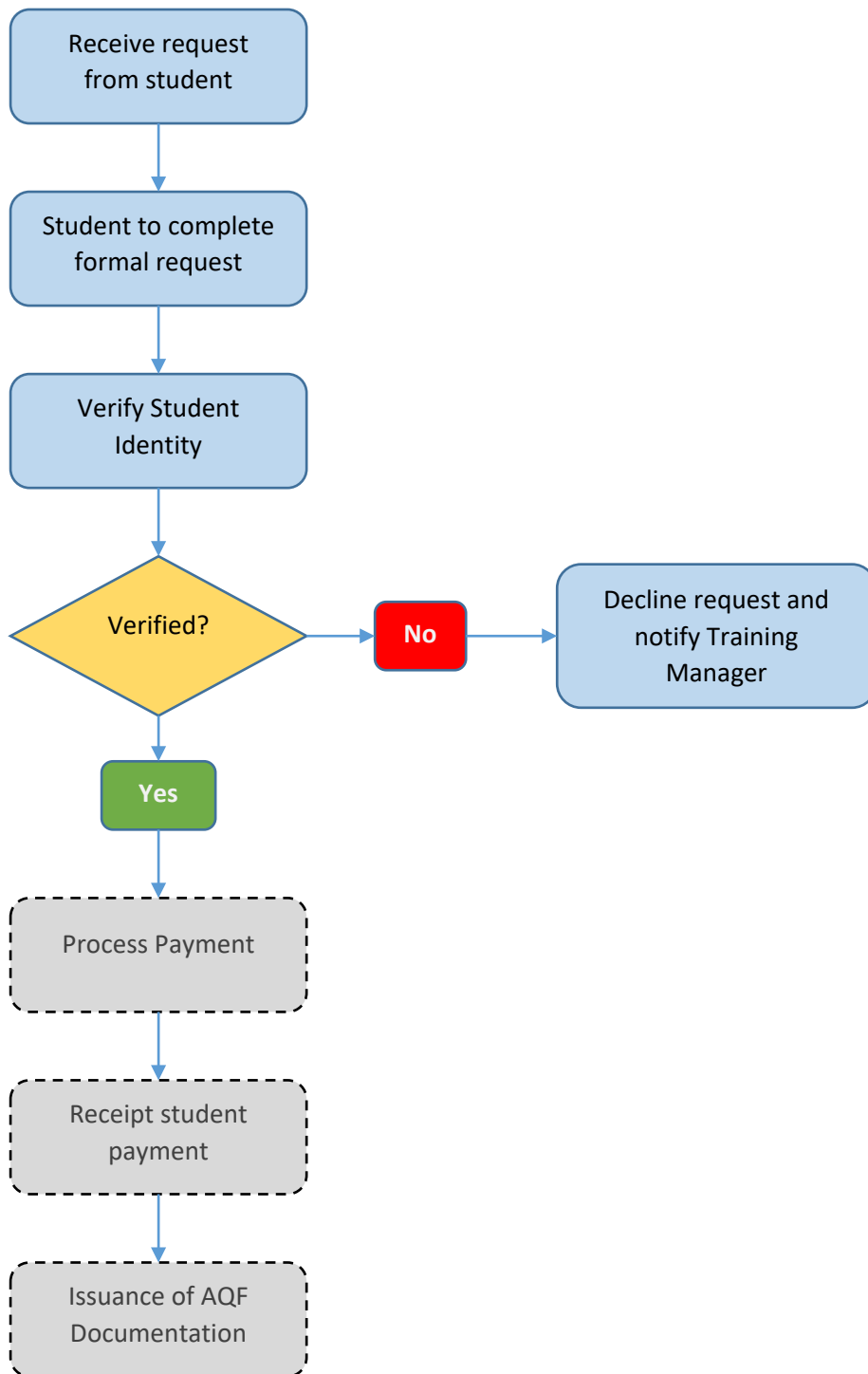
Each state will forward completed evidence list and other documents to Central Administration for completion, Central Training Manager, CEO



Learner Access to AQF records - Administration



AQF Documentation Re-Issuance - Administration

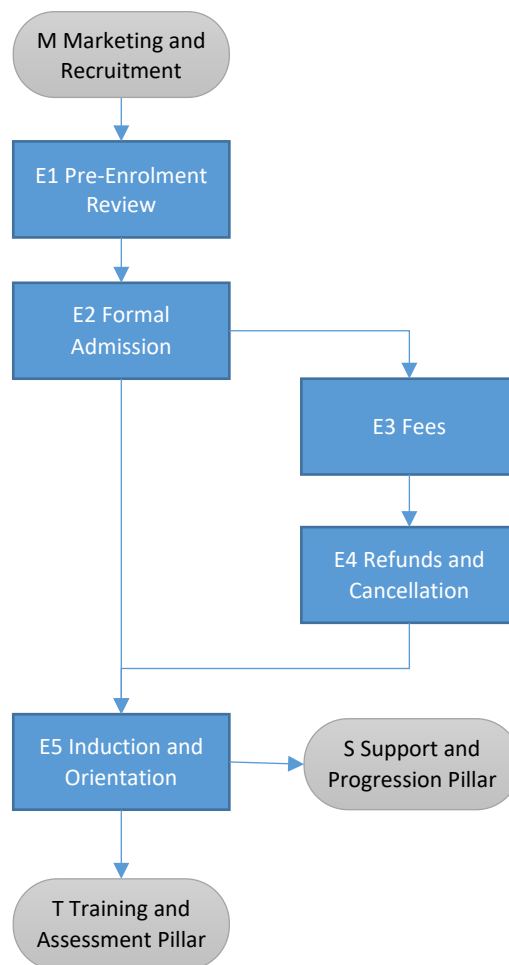


Enrolment (E) Policies

Policies within the Pillar

- [E1 Pre-Enrolment Review](#)
- [E2 Formal Admission](#)
- [E3 Fees](#)
- [E4 Refunds and Cancellation](#)
- [E5 Induction and Orientation](#)

Diagram of Enrolment Process



Version Control

Version #	Date	Changes
3.0	03/10/22	Update to eligibility process
2.1	08/01/19	Update to Pre-Training Review, funding checks & claims
2.0	26/09/18	Reviewed. Updates noted in each section; update all Process flowcharts.
1.0	27/10/17	First release

Enrolment (E)

E1 Pre-Enrolment Review

Standards Evidenced	5.1, 5.2, 5.3
Standards Referenced	1.7, 5.4, 6.2, 8.6

General Policy

The provision of quality training outcomes is dependent upon the learner being adequately informed prior to commencement and supported in their decision to undertake training that will meet their requirements.

Fire Industry Training (FiT) Pty Ltd will conduct a pre-enrolment review (also called a pre-training review) on each applicant to determine that the selected course is suitable for the needs of the learner after they have been provided with all the relevant information. The review will ensure that the learner meets the requirements of the learning cohort as described by the course Training and Assessment Strategy (TAS).

This policy ensures all potential learners, prior to commencement of training with FiT, can make an informed decision as to the suitability of the course of study, and understand their rights and obligations as a learner and any funding they may be applying for.

This policy applies to all accredited training products on the FiT scope of registration.

Information to be provided to the learner

FiT will provide the following range of information to the applying learner to enable them to make an informed decision about the selected course. This information **MUST** include:

- Details of the training product being delivered, including the expected learning, employment, and regulatory outcomes (Standard 5.1);
- Any pre-existing skills, knowledge, or work experience which it is expected the learner will already have on commencement of the course (Standard 5.1);
- Any entry requirements for the training product which are imposed by the training package, industry regulation, or FiT (Standard 5.2e,ii);
- Any materials, equipment, textbooks, or other resources which a learner must have or acquire in order to successfully complete the training product (Standard 5.2e,iii);
- The code, title and currency of the training product as published on training.gov.au (Standard 5.2a);
- The training and assessment services to be provided to the learner, including any self-study or attendance expectations, as well as the duration of training, the location of training, and the mode of delivery (Standard 5.2b,i-iii);
- The availability of support services and how they may be made accessible to individuals in a supportive but confidential manner
- The name and contact details of any third-party which will be providing training, assessment, or other educational support services on behalf of FiT (Standard 5.2b,iv), if any;
- Any work placement arrangements which are required to successfully complete the training product (Standard 5.2b,v);
- The obligation which FiT has to ensure that training and assessment is compliant with the Standards, and to issue Australian Qualifications Framework (AQF) documentation to any learner who successfully meets the requirements of the training product (Standard 5.2c);

- Details of the FiT complaints and appeals process, including how to access the process and the right the learner has to complain or make an appeal at any time (Standard 5.2d,i & *reference to Standards 6.1 & 6.2*);
- The mechanisms which are in place to protect learners against the negative effects of the closure of FiT or any third-party delivering on its behalf, and what steps will be taken if such an event occurs (Standard 5.2d,ii);
- The funding is only available for those who are eligible to access it
- The obligations, if there are any, which the learner incurs in relation to government funding (Standard 5.3e,i);
- The implications of accessing government funding, if government funding is accessed, on future training entitlements and subsidies (Standard 5.2f);
- All relevant fee information, including which fees are payable to FiT and when they are due, as well as which fees will be paid by a third-party if applicable (Standard 5.3a,i-ii);
- Details of the FiT refund policy including how to access it and the right which a learner has to a refund in the case that FiT terminates the training agreement early or fails to provide the agreed services (Standard 5.3c,i-ii);
- The learner's consumer rights, including the right to a cooling-off period if one applies (Standard 5.3b);
- The methods which will be used to inform enrolled learners of any changes in agreed services, regulation or legislation which may affect the participation of the learner in their chosen training product (*reference to Standards 5.4 & 8.6*); and
- The privacy policy of FiT, consistent with the [Australian Privacy Principles](#).

This information may be provided in the form of physical documents or in the form of a link or reference to the applicable sections of the FiT website.

Pre-Training Review

(*reference to Standard 1.7*)

The pre-training review may include a review of the learner's:

- Vocational background and work experience as it applies to the selected course;
- Learners desires as a careers pathway to determine course suitability
- Previous levels of study both started, and completed qualifications;
- Self-declared learning difficulties;
- Language, literacy,numeracy and digital literacy; or
- Interest in participation.

The above information together with information provided will be used to ensure that:

- Applicants have been provided, and had recorded, evidence that fulfil any applicable licencing or training package requirements that may otherwise inhibit the intended vocational outcome; and
- Written confirmation is provided to the learner advising their acceptance or otherwise into the nominated course of study.

Eligibility to access funding

all learners applying for a course which attracts a funding subsidy are required to attest to their eligibility to participate in the course under the subsidy.

Learners under 18

Pre-enrolment information may be collected from under 18s, but will be subject to formal parental or guardian approval that will be obtained as a countersignature on the Enrolment Form. See [R7 Under 18s Safety Policy](#) for full details.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Expression of Interest	Provide a learner with the documentation required to apply for enrolment and to collect the documentation from the learner for processing
Pre-Training Review	Conduct a pre-training review for a learner who is applying for enrolment in a training product
USI Creation	Assist a learner to create a USI or create one on the learner's behalf
USI Verification	Verify a USI which has been provided by a learner

Supporting Forms and Documents

Document ID	Name
PICAC Training Schedule	Expression of Interest Form
FF10, FF10Q	Course enrolment form, Queensland Course enrolment form
FF52	Pre-training interview record

Evidence

To Evidence	Source
Information to be provided to the learner Learners under 18	Application for Enrolment Form Learner Management System Report
Pre-Training Review	Pre-Training Review Record

Version Control

Version #	Date	Changes
2.0	03/10/22	Update Eligibility
1.1	26/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Enrolment (E)

E2 Formal Admission

Standards Evidenced 3.5, 3.6

Standards Referenced

General policy

The intent of this policy is to ensure that all learners make informed consent to undertake training & provide all relevant data required for reporting purposes as part of their formal course enrolment.

Enrolment form

All learners will complete a Fire Industry Training (FiT) Pty Ltd Enrolment Form for the relevant course. This document represents the contractual agreement between FiT and the learner for the training service.

The enrolment form may be partially pre-populated if the individual is a returning FiT learner or has provided some personal information on an EOI form, such that published in the FiT calendar.

The enrolment form will:

- Gather all required AVETMISS data following any current guidelines;
- Include the FiT privacy statement;
- Request the learner's consent to::
 - verify their USI number
 - Providing their student data being supplied to NCVER
 - Participate in a Student Outcome survey
 - Inviting the Department to contact them seeking participation in an review of FiT ;
- Include the FiT Learner Acceptance Agreement and Learner Declaration, which acknowledges that the learner has been informed of their rights and responsibilities relating to their training;
- Inform the applicant that information will be made available to state and national authorities and that they may be asked to participate in government surveys related to their training.

To be valid, the learner must sign the form, with parental counter signature if they are under 18.

Acceptance of Enrolment Form

Only fully completed Enrolment Forms that have been approved by an authorised FiT delegate will be accepted. The forms must be retained in the learner file following the [R8 Records Management policy](#).

National recognition

If a learner has prior learning and skills and/or formal assessment, then FiT will recognise that learning. The RTO will recognise Credit Transfer (CT), Recognition of Current Competency (RCC) and Recognition of Prior Learning (RPL). See [T9 National Recognition Policy](#).

Unique student identifier

(Standard 3.6)

FiT will collect learner USIs at the time of enrolment. An enrolment will not be considered complete without a USI or a documented exemption.

Where a USI is provided by the learner, it will be verified by FiT through the USI database. If the USI fails to verify, this must be rectified prior to the enrolment application being considered complete.

Where a USI is not provided, facilities and assistance will be made available to the learner so that they can create one for themselves at the time of enrolment. Under some circumstances it may be necessary for FiT to create or search for a USI for a learner. Where this is to occur, permission must be obtained for FiT to create or search for the USI. Consistent with the requirements of the USI scheme, any identification that has been collected solely for this purpose will be destroyed.

Where a learner has provided evidence of an exemption to the USI, this will be accepted. A letter will be provided to the learner confirming their exemption and explaining that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

FiT considers USIs to be sensitive information. As such, all standard record keeping processes apply, including those related to the security of paper enrolment documentation and data stored in the Learner Management System.

For Victorian learners under 25

All learners enrolling who reside in Victoria are asked to provide their Victorian Learner Number (VSN) on their enrolment form if they are under 25. The Victorian Government requires this information and, if the learner is unable to provide it, FiT will either search for an existing VSN or apply for new one.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Process Credit Transfer	Assessing applications for credit transfer and applying the transfer when appropriate
Process RPL	
USI Processing	Verifying, creating, searching for, and exempting USIs
VSN Processing	Verifying, creating, searching for, and exempting VSNs
Consent	Seeking consent as part of the eligibility and enrolment process as a condition of accessing government funding

Supporting Forms and Documents

Document ID	Name
FF10, FF10Q	Course enrolment form, Queensland Course enrolment form
FF37	Application for credit transfer
FF38	RPL Application – CPC32820
FF39	RPL Assessor evaluation – CPC32820
FF78	RPL Application – CPC20521
FF79	RPL Assessor evaluation – CPC20521

Evidence

Source	Demonstrating
Enrolment form	
National recognition	Credit Transfer Processing Form
RPL Application	

Version Control

Version #	Date	Changes
2.0	03/10/2022	Review
1.1	26/09/18	Reviewed. Update 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Enrolment (E)

E3 Fees

Standards Evidenced 5.3, 7.3

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will collect fees from learners for the provision of training services, ensuring the consumer rights of the learner are protected and best practice financial practices are followed.

Schedule of fees and charges

(Standard 5.3)

FiT provides learners, before they enrol, with information about the relevant fees and charges for their selected course. This includes:

- Course fees, which may be broken down to tuition fees, materials fees, and other charges;
- Additional charges, such as tools;
- RPL application charges;
- Administration charges, including re-issuance of certificates;
- Payment options and terms;
- Consumer rights protection;
- Refund and cancellation policy; and
- Payment plan options.

Government funded courses will have fees and charges information detailed in the course fees schedule document.

Fee for services courses will have fees and charges information detailed in the PICAC training schedule and on the FiT website.

Collection of fees

FiT may collect fees using a variety of mechanisms including, but not limited to:

- Cash;
- Direct transfer; and
- Credit card.

Members of certain organisations may be exempt from paying fees for training, others may pay a reduced rate. The rate is defined in the Fees Schedule. These learners' fees are subsidised by the Industry Funds.

FiT will provide a tax invoice for all required course fees and will follow Australian accounting standards to record the payment of invoices, issue receipts for payments received and accrue debts.

Full payment for all courses must be received by FiT seven (7) days before course commencement unless the learner has applied for a payment plan.

For further information on the financial controls implemented by FiT, refer to the [R7 Risk Management and Internal Audits Policy](#).

Learner fee protection

(Standard 7.3)

FiT will not collect more than \$1,500 as payment of fees in advance from an individual learner. Additionally, FiT will not require a learner to make subsequent payments which would result in a total of more than \$1,500 being collected in advance for that learner.

This restriction does not apply when an employer and/or the PJTF is funding the training of a learner. When this is the case, FiT reserves the right to collect more than \$1,500 in advance and to hold a balance of more than \$1,500 paid in advance for a learner.

FiT maintains a separate general ledger account to record receipt of fees.

Payment plans

Learners enrolling in full qualifications, including government funded courses, may apply for a payment plan to assist them pay their course fees in smaller instalments. Approved payment plans will detail the instalment amounts and due dates and will incur an administrative charge which will be added to the total fee for the course.

Fee Changes

If a Fee schedule undergoes a change, then learners will be informed in writing of the pending change. Where practicable, FiT will only change a fee schedule annually at the beginning of each calendar year.

Cancellation and refunds

FiT complies with the general refund and cancellation policy of the Plumbing Industry Climate Action Centre for all fee for service courses. FiT has a specialised refund and cancellation policy for government funded qualifications.

All learners are made aware of the refund and cancellation policy that relates to their course as part of their pre-enrolment process. Refer to the [E1 Pre-Enrolment Review Policy](#) and [E4 Refunds and Cancellations Policy](#).

Consumer rights protection

Beyond the FiT refund and cancellation policy, all learners are entitled to any consumer rights afforded them by state or Commonwealth law. This includes, but is not limited to, the application of any cooling-off period which applies.

Apprenticeships

If FiT is to deliver [Australian apprenticeships](#), specific fee levying requirements will apply. In such cases the appropriate alternative supporting process should be utilised in place of the Collection of Fees process.

Government funding

If FiT is to deliver training which is funded by a State or Commonwealth agency or government, specific fee levying requirements will apply. In such cases the appropriate alternative supporting process should be utilised in place of the Collection of Fees process.

The State based funding body may add or remove programs from its Funded Scope. FiT will monitor the approved funding list periodically to ensure that timely communication to all learners and relevant stakeholders is made concerning funding changes.

Supporting Processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Develop fees and charges schedule	Process to determine fees and have them approved
Collect learner fees	Process to collect and receipt fees for service
Financial Hardship	
Update marketing materials	Process to ensure that changes in the fees structure are communicated through all marketing and information channels

Supporting Forms and Documents

Document ID	Name
FF14	Individual learner fee schedule

Evidence

Source	Demonstrating
Schedule of fees and charges Learner fee protection	Financial records

Version Control

Version #	Date	Changes
3.0	24/08/23	Update, change to Funded Courses
1.1	01/08/18	Reviewed. Update 'Supporting Processes' & 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Enrolment (E)

E4 Refunds and Cancellation

Standards for RTOs 2015

Standards Referenced

General Policy

Fire Industry Training (FiT) Pty Ltd will refund fees and charges to learners who cancel or withdraw from their course according to the criteria listed below.

Course cancellation

FiT reserves the right to cancel a course, whether pre-apprenticeship, apprenticeship, or post-trade, if insufficient learners enrol in it, or if circumstances beyond our control require us to do so. FiT will provide learners with a full fee refund in this situation.

Fee for service courses

Learner cancellation

FiT complies with the general refund and cancellation policy of the Plumbing Industry Climate Action Centre for all fee for service courses. For more information, refer to the [E3 Fees Policy](#).

Learners who want to cancel their enrolment in a short course may do so verbally or in writing.

Refunds will be calculated according to the following table.

Number of days' notice	Refund
More than 10 days before course starts	Full refund of all fees
4 - 9 days before course starts	50% refund of fees
Within 4 days of course starting	No refund of any fees
After commencement of course	No refund of any fees

Learner transfer

As an alternative to course cancellation and provided the request falls within four days of the course starting, FiT will allow a learner to transfer their enrolment to the next available same course. Any fees and charges paid by the learner will transfer to the next course.

Substitution (short course)

A learner may request to transfer their course enrolment to another person and tell FiT this in writing, before the course starts. At the discretion of FiT may restrict substitutions depending on the amount of notice provided. FiT reserves the right to confirm or reject substitution.

Deferment (short course)

In special circumstances FiT may allow a learner who has commenced their course to defer to the future course. In this situation, the pro-rata of fees paid will be used as credit to pay for the remainder of the same course at a future date. The pro-rata fees credit cannot be transferred to another person. The credit is non-refundable. Deferment must be approved by the CEO or their authorised delegate.

FiT mandated withdrawal

FiT may withdraw a learner who has not attended a post trade course for two consecutive classes. FiT will contact the learner after the second absence to confirm the learner's intention. If the learner confirms they are withdrawing or does nothing, FiT will withdraw them from the course. The learner is not eligible for any fee refunds or pro rata deferment in this case.

For more information about FiT mandated withdrawal, refer to the [S3 Progress Monitoring Policy](#).

Government funded courses

Learner cancellation

Learners who want to cancel their enrolment in a government funded course must apply in writing

Refunds will be calculated according to the following table.

Number of days' notice	Refund	Administration charge
More than 10 days before course starts	Full refund of all fees	\$75
Within 10 days of course starting	Refund of tuition fees only No refund of materials fee	\$75
Within 28 days of starting course	Pro rata refund of tuition fees (based on \$2 per hour for hours scheduled will be withheld) No refund of materials fee	\$75
More than 28 days after starting course	No refund of any fees	

In all cases, tools purchased through FiT must be unopened and unused to claim tool refund.

The Training Manager may exercise the right to amend or negotiate fee refunds in exceptional circumstances beyond the control of the learner.

Substitution and deferment

Learner substitutions are not permitted. Learner deferment may be possible in exceptional circumstances beyond the control of the learner, at the discretion of the CEO or authorised delegate.

Supporting Processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Refund and Cancellations	

Supporting Forms and Documents

Document ID	Name
FF15	Student cancellation, substitution or withdrawal form

Evidence

Source	Demonstrating

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	26/09/18	Reviewed
1.0	27/10/17	First release

--- End of Policy ---

Enrolment (E)

E5 Induction and Orientation

Standards Evidenced

Standards Referenced

General policy

It is the policy of Fire Industry Training (FiT) Pty Ltd, to ensure that all learners are comfortable and begin their course of study with all information which they require to be safe and successful, that all learners will be provided with an induction and orientation session.

The depth of the induction and orientation session will depend on the length and nature of the course which the learner is undertaking. Longer courses involving multiple days and weeks of training or courses with more safety risks require more induction and orientation than those which last a single day or less.

Short orientation and induction

For learners undertaking short courses with FiT, the orientation and induction will be conducted at the start of their first day of training. This session will include, at a minimum:

- An introduction to the trainer;
- An introduction to each other;
- An explanation of the procedure for the training product, including assessment;
- Workplace Health and Safety and emergency evacuation procedures;
- The location of toilet and break facilities; and
- Answering any questions which the learners may have.

It is sufficient that the session plan for the day include the orientation and induction session.

Full orientation and induction

For learners undertaking longer courses with FiT, the orientation and induction may be conducted on their first day of training or it may be conducted prior to the first day of training. This session will include, at a minimum:

- An introduction to the trainer;
- An introduction to key administration and other staff;
- An introduction to each other;
- A tour of the facilities, including the location of toilet and break facilities;
- An explanation of the key policies and a discussion of the FiT learner handbook;
- An explanation of the procedure for the training product, including assessment;
- The development and signing of a training plan, if one is required for the training product;
- Workplace Health and Safety and emergency evacuation procedures;
- Answering any questions which the learners may have; and
- Signing the code of conduct.

This orientation and induction is required to be formally documented into each learner file using the orientation and induction sign-off.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Short Orientation and Induction	Orient and induct learners undertaking short courses
Full Orientation and Induction	Orient and induct learners undertaking long courses

Supporting Forms and Documents

Document ID	Name
FD17 Site Safety Induction PPT	Session plans and PowerPoint presentations demonstrating short orientation and induction
FF11	Induction checklist
FF17	Learner induction record
FD10	Student Handbook

Evidence

Source	Demonstrating
Short orientation and induction	Session Plans and PowerPoint Presentations
Full orientation and induction	Full Orientation and Induction Sign-Off

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	26/09/18	Reviewed. Update 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Enrolment Processes

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Below is a resource table that lists the relevant resources that will be required to complete the documented process. If unsure about the process at any time consult the Training Manager.

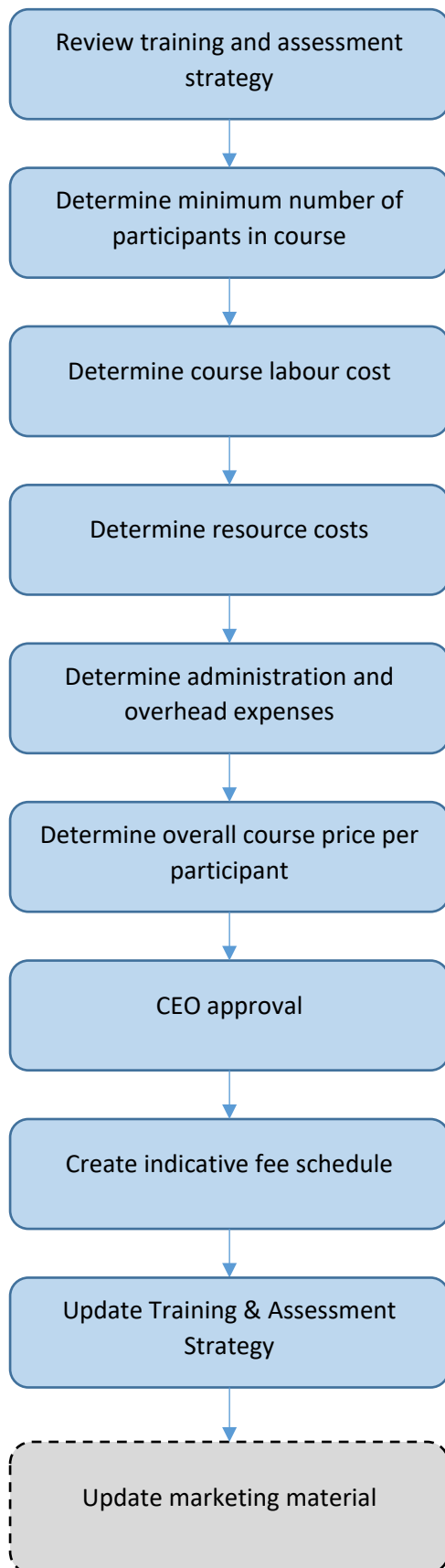
Resource Table	
Procedure	Resource required
Expression of interest	<ul style="list-style-type: none"> • Course Marketing • Course expression of interest form • Course fee schedule
Employment Resource Assessment Process	<ul style="list-style-type: none"> • ERA Document • ERA Tracking Document
Conformation of Supervisors Process	<ul style="list-style-type: none"> • QBCC
Monitoring ERA Process	<ul style="list-style-type: none"> • ERA Tracking Document
Enrolment Process	<ul style="list-style-type: none"> • FD29 Fee and Payment Schedule (state specific) • FD09 PPE & Stationery list • FF10 Enrolment Form (state specific) • RPL Information and RPL Guide • FD69 RPL Process Map • VET Track • Induction Agenda • FF57 LLN Supervision Diagnostic Tool • FF11 Induction Checklist
Training Plan Process	<ul style="list-style-type: none"> • Training Plan Template
Training Record Process	<ul style="list-style-type: none"> • Unit Result Record • Training Progression Report
Record Management Process	<ul style="list-style-type: none"> • VET Track • Enrolment form
Fees Process	<ul style="list-style-type: none"> • Vet Track
Employer Approval Process	<ul style="list-style-type: none"> • E-Profiling • Unit Result Record
Develop fees and charges schedule	<ul style="list-style-type: none"> • Course Training and assessment Strategy • Labour Cost • Resource cost • Fees and Charges template
Pre-Training Review	<ul style="list-style-type: none"> • Vic Funding eligibility Guidelines • QLD funding eligibility guidelines • FF55 LLN Test (FF55b for Cert II) • FF52 Pre-Training review (where required)
Collect Learner Fees	<ul style="list-style-type: none"> • EFT machine • Safe • ERP • Vettrack • Student File
Refunds and Cancellations	<ul style="list-style-type: none"> • FF15 Student cancellation, substitution or withdrawal form • ERP
Create USI	<ul style="list-style-type: none"> • FF16 USI Privacy and permissions form • USI Website • Vettrack

Resource Table	
Procedure	Resource required
Validate USI	<ul style="list-style-type: none">• Vettrack

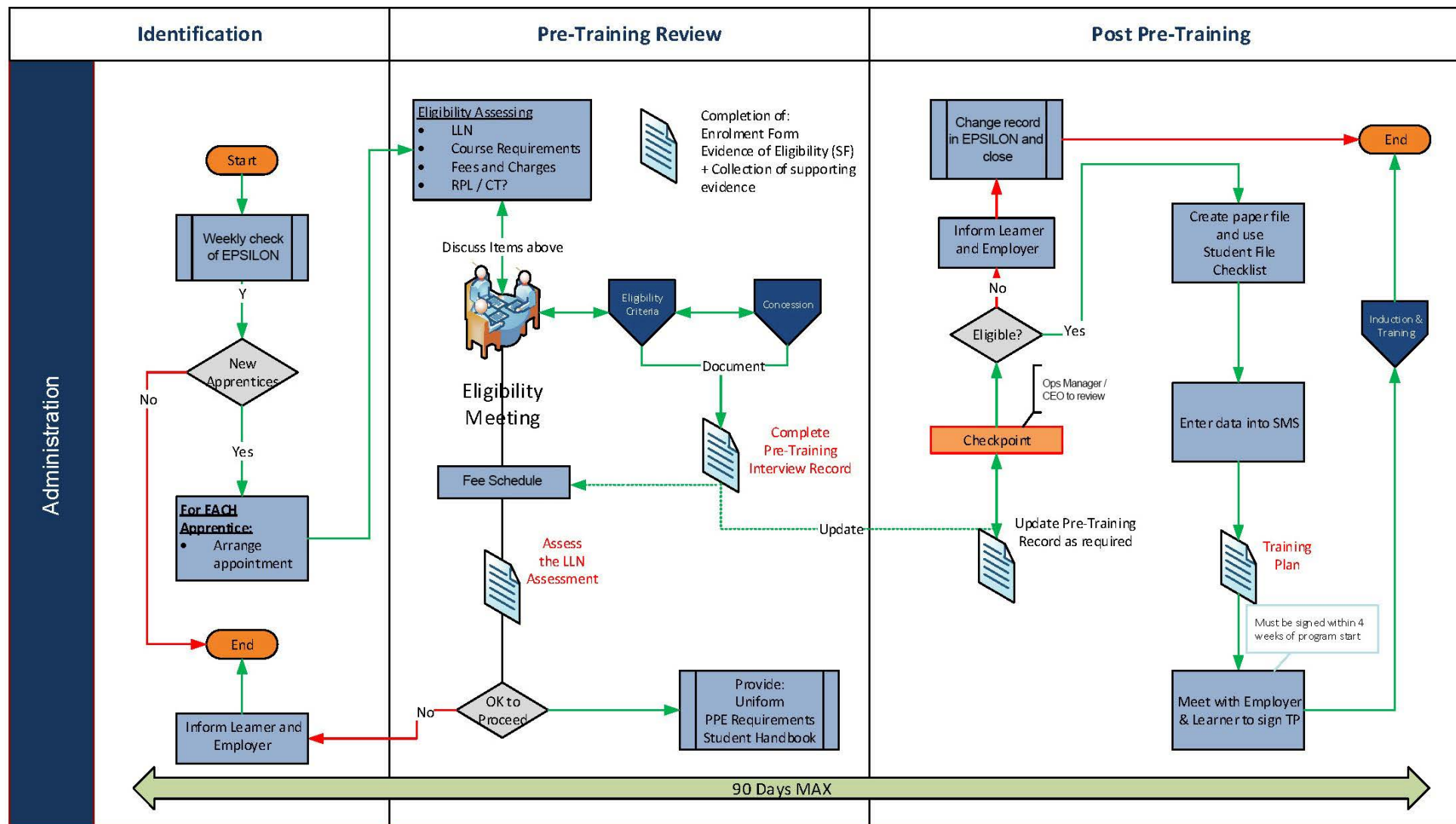
Expression of Interest



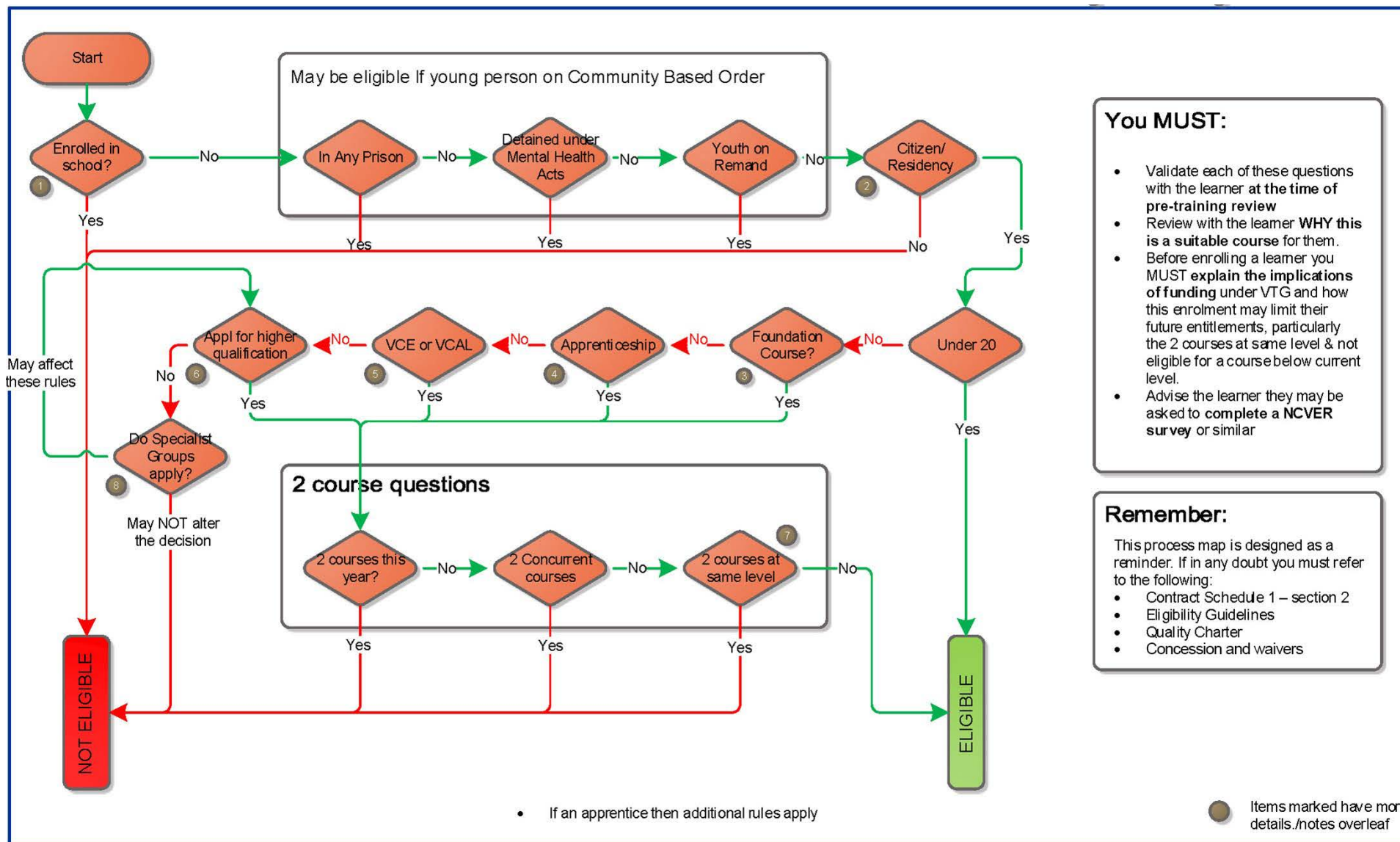
Develop fees and charges schedule – CEO



VICTORIAN Enrolment Process



VICTORIAN Funding Eligibility Check



You MUST:

- Validate each of these questions with the learner **at the time of pre-training review**
- Review with the learner **WHY this is a suitable course** for them.
- Before enrolling a learner you **MUST explain the implications of funding** under VTG and how this enrolment may limit their future entitlements, particularly the 2 courses at same level & not eligible for a course below current level.
- Advise the learner they may be asked to **complete a NCVET survey** or similar

Remember:

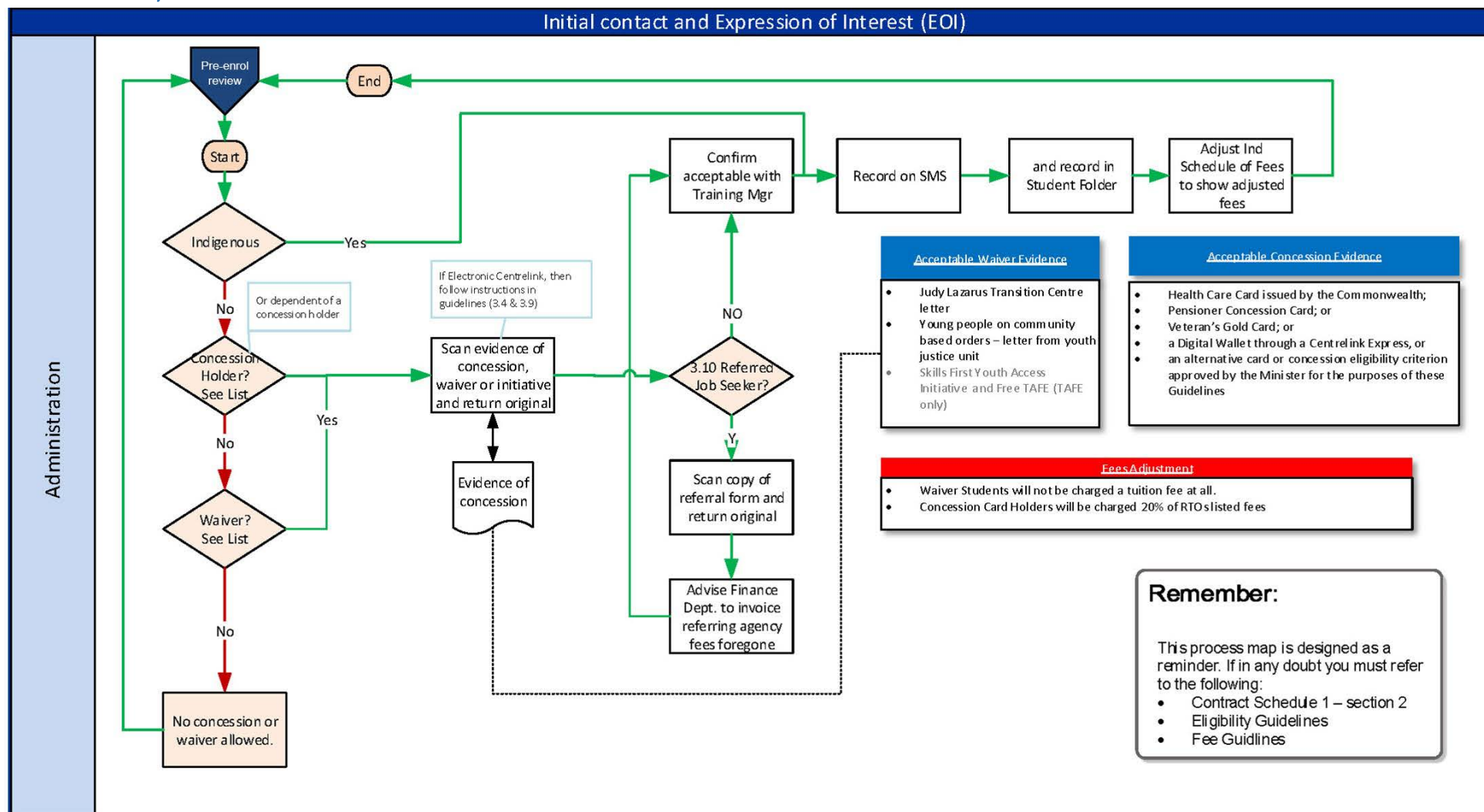
This process map is designed as a reminder. If in any doubt you must refer to the following:

- Contract Schedule 1 – section 2
- Eligibility Guidelines
- Quality Charter
- Concession and waivers

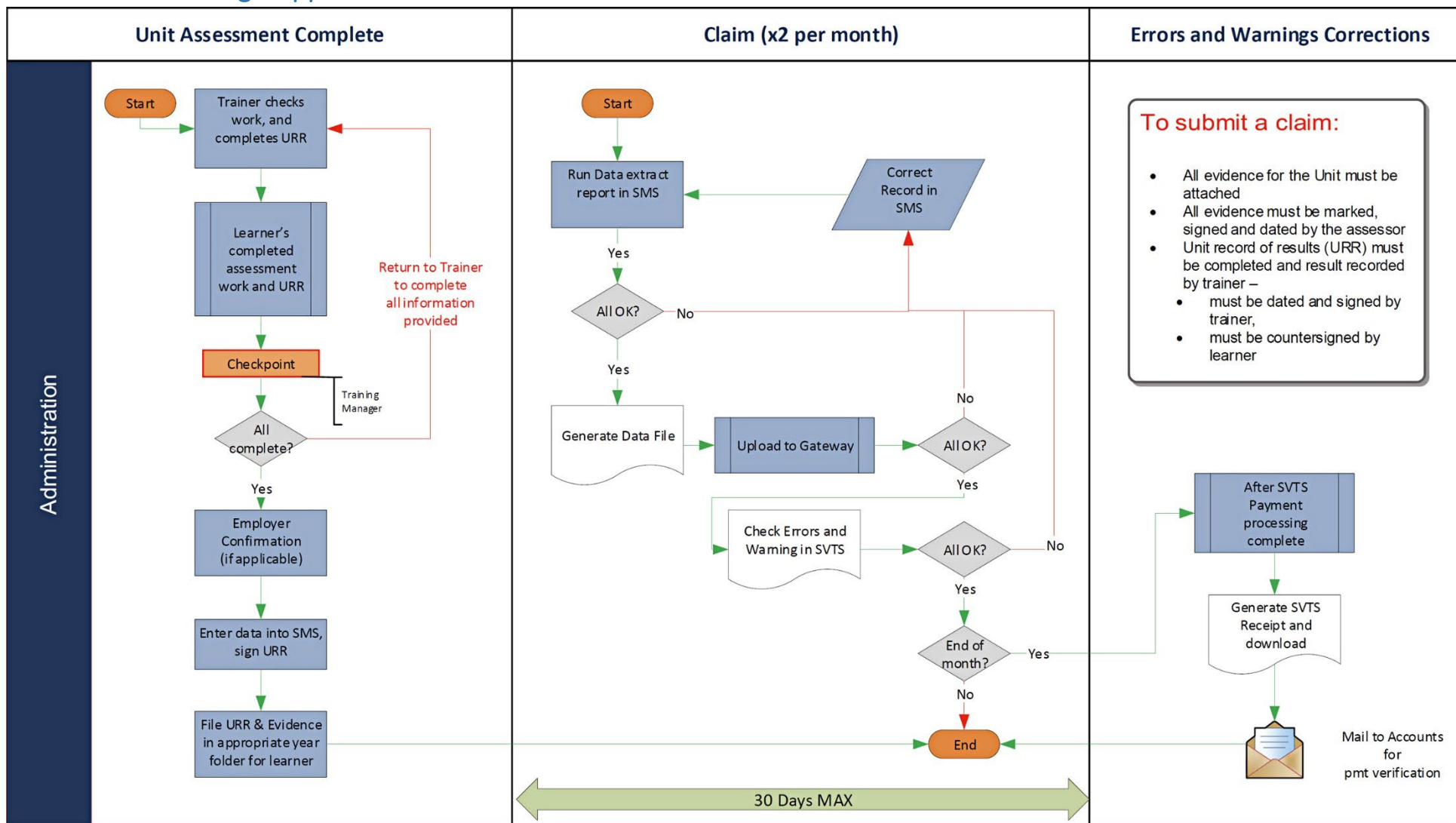
VICTORIAN Eligibility Details

Item	Name	Detail	Evidence
1 In School	If a student is enrolled in any of these schools they are NOT eligible	<ul style="list-style-type: none"> • Government • Non-Government • Independent • Catholic • Home based Schooling 	
2 Citizenship / Residency	Have to be a citizen or permanent resident	<ul style="list-style-type: none"> • Australian Citizen • Hold a permanent visa • New Zealand Citizen 	<ul style="list-style-type: none"> • Australian Birth Certificate (not birth extract) • Current Australian or NZ Passport • Naturalisation Certificate • Current Green Medicare Card
3 Foundation Skills Course	Enrolling in a foundation course or approved apprenticeship program	No other limiters apply	<ul style="list-style-type: none"> • See Attachment 1 - Foundation Skills List in the Guidelines
4 Apprenticeship			
5 VCE or VCAL	Applying to study VCE or VCAL	<ul style="list-style-type: none"> • VCE is awarded to student who successfully complete their secondary education • VCAL is hands on option for Years 11 and 12. 	
6 Higher Course	Applying for a higher qualification	Normally must apply for a higher AQF level than previously undertaken	<ul style="list-style-type: none"> • Confirmation form the student on previous training – certificates is ideal, but they are making a declaration they are truthful answers
7 2 courses questions	3 questions that must be validated	Students cannot claim or undertaken more than two course at a time	Student is NOT eligible if: <ul style="list-style-type: none"> • They are enrolled in 2 courses this calendar year, or • They are undertaking 2 courses concurrently, or • Already enrolled or completed 2 courses at the same level in their lifetime.
8 Specialist Groups	Certain cohorts have exemptions they are list here (but check on latest guidelines)	<ul style="list-style-type: none"> • Skills First Youth Access Initiative • Back to work scheme 	<ul style="list-style-type: none"> • For each of these programs the RTO must follow the specific rules in the guidelines to enrol. • Evidence must be provided and a certified copy kept on file.

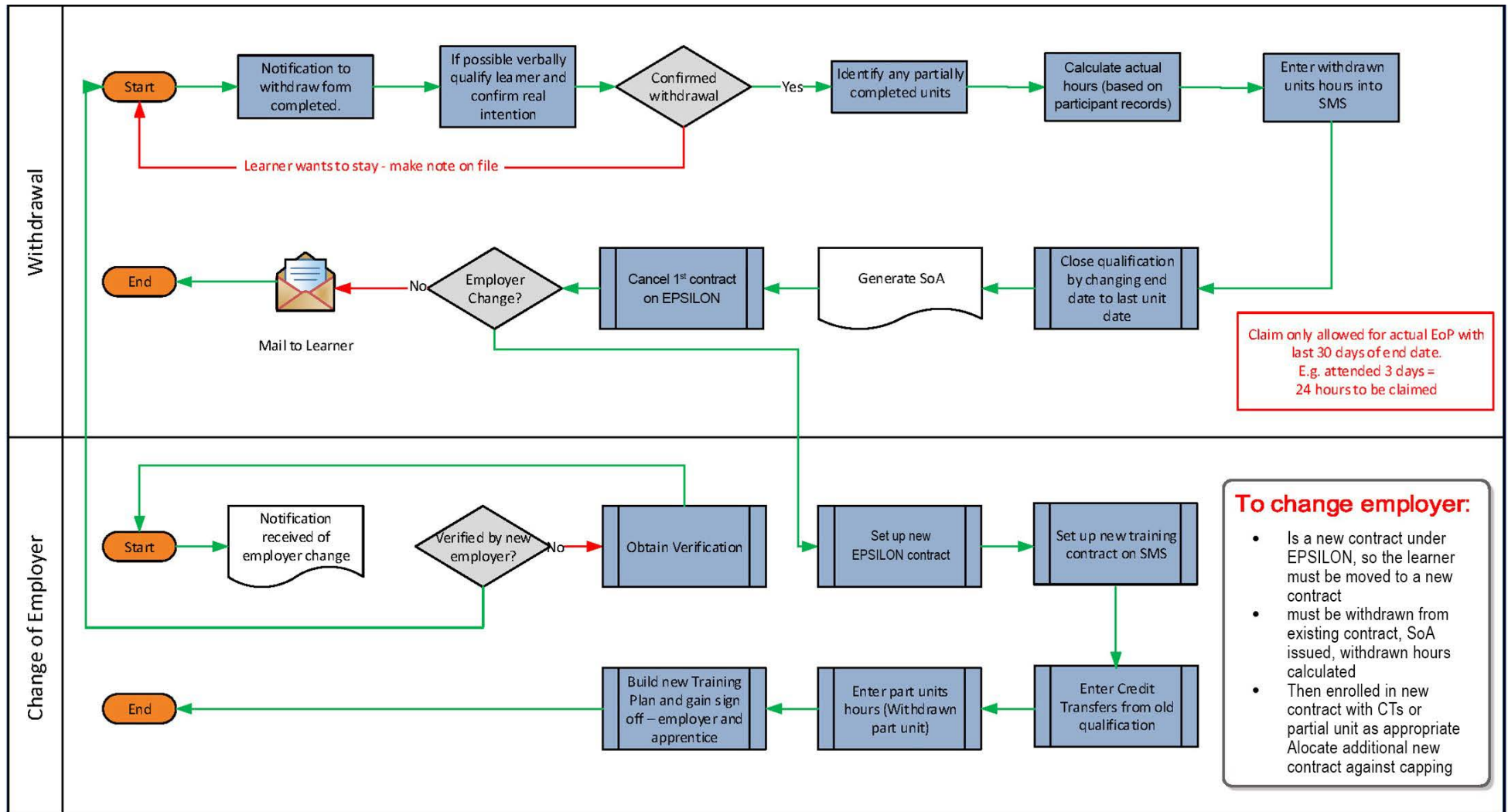
Concessions, Waivers or Initiatives



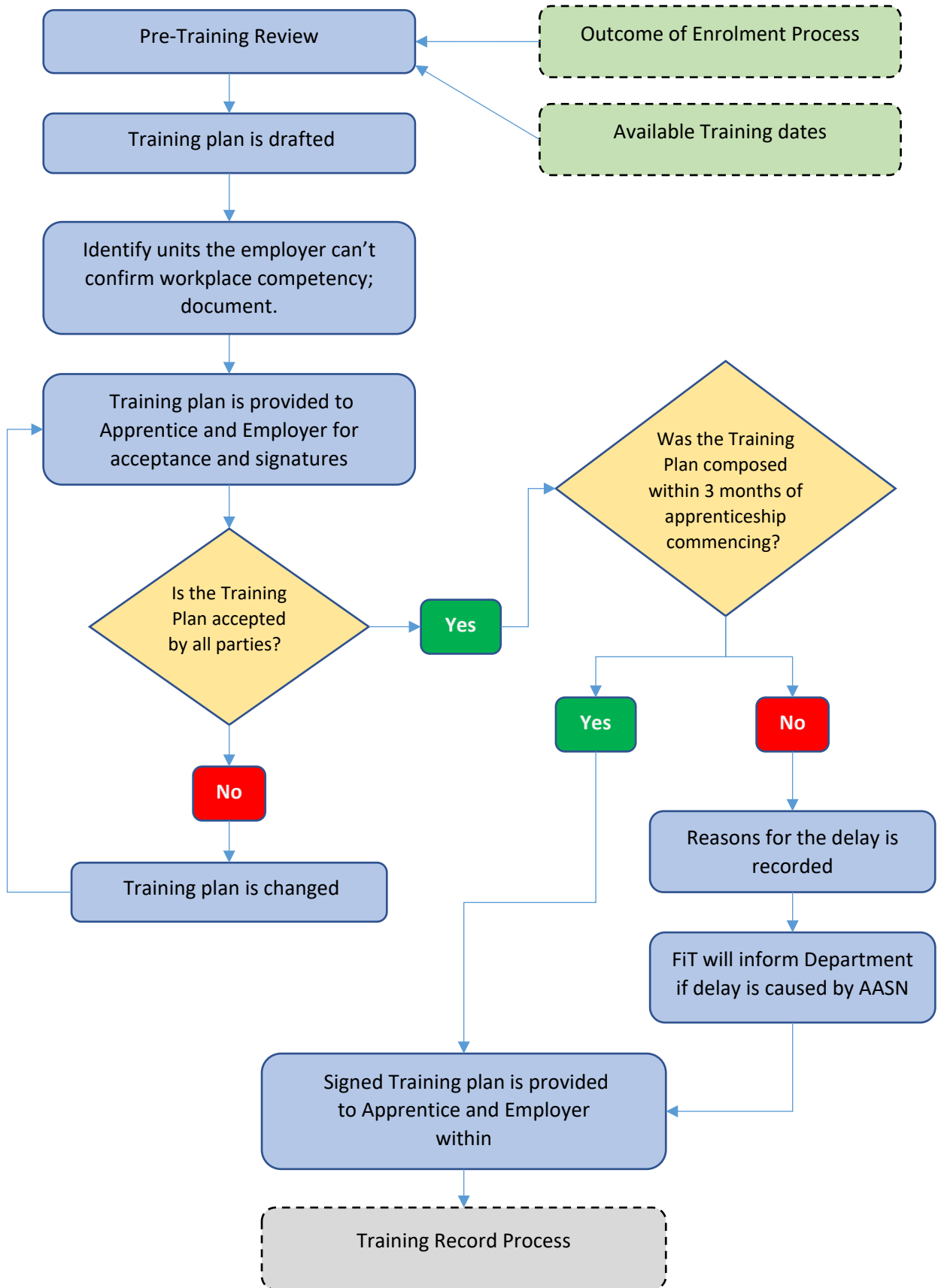
VICTORIAN Claiming - Apprentices



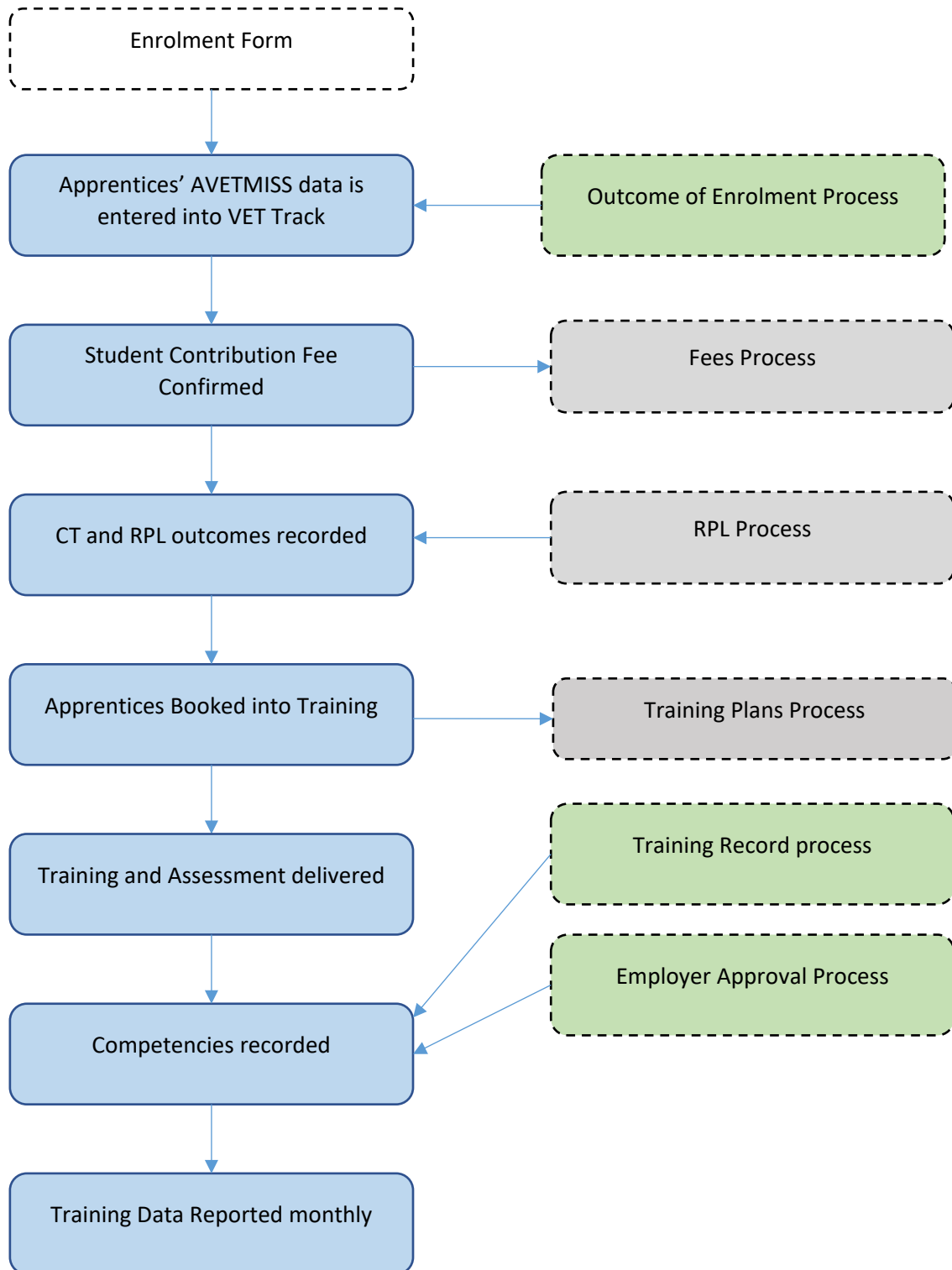
Withdrawal or Change of Employer



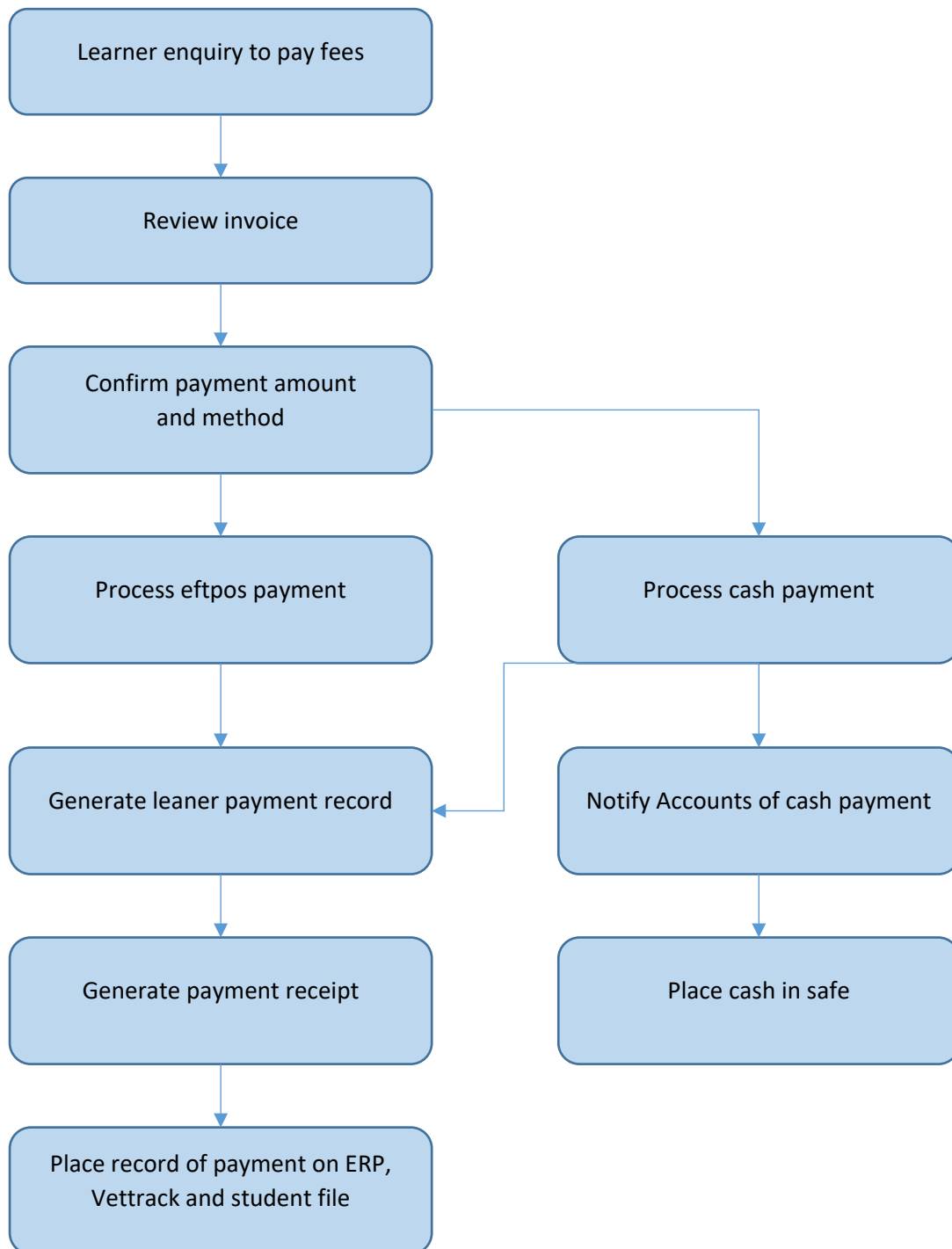
Training Plan Process – Training Manager



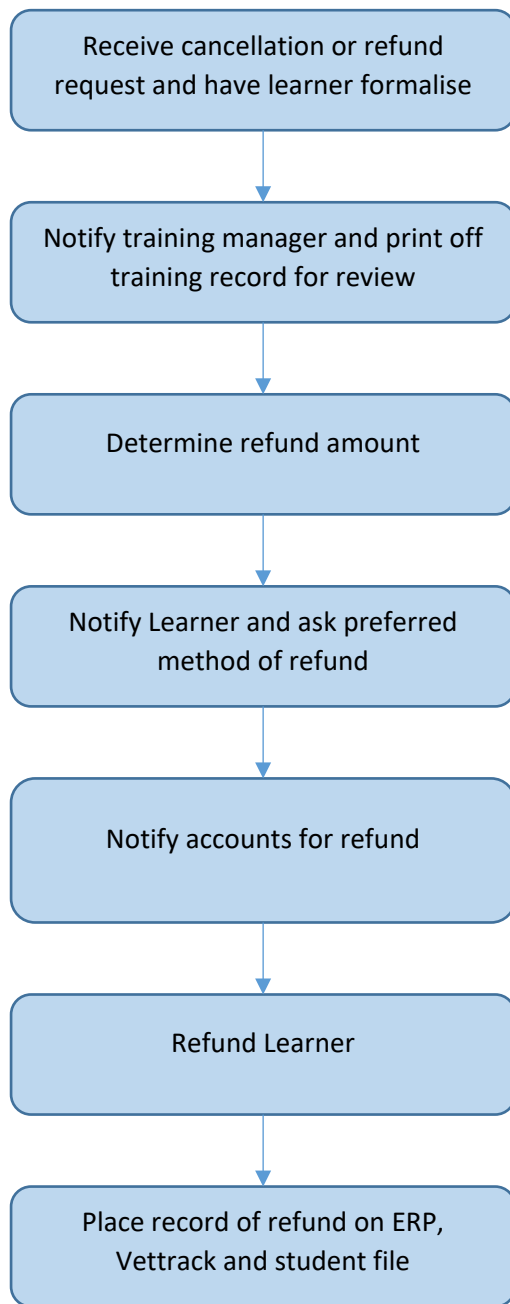
Record Management Process – Administration



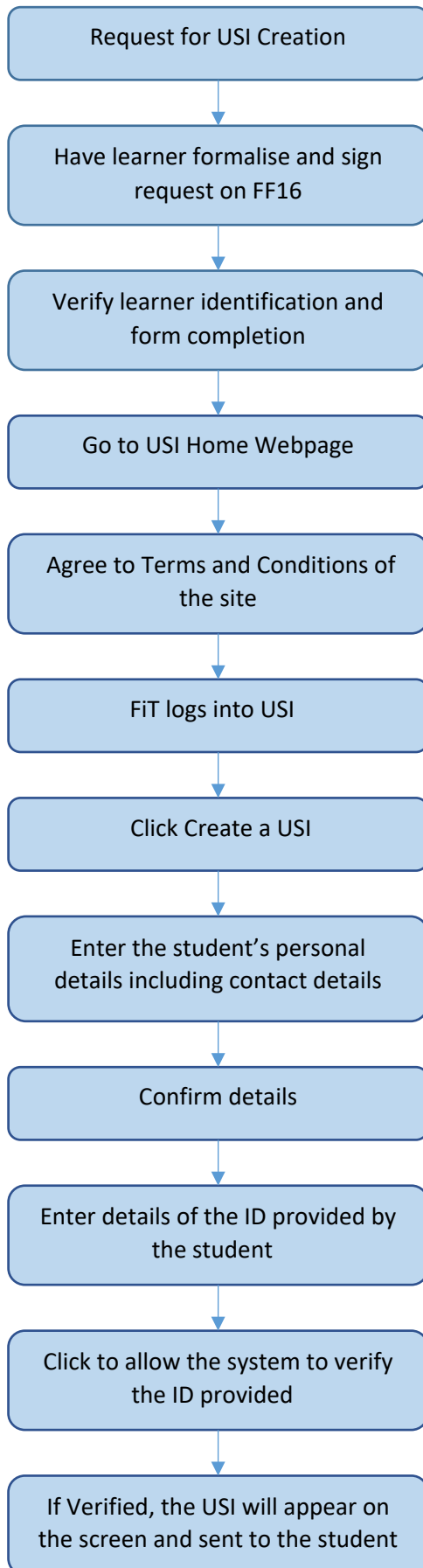
Collect Learner Fees – Administration



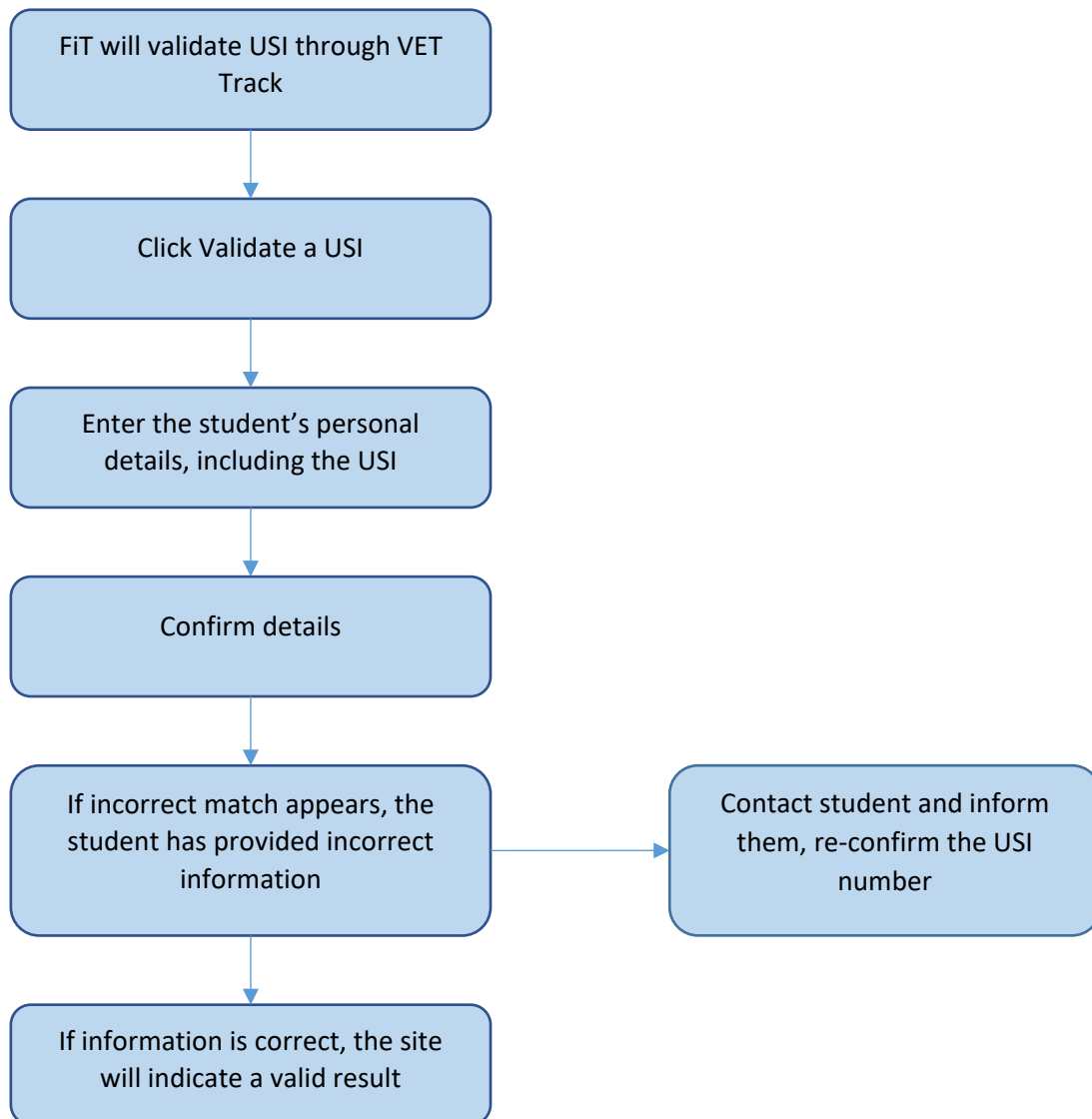
Refunds and Cancellations – *Administration, Training Manager, Finance*



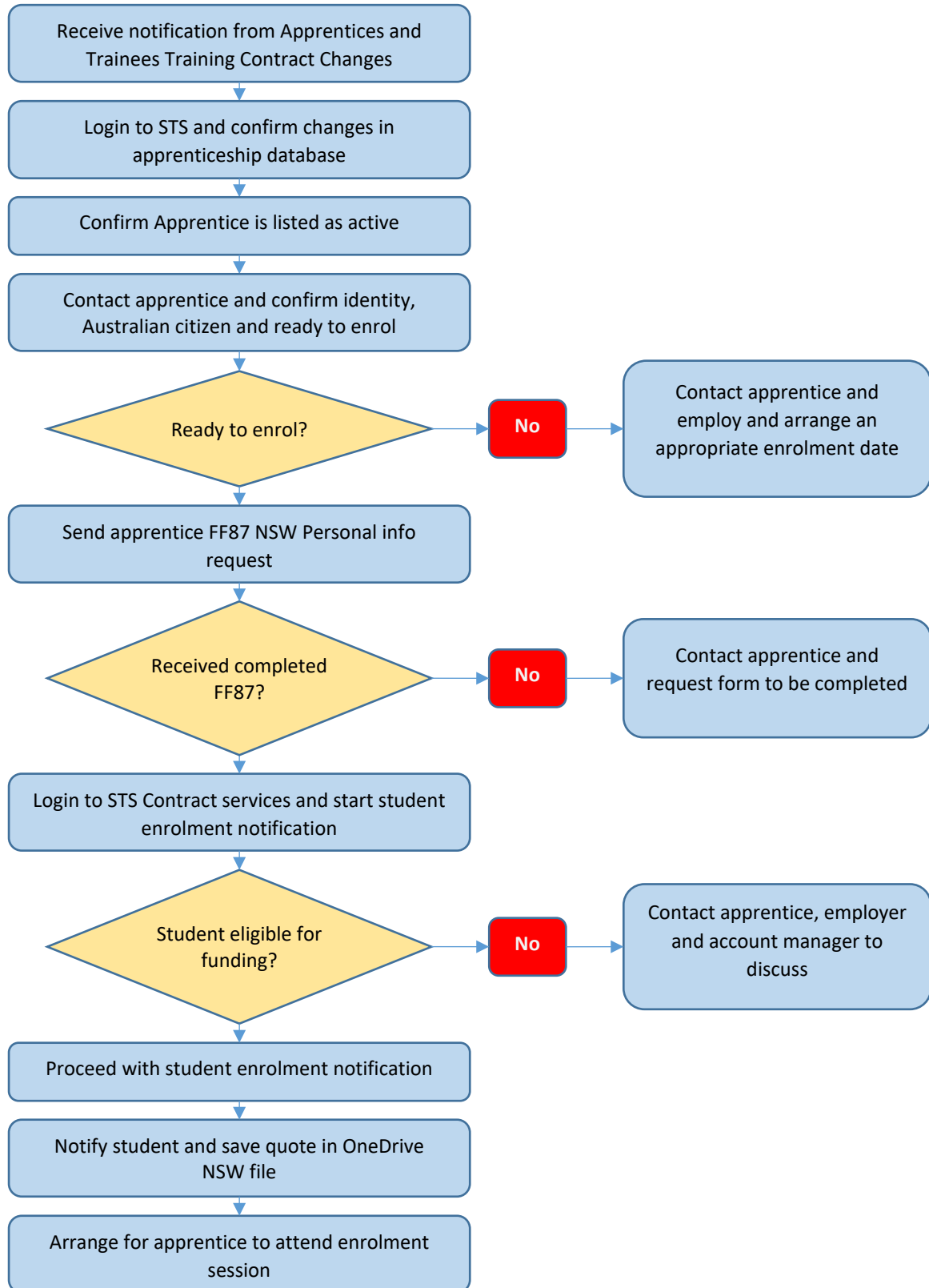
Create USI



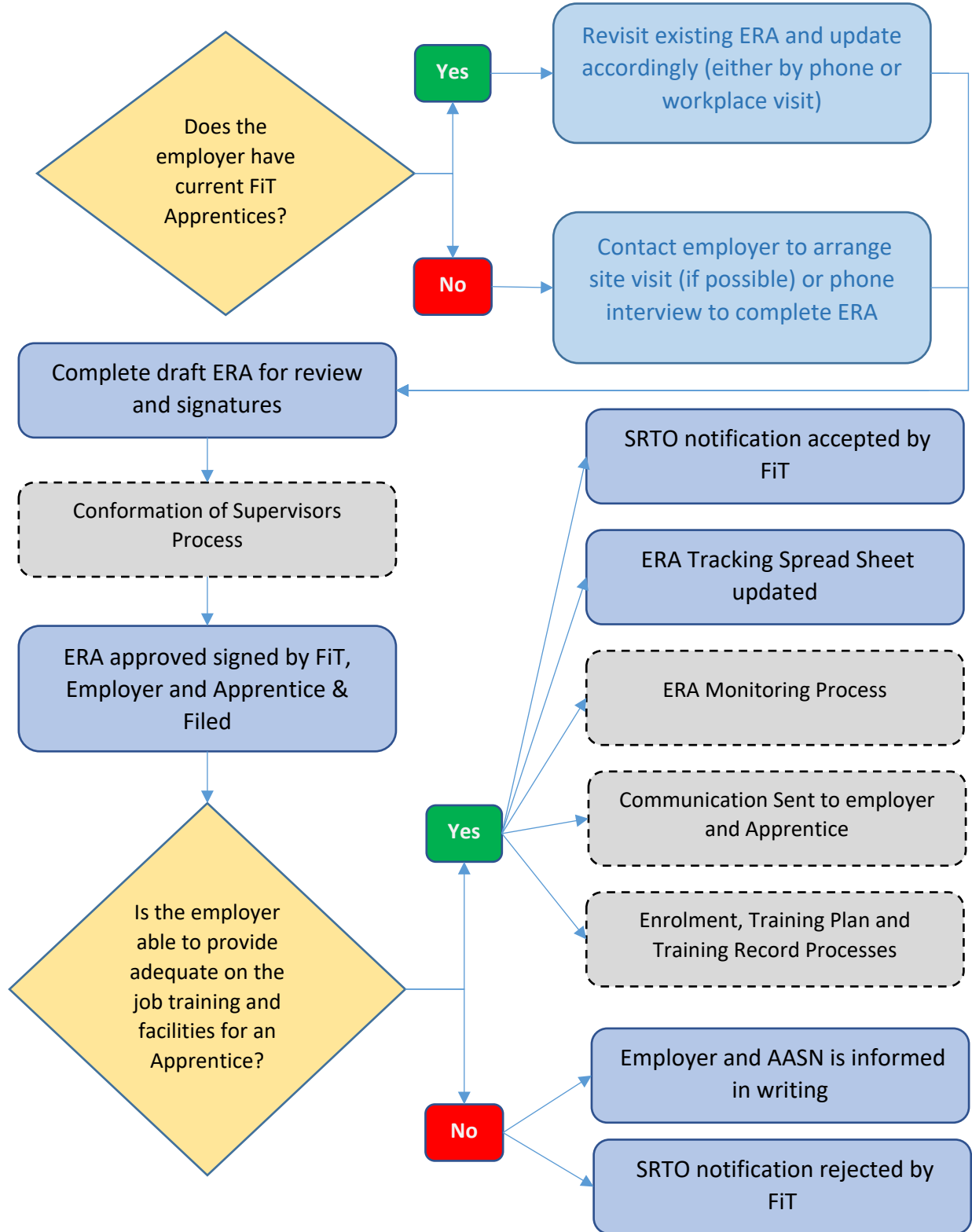
Validate USI



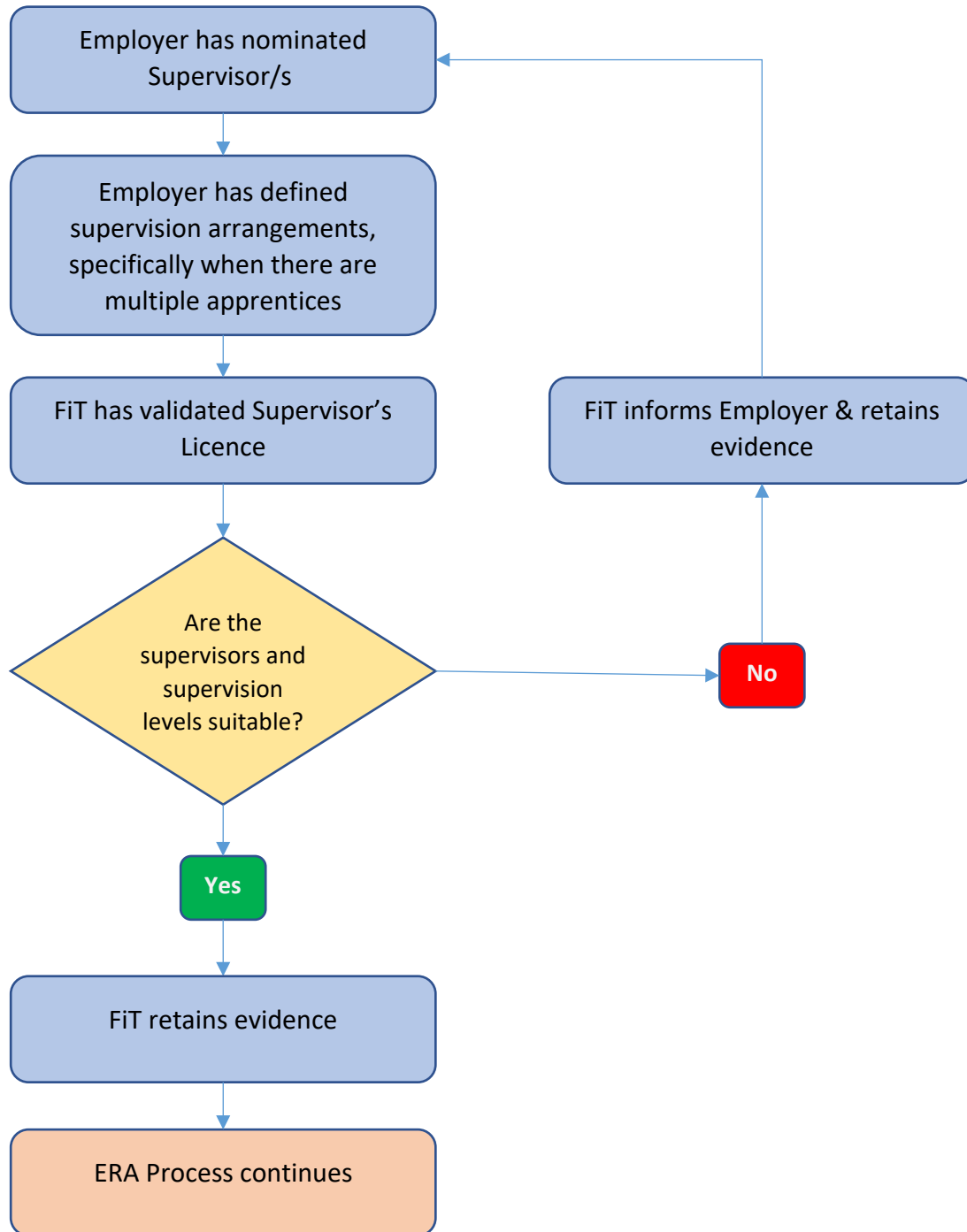
NSW: Enrolment Process



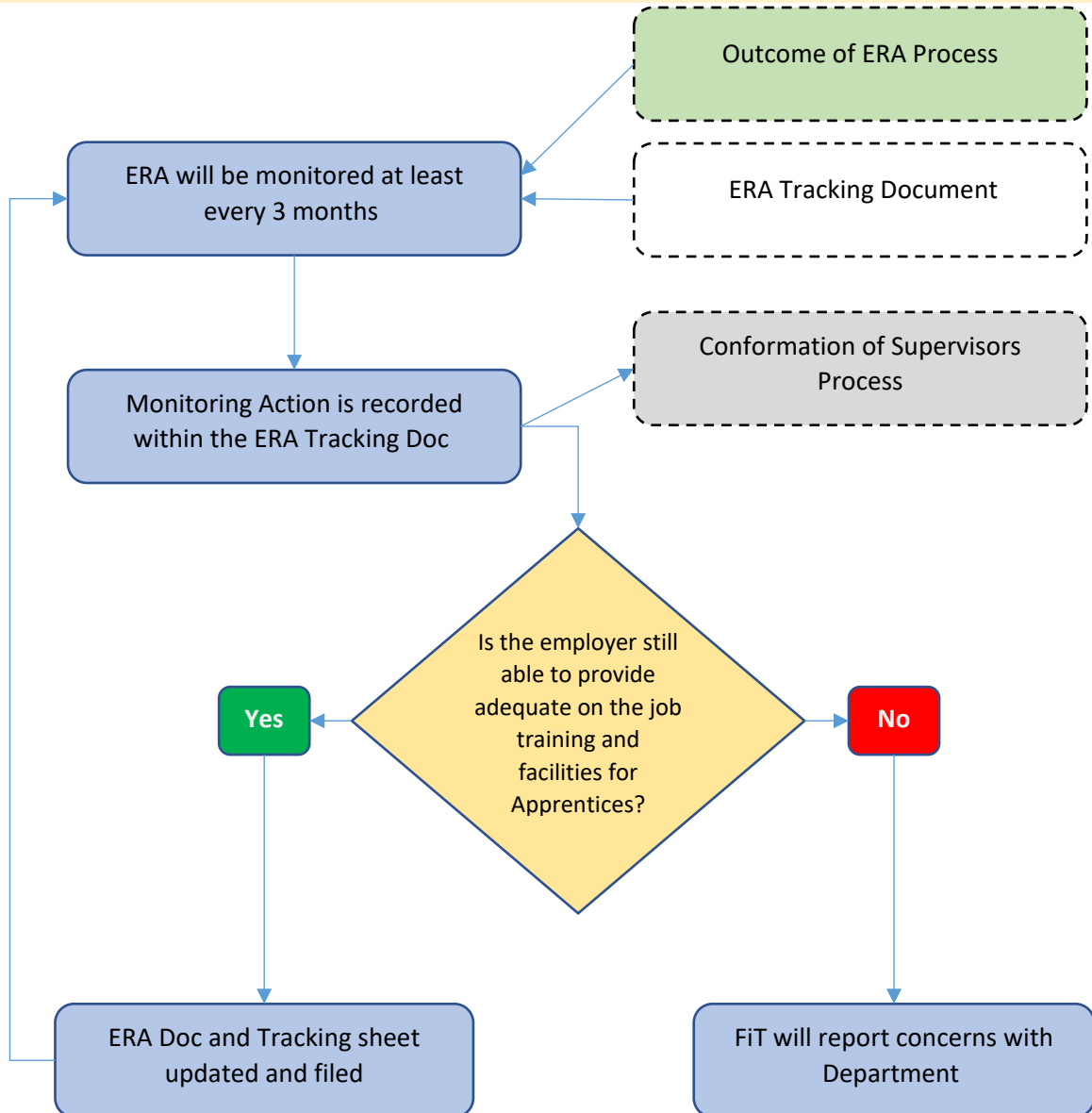
QLD: ERA Process – Training Manager



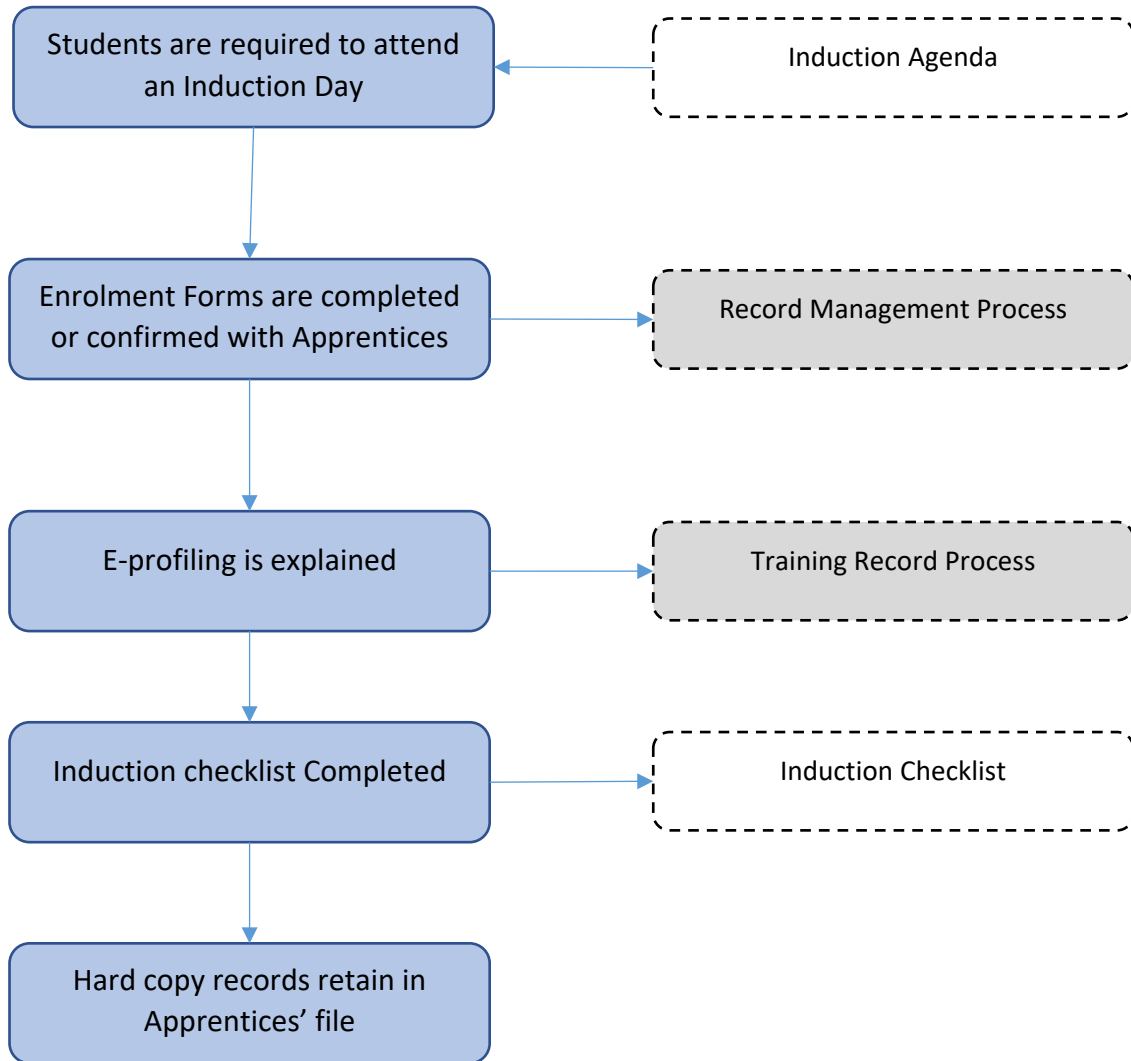
Conformation of Supervisors Process – *Training Manager*



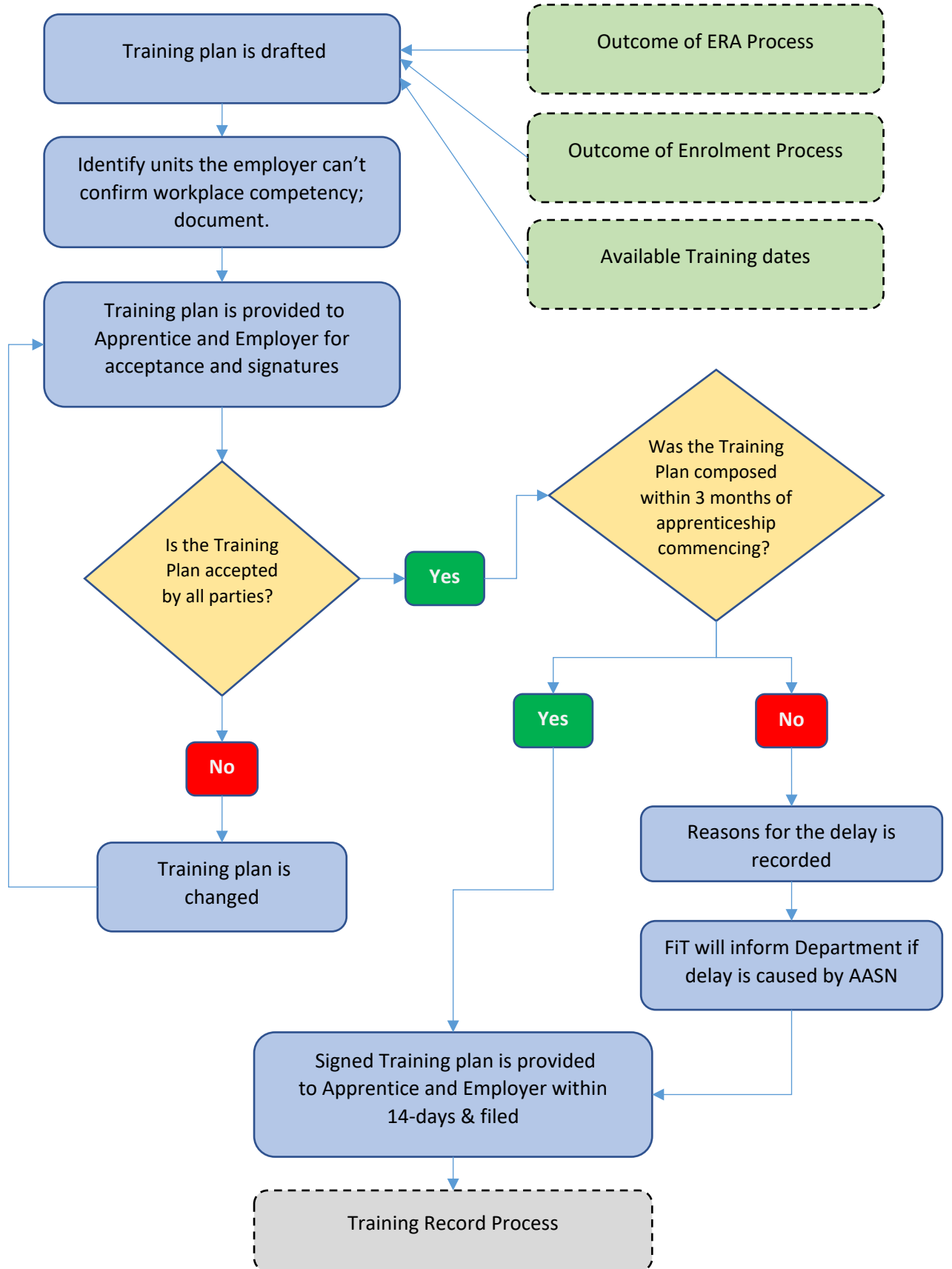
QLD: ERA Monitoring Process – *Training Manager*



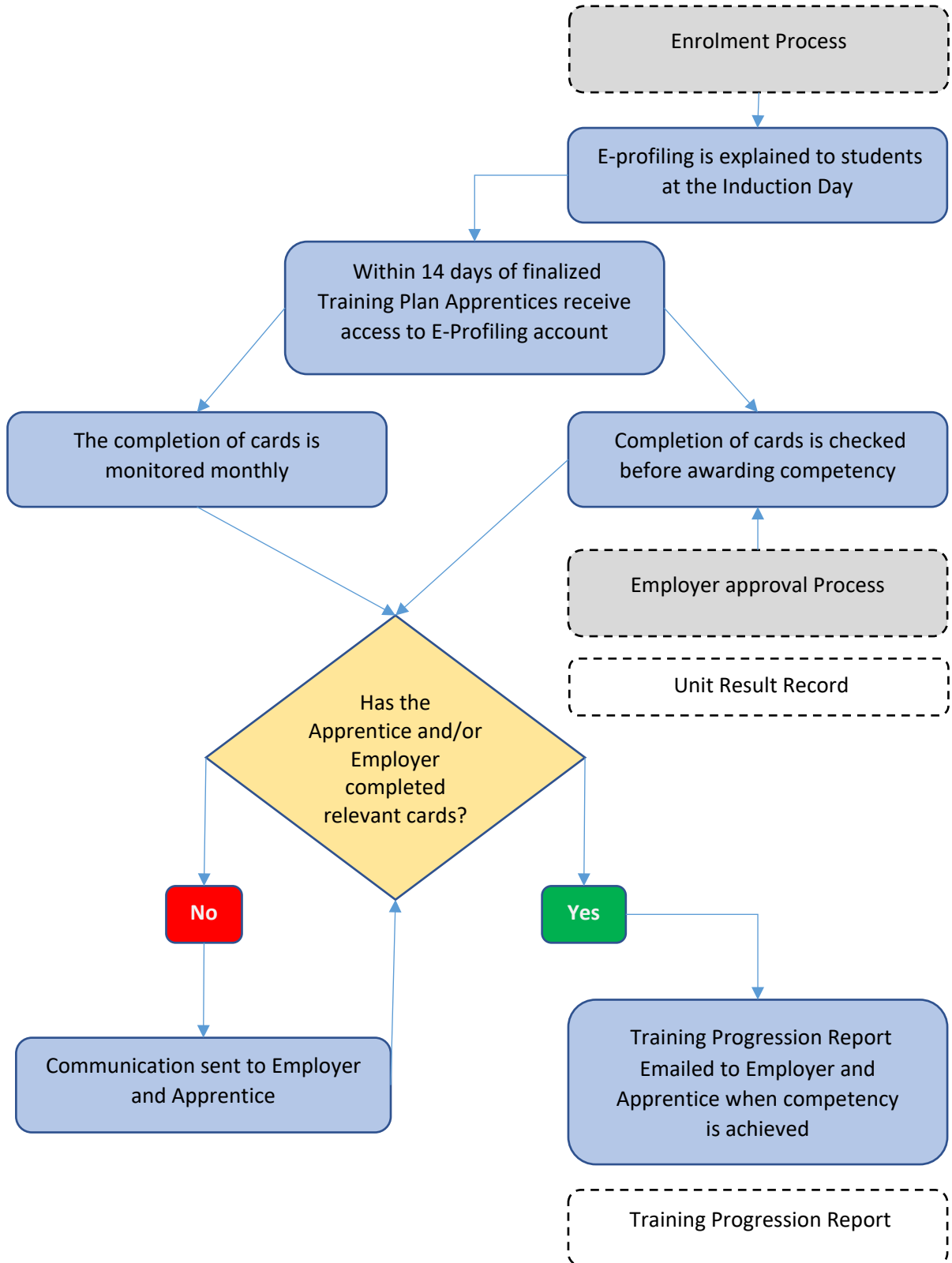
QLD: Enrolment Process – Administration, Training Manager



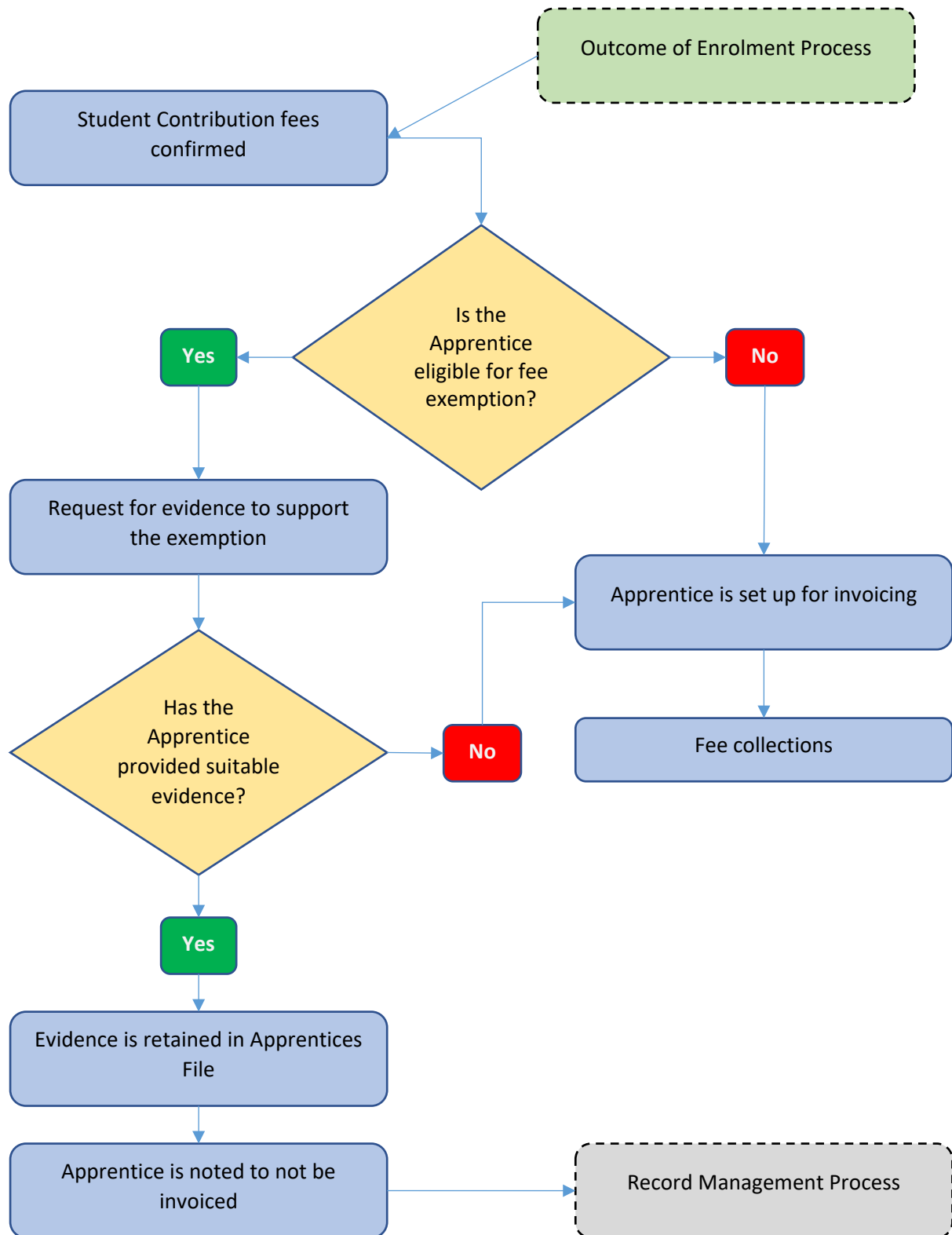
QLD: Training Plan Process – Training Manager



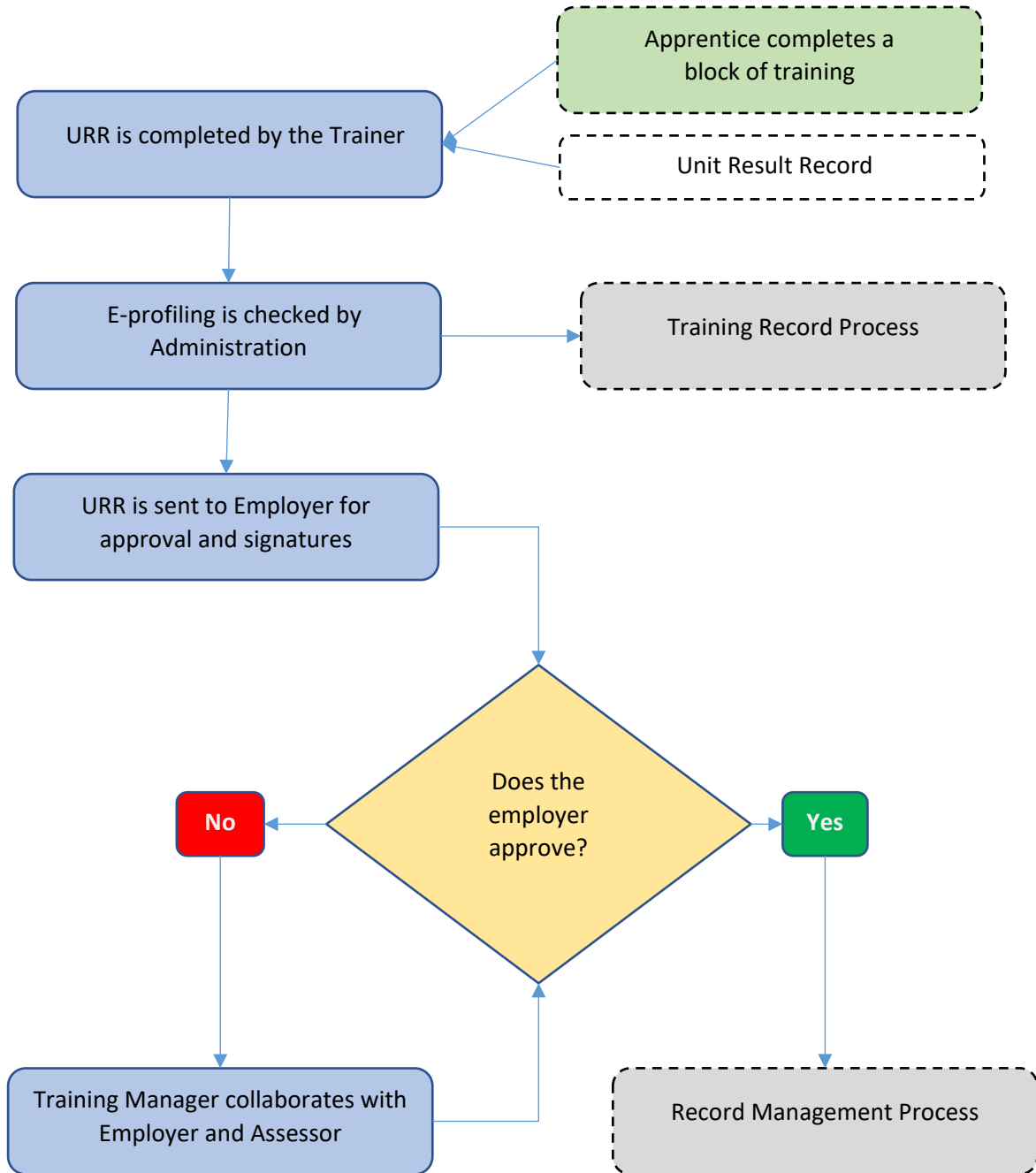
QLD: Training Record Process – Administration, Training Manager



QLD: Fees Process – Administration, Training Manager



QLD: Employer approval Process – Trainer, Admin., Training Manager



Human Resources (H) Policies

Policies Within the Pillar

- [H1 Staff Recruitment and Management](#)
- [H2 Trainer and Assessor Qualifications and Capability](#)
- [H3 Trainers Working Under Supervision](#)
- [H4 Fit and Proper Persons Testing](#)

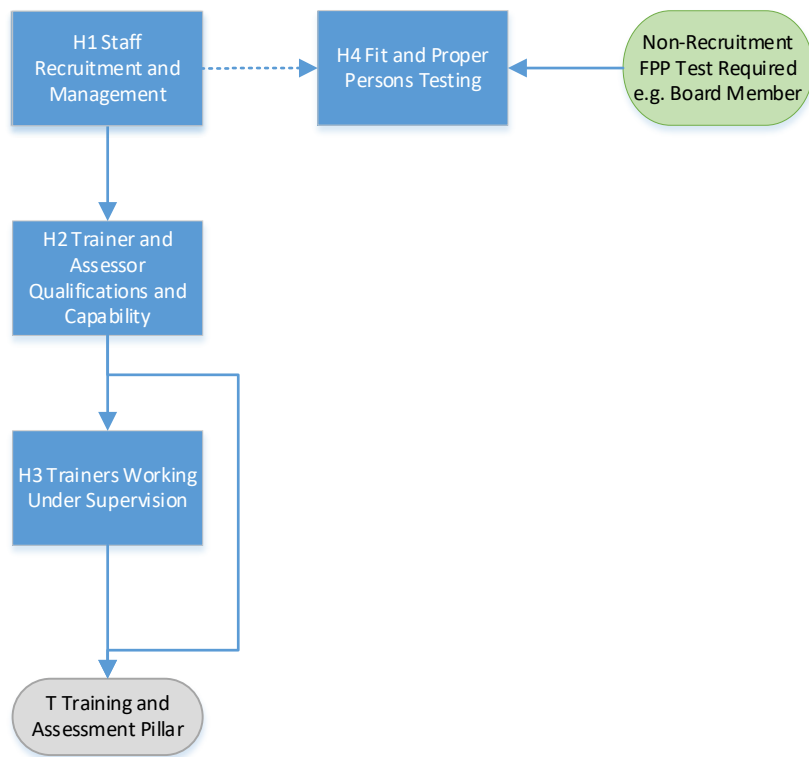
Interrelationship with other pillars

The H Human Resources Pillar is closely interrelated with the:

- [T Training and Assessment Pillar](#)

Between them, these two pillars contain the bulk of the compliance requirements of the 2017 ASQA audit model column for Training and Assessment. Clause 8.2 from the Standards for Registered Training Organisations (RTOs) 2015 is the only clause which appears in the ASQA audit model column for Training and Assessment, but is not evidenced in the [T Training and Assessment Pillar](#), or H Human Resources Pillar, see [TP Third Party Pillar](#).

Diagram of [Human Resources Management Process](#)



Version Control

Version #	Date	Changes
2.0	25/09/18	Reviewed. Update 'Completion Process' flowcharts
1.0	27/10/17	First release

Human Resources (H)

H1 Staff Recruitment and Management

Standards Evidenced

Standards Referenced 8.6

General policy

Fire Industry Training (FiT) Pty Ltd will recruit, induct, manage and train staff to ensure the highest levels of performance and efficacy.

Recruitment of staff

All staff

FiT will use any appropriate channel to identify a potential candidate for each position based on the requirements of the job description. Only those candidates who demonstrate, through a written application, that they have the necessary skills, knowledge, experience, and qualifications will be interviewed.

Trainers and assessors

When recruitment is being undertaken for a trainer and assessor, screening of all applicants will be undertaken to ensure that they meet these requirements prior to inviting any applicant for interview. For further information, refer to the [H2 Trainer and Assessor Qualifications and Capability Policy](#).

Fit and proper persons testing

Where staff are recruited to a position which is considered an executive officer or high managerial agent they will be subject to a fit and proper person test. For more information, refer to the [H4 Fit and Proper Persons Testing](#).

The Fit and Proper persons test of all EO's or HMA's will be reviewed upon the resignation or appointment of an EO or HMA; or at the time of reregistration of the RTO; or at the time a significant event is made apparent

Position descriptions

FiT will ensure that all job roles within the company are covered by an up-to-date position description which comprehensively describes the duties, authorities, and key performance indicators for the role. Position descriptions will also detail lines of reporting and supervision. All position descriptions will be reviewed at least once per year so that their accuracy is maintained.

Induction of staff

All staff

All staff newly recruited to FiT will be provided with a detailed induction. This induction will include, at a minimum:

- The Standards for Registered Training Organisations (RTOs) 2015;
- Legislative rules, agreements, contracts and regulations relevant to their position;
- Training products on the FiT scope of registration;
- Access and equity principles;

- FiT policies, procedures, and quality management systems;
- Child protection legislation;
- Staffing and management structures; and
- The specific role of the individual.

Trainers and assessors

In addition to the topics described above, the induction for trainers and assessors will include:

- The requirement to maintain qualifications and currency as a trainer and assessor;
- Training packages and accredited courses; and
- Resources to be used in training and assessment.
- Be conducted on an annual basis

Child protection

FiT will ensure that ALL staff recruited, regardless of their position, have a current Working with Children Check (WWCC) or equivalent. For further information, refer to the [R7 Under 18s Safety Policy](#).

Monitoring and performance review

FiT will regularly monitor the performance, as well as the skills, knowledge, currency, and qualifications, of the staff in its employ by utilising a routine, planned staff performance review. This review will be conducted on the end of the staff member's probationary period and again every year thereafter.

In addition to monitoring through the formal procedure, each staff member's supervisor will perform ongoing monitoring of each staff member's performance against the requirements of their position. Where this process identifies opportunities for improvement, requirements for professional development or deficiencies in the staff member's skills, knowledge, currency, or qualifications these will be immediately addressed.

Code of conduct

FiT will have a code of conduct by which all staff are required to abide. The code of conduct will describe the attitudes and behaviours which FiT expects a staff member to demonstrate when they are displaying the highest standards of professionalism. All staff are required to acknowledge that they have been provided with the code of conduct, understand its contents, and agree to follow it.

Breach of the code of conduct be considered grounds for disciplinary action, up to and including dismissal of the staff member.

Keeping staff informed

(reference to Standard 8.6)

FiT will hold regular staff meetings, and will send regular communications, amongst its work teams. These staff meetings will be used to ensure that all staff are aware of the broader operations of the organisation, that they can express ideas regarding the future of FiT, and that they are provided with up-to-date information on legislative or regulatory change which may affect their duties.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Staff Recruitment	Advertise for, shortlist, interview, and recruit staff for positions within FiT
Position Descriptions	Develop and review position descriptions for roles within the RTO
Staff Induction	Induct newly recruited staff to FiT, their team, and their new roll. Trainers and Assessors will be inducted annually
Child Protection	Comply with child protection legislation
Staff Performance Review	Undertake staff performance reviews and develop action plans based on the results
Staff Meetings	Conduct regular staff meetings and communications for all the staff of FiT

Supporting Forms and Documents

Document Identifier	Name
<i>(on file)</i>	Recruitment Records
FD52-FD58	Position Descriptions
FF23	Staff Induction Checklist
<i>(various)</i>	Staff Files
FF13	Employee Document Checklist
<i>(on file)</i>	Performance Review Records
FF28	Staff Meeting Minutes

Evidence

To Evidence	Source
Recruitment of staff	Recruitment Records
Position descriptions	Position Descriptions
Induction of staff	Staff Induction Checklist
Child protection	Staff Files
Monitoring and performance review	Performance Review Records
Keeping staff informed	Staff Meeting Minutes

Version Control

Version #	Date	Changes
1.1	25/09/18	Reviewed. Update 'Supporting Forms & Documents'
1.0	27/10/17	First release

--- End of Policy ---

Human Resources (H)

H2 Training and Assessor Qualifications & Capability

Standards Evidenced	1.13-1.16
Standards Referenced	1.6b

General policy

Fire Industry Training (FiT) Pty Ltd will ensure that all trainers and assessors in its employ meet the requirements of Standard 1, and that documentation is maintained to evidence compliance.

Requirements for Trainers and Assessors

To ensure that the requirements of the Standards are met, all staff involved in training and assessment of nationally accredited training products will hold:

- The TAE40110 Certificate IV in Training and Assessment or its successor qualification or a Diploma or higher-level qualification in adult education (Standard 1.14a); and
- Relevant vocational competencies, at least to the level being delivered or assessed, and which meet any regulatory or licensing requirements (Standard 1.13a).

Additionally, all staff involved in training and assessment will be required, prior to commencing work and thereafter, to:

- Demonstrate current industry skills directly relevant to the training and assessment which they are undertaking (Standard 1.13b);
- Demonstrate current skills and knowledge in vocational training and learning which informs their training and assessment practice (Standard 1.13c);
- Continue to develop their knowledge and skills in the fields of:
 - Vocational training, learning and assessment including competency based training (Standard 1.16); and
 - Their specific area of industry and competence.

If the training product is being delivered to meet a regulatory or licensing requirement, trainers and assessors will also need to meet any requirements specified by these bodies. The current industry skills required of trainers and assessors are verified by consultation with industry during the development of the Training and Assessment Strategy. For more information, refer to the [T2 Development of Training and Assessment Strategies Policy](#) (reference Standard 1.6b).

A staff member who is involved in training and assessment toward training products where the course has embedded additional requirements for trainers and assessors, or has them imposed by a regulatory framework, will hold in addition to the qualifications described above the qualifications and skills required by the training package or regulatory framework.

A staff member who is involved only in assessment, not training, may hold instead of the training and assessment qualifications described above, the TAESS00001 Assessor Skill Set or its successor (Standard 1.15a).

Trainer and Assessor Competency Matrix

Trainers and assessors

All trainers and assessors will hold, in their file, a trainer and assessor competency matrix. This matrix will demonstrate how the individual meets each of the requirements detailed above, both for any qualification which the trainer and assessor is to deliver, and for the individual units of competency defined in the TAS. The matrix will direct the reader to evidence which proves each of the claims made within it.

Individuals working under supervision

At times, it may be appropriate for an individual who is not a fully qualified trainer to work on the delivery of a nationally accredited training product, under the supervision of a fully qualified trainer. When this is to occur, the individual under supervision will also have a competency matrix.

For more information regarding individuals working under supervision, refer to the [H3 Trainers Working Under Supervision](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Trainer and Assessor Competency Matrix	Develop and maintain the competency matrix for a trainer and assessor working on behalf of FiT

Supporting Forms and Documents

Document Identifier	Name
FF20	Trainer and Assessor Competency Matrix
FF13	Employee Document Checklist

Evidence

To Evidence	Source
Requirements for Trainers and Assessors	Trainer and Assessor Competency Matrix Supporting Evidence in the Trainer File

Version Control

Version #	Date	Changes
2.0	22/10/22	Review
1.1	25/09/18	Reviewed. Update 'Supporting Forms & Documents'
1.0	27/10/17	First release

--- End of Policy ---

Human Resources (H)

H3 Trainers Working Under Supervision

Standards Evidenced 1.17-1.20

Standards Referenced

General policy

When Fire Industry Training (FiT) Pty Ltd includes an individual who is not a qualified trainer and assessor in the process for delivery of a nationally accredited training product, then the person must be formally supervised.

Trainers working under supervision

When an individual who is not a fully qualified trainer is to be involved in the delivery of a nationally accredited training product, that individual **MUST** work under the supervision of a fully qualified trainer (Standards 1.17).

Any individual who is to work under supervision in the delivery of nationally accredited training products must, at a minimum, hold:

- TAESS00007 Enterprise Trainer – Presenting Skill Set or its successor, TAESS00008 Enterprise Trainer – Mentoring Skill Set or its successor, or TAESS00003 - Enterprise Trainer and Assessor Skill Set or its successor (Standard 1.18a);
- Relevant vocational competencies, at least to the level being delivered, and which meet any regulatory or licensing requirements (Standard 1.18b).
- Demonstrate current industry skills directly relevant to the training which they are undertaking (Standard 1.18c);

Regardless the fact that they are not a fully qualified trainer, any individual working on the delivery of a nationally accredited training product for FiT is required to uphold all policies of the organisation, and meet the requirements of the Standards (Standard 1.19). It is the responsibility of the supervising trainer to ensure that all Standards, including Standard 1, are met.

When an individual is to work under the supervision of a fully qualified trainer, FiT will develop and implement a monitoring plan for that individual. The plan will describe the level of supervision required (Standard 1.20a,i) in terms of the activity of the supervising trainer and assessor. The monitoring plan will also clearly detail any restrictions placed on the individual regarding their involvement in the delivery of training and the collection of assessment evidence (Standard 1.20a,ii).

The supervising trainer will be fully responsible for the performance of the individual under supervision, and the Chief Executive Officer or their elected delegate will be responsible for ensuring that the supervising trainer implements the supervision plan as agreed (Standard 1.20b).

Competency Matrix

All individuals who are working under the supervision of a fully qualified trainer will hold, in their file, a competency matrix. This matrix will demonstrate how the individual meets each of the requirements detailed above and will direct the reader to evidence which proves each of the claims made within it. For further information regarding the competency matrix, refer to the [H2 Trainer and Assessor Qualifications and Capability](#).

Prohibition of assessment decision making

Under no circumstances is an individual who is not a fully qualified trainer and assessor allowed to make assessment decisions on behalf of FiT, regardless of whether they are under supervision (Standard 1.17). Such an individual may assist with the collection of evidence to be used in assessment, however assessment decision will be made only by a fully qualified trainer and assessor.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Supervision Plans	Prepare, implement, and monitor supervision plan for an individual who is working under the supervision of a fully qualified trainer
Supervised Individual Competency Matrix	Develop and maintain the competency matrix for an individual working under the supervision of a fully qualified trainer

Supporting Forms and Documents

Document Identifier	Name
FF25	Direct Supervision Arrangement

Evidence

To Evidence	Source
Trainers working under supervision Prohibition of assessment decision making	Supervision Plan
Competency Matrix	Supervised Individual Competency Matrix

Version Control

Version #	Date	Changes
1.1	25/09/18	Reviewed. Update 'Supporting processes' & 'Supporting Forms & Documents'
1.0	27/10/17	First release

--- End of Policy ---

Human Resources (H)

H4 Fit and Proper Persons Testing

Standards Evidenced

7.1

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will undertake fit and proper persons testing of staff members who have positions of sufficient responsibility or authority that they can materially affect the direction and decisions of the organisation.

Identifying executive officers and high managerial agents

The Chief Executive Officer, or their elected delegate, will identify executive officers and high managerial agents within FiT, using the definitions from the Regulator’s Standards and include any additional requirements that relate to state funding bodies.

Appropriate authority

The Chief Executive Officer will ensure that all executive officers or high managerial agents are vested with sufficient authority to undertake their allocated duties, and discharge their responsibilities, effectively (Standard 7.1a).

Fit and proper persons testing

All individuals who the Chief Executive Officer, or their elected delegate, identifies as executive officers or high managerial agents will be subject to fit and proper persons testing (Standard 7.1b). The fit and proper persons test will be conducted in the approved form from the ASQA website, and will be certified by a notary as described in the form.

If an individual who undertakes a fit and proper persons test is required to disclose any issue which is potentially material the Chief Executive Officer will consider whether that issue has the potential to jeopardise the compliance and operations of FiT. This includes meeting the criteria of a Disallowed Person under the SVTS funding contract. Only if the Chief Executive Officer is reasonably satisfied that the issue is sufficiently unrelated operations of FiT will that individual be allowed to hold the position of executive Officer or high managerial agent.

All completed fit and proper persons declarations will be maintained in the individual’s staff file.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Fit and Proper Persons Test	Administer, review, and decide on the suitability of a fit and proper persons test undertaken by an executive Officer or high managerial agent

Supporting Forms and Documents

Document Identifier	Name
FF22	Fit and Proper Persons Test
(various)	Position Descriptions

Evidence

To Evidence	Source
Identifying executive officers and high managerial agents Fit and proper persons testing	Fit and Proper Persons Test
Supporting processes	Position Descriptions

Version Control

Version #	Date	Changes
2.1	03/10/22	Updates to include Disallowed Persons
1.1	25/09/18	Reviewed. Update 'Supporting Forms & Documents'
1.0	27/10/17	First release

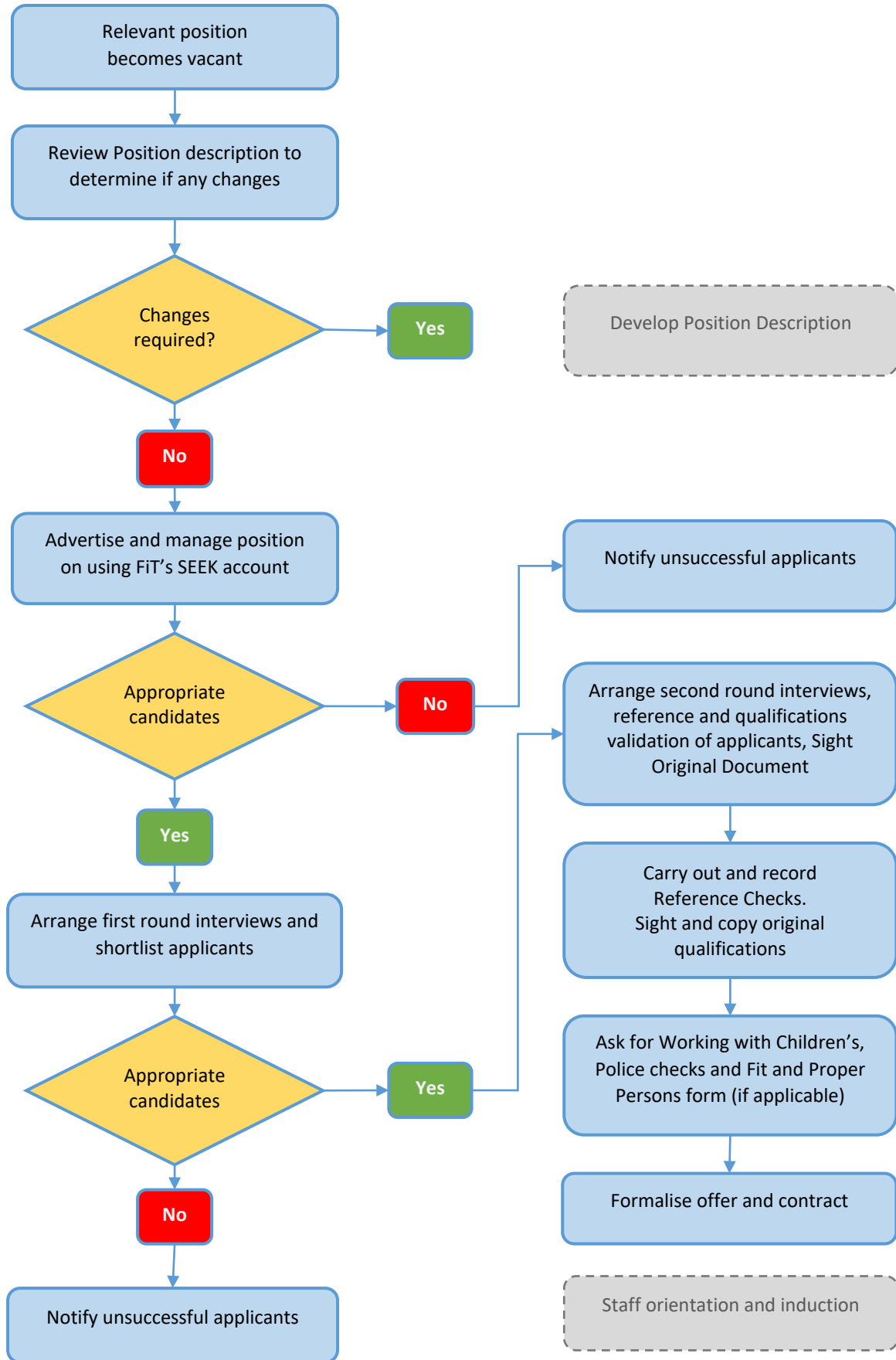
--- End of Policy ---

Human Resources Processes

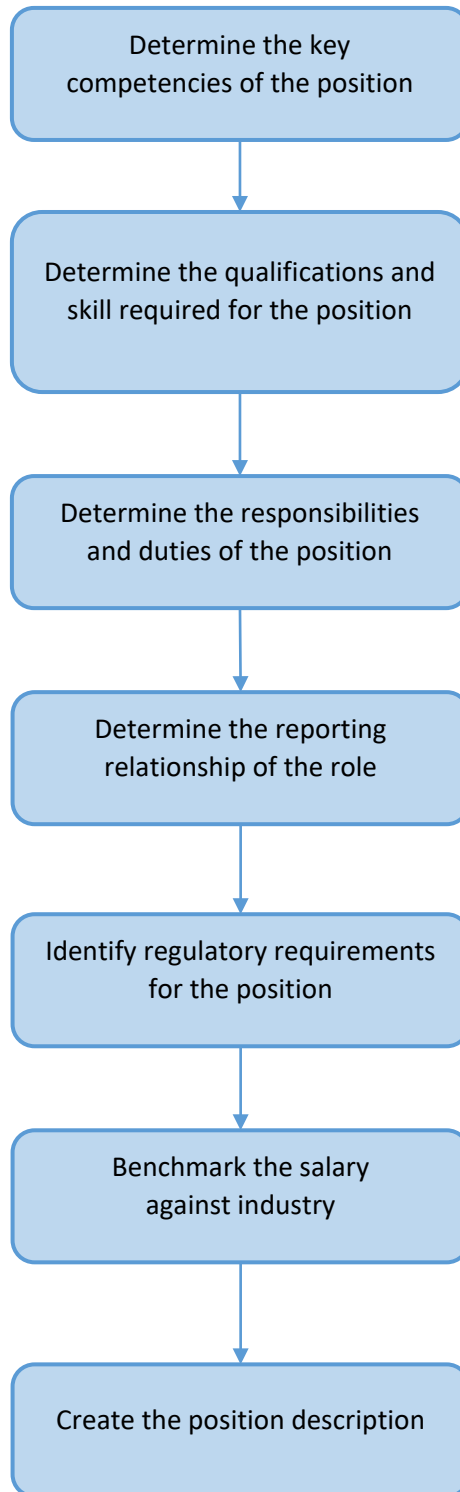
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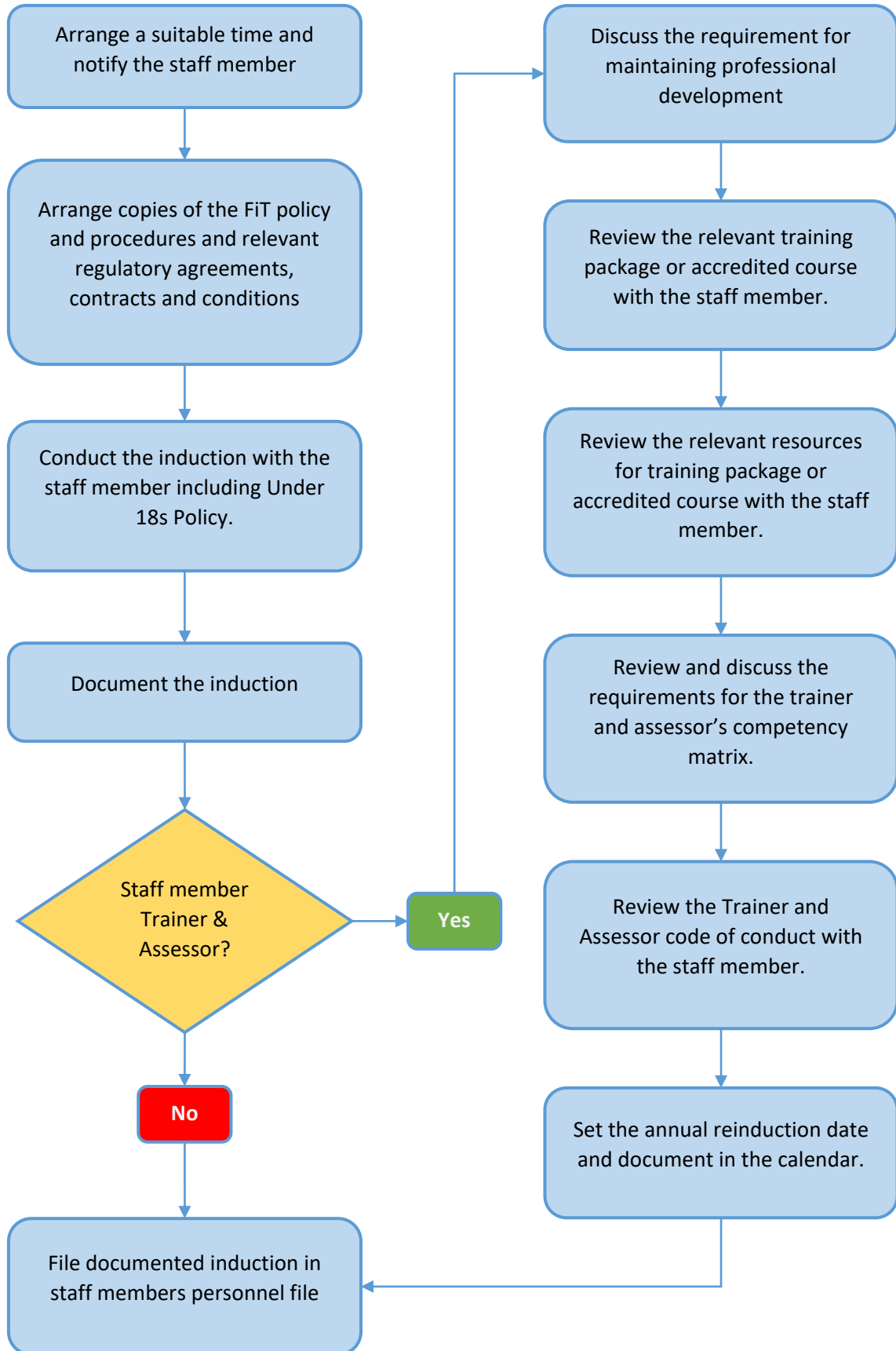
Staff recruitment



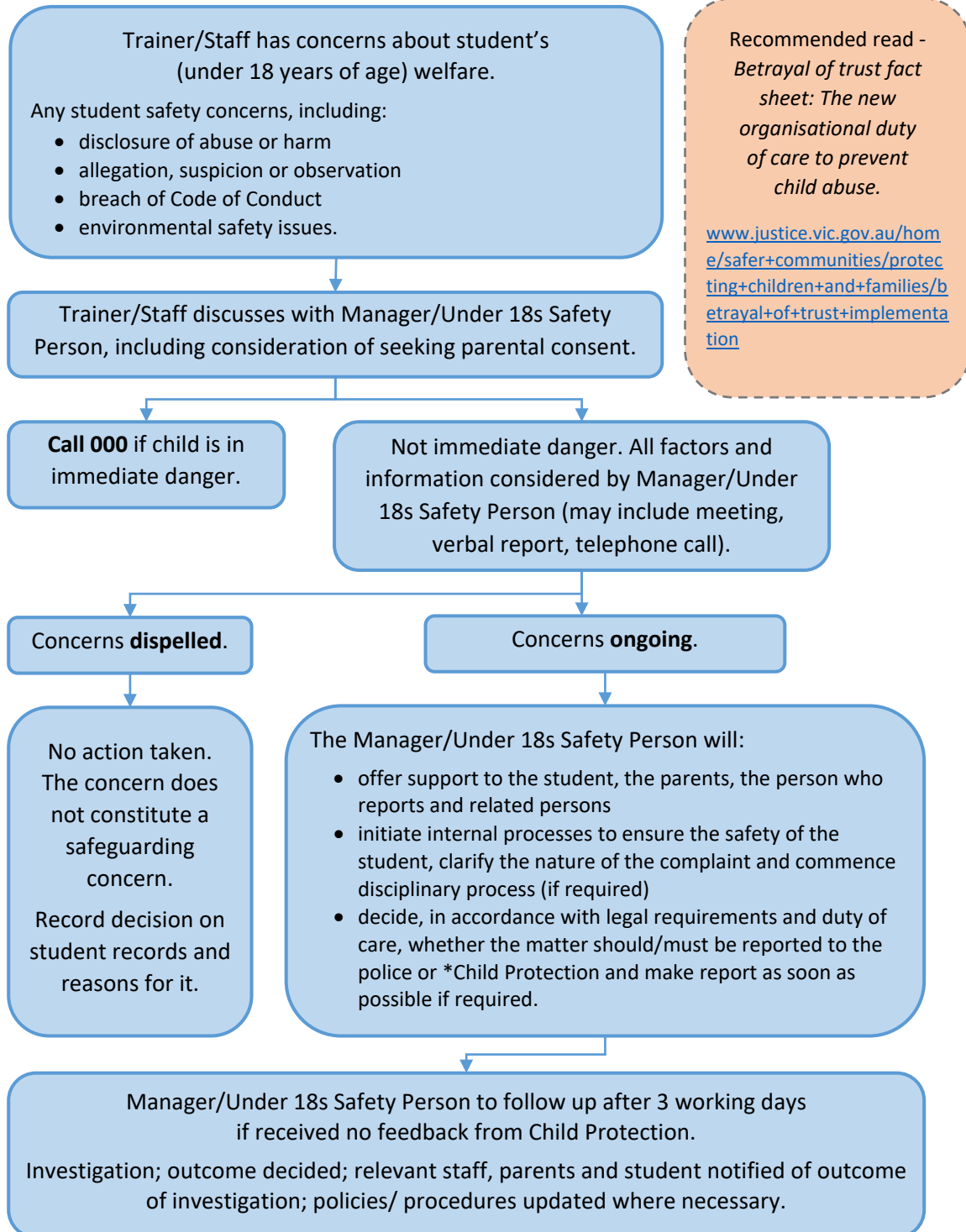
Position Descriptions



Staff Induction



Child Protection



Recommended read - *Betrayal of trust fact sheet: The new organisational duty of care to prevent child abuse.*

www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/betrayal+of+trust+implementation

*website for local government contact number that covers the area where the student lives:

VICTORIA - <https://www.csw.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-regional-offices>

QUEENSLAND - <https://services.dhhs.vic.gov.au/reporting-child-abuse>

NEW SOUTH WALES - <https://www.facs.nsw.gov.au/families> Child Protection Helpline 13 2111

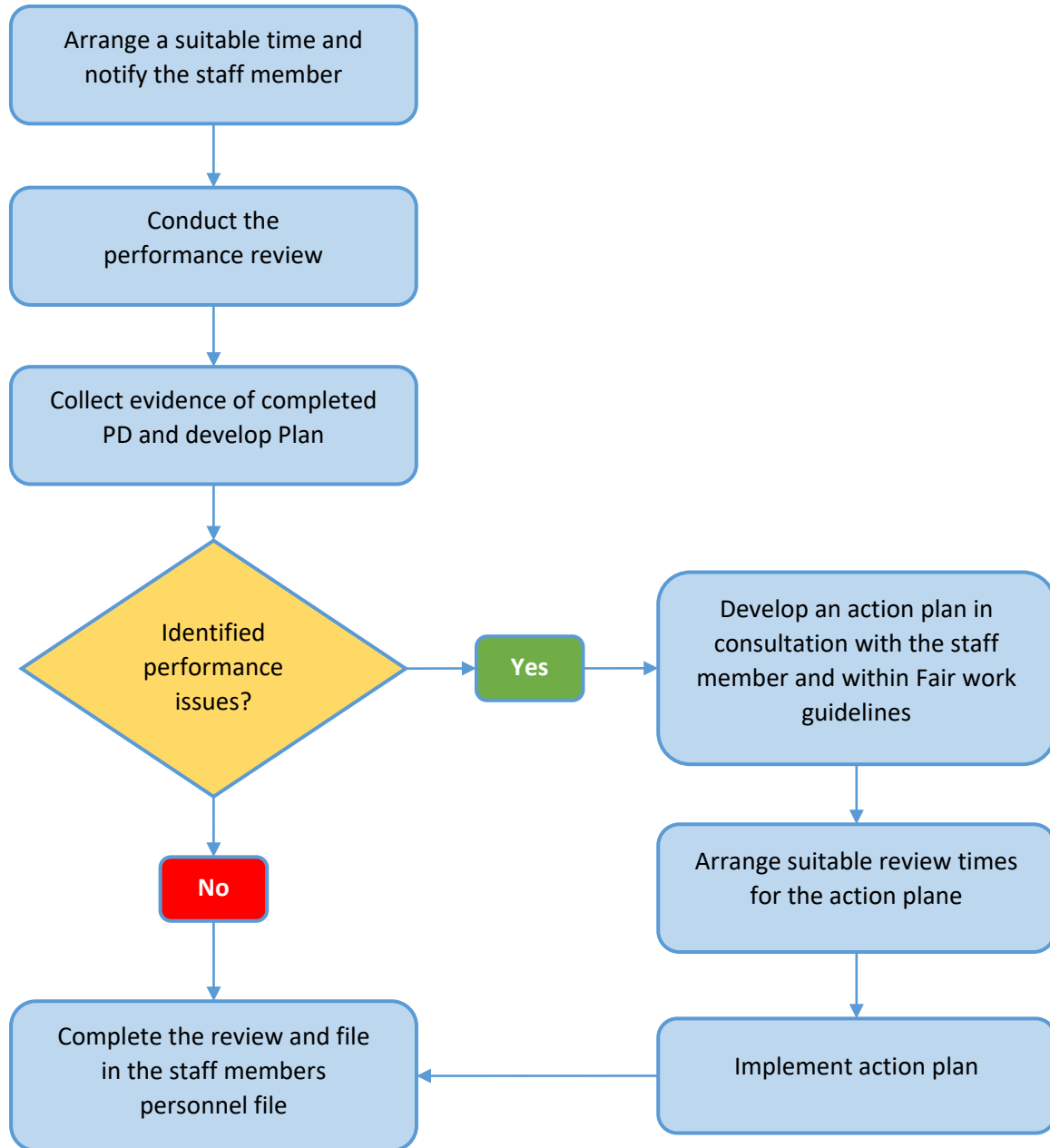
SOUTH AUST. - <https://www.childprotection.sa.gov.au/reporting-child-abuse>

NORTHERN TERRITORY - <https://www.nt.gov.au/community/child-protection-and-care/child-abuse>

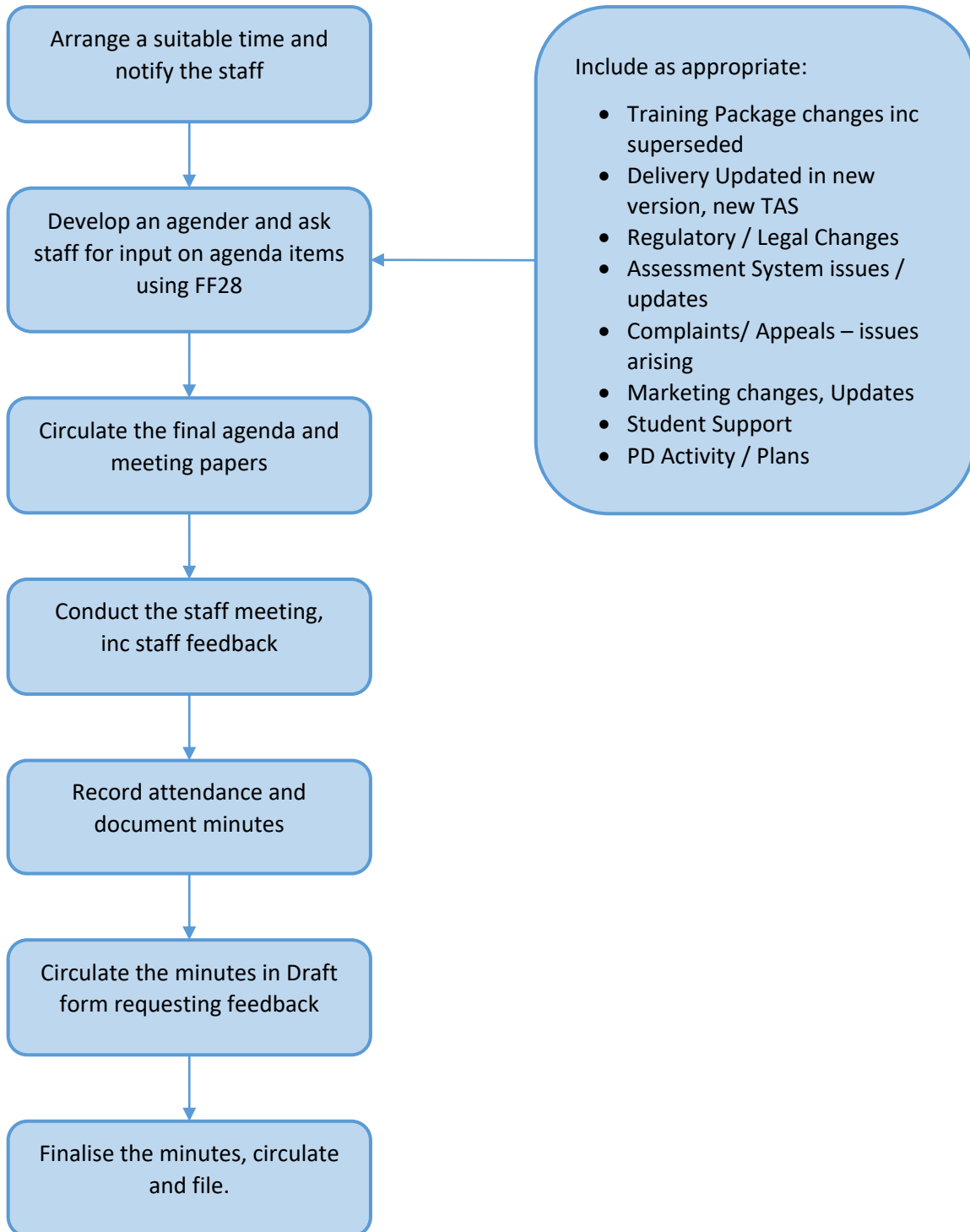
WESTERN AUST. - <https://www.dcp.wa.gov.au/ChildProtection/Pages/Ifyouareconcernedaboutachild.aspx>

TASMANIA - https://www.dhhs.tas.gov.au/children/child_protection_services

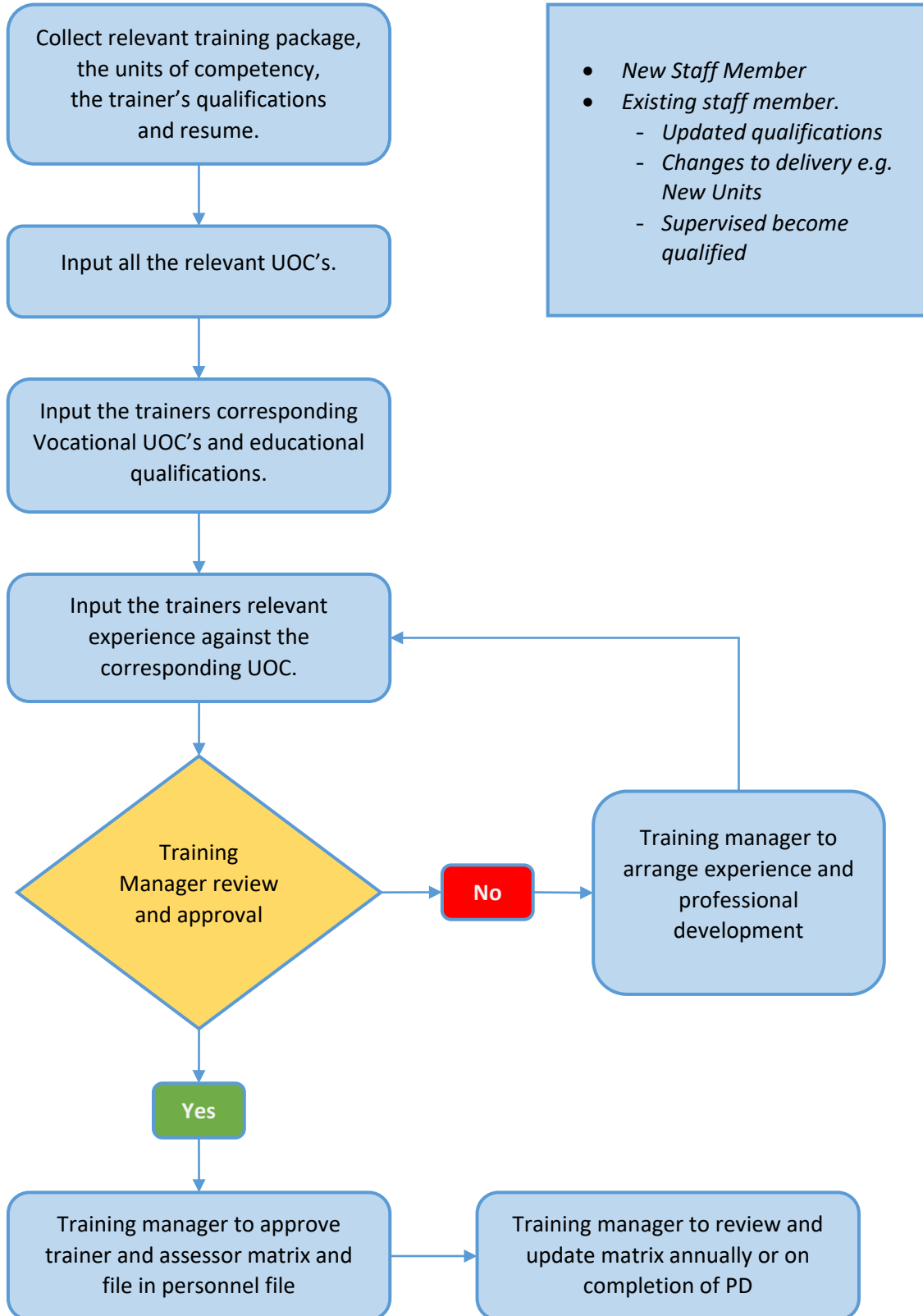
Staff Performance Review



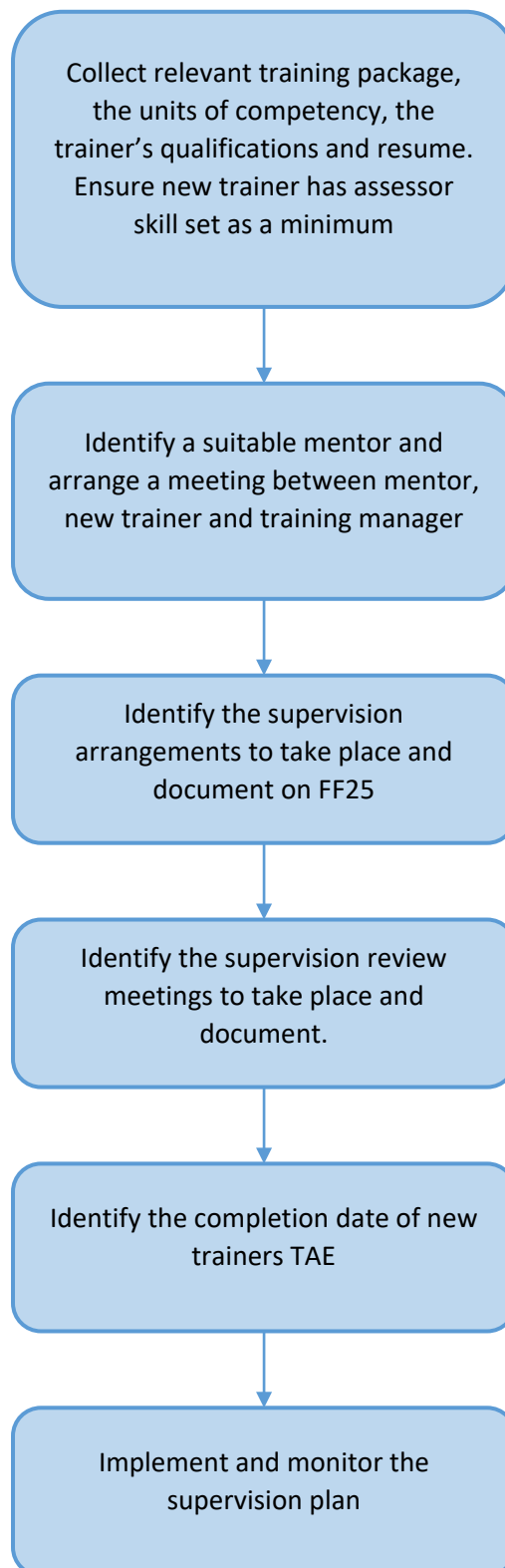
Staff meetings



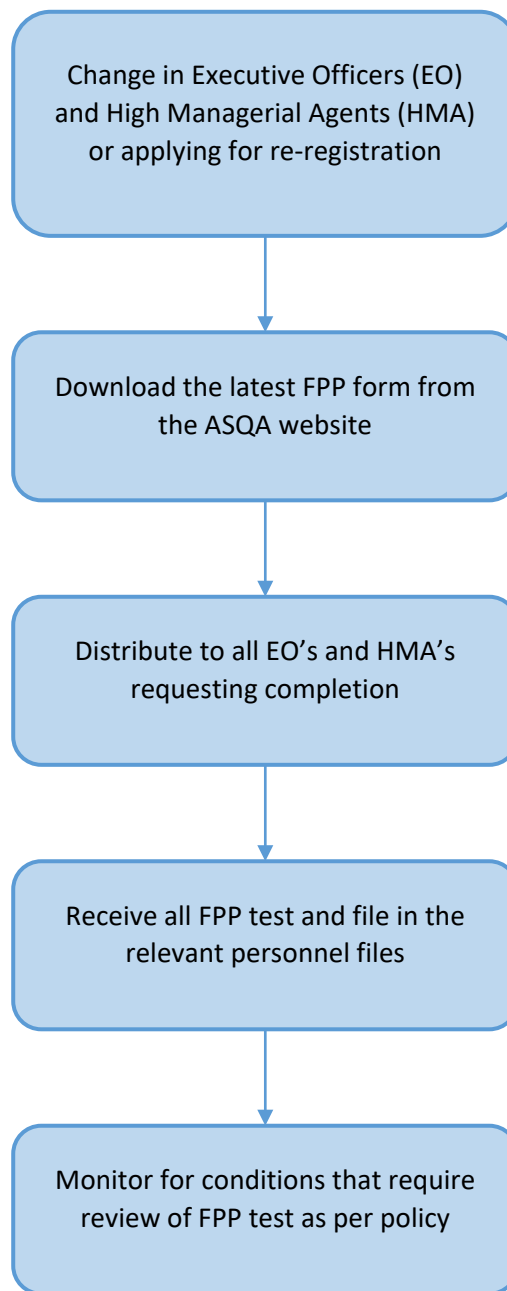
Trainer and assessor competency matrix development



Set-up Supervision plans



Fit and Proper persons Test

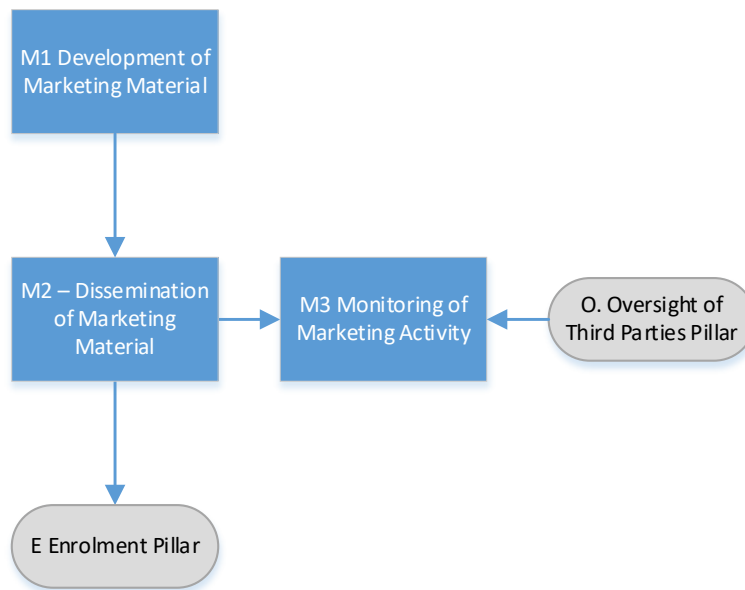


Marketing (M) Policies

Policies Within the Pillar

- [M1 Development of Marketing Material](#)
- [M2 Dissemination of Marketing Material](#)
- [M3 Monitoring of Marketing Activity](#)

Diagram of Marketing and Recruitment Process



Version Control

Version #	Date	Changes
2.1	03/10/22	Review
2.0	24/09/18	Reviewed.
1.0	27/10/17	First release

Marketing (M)

M1 Development of Marketing Material

Standards Evidenced 4.1

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will control who is permitted to market on its behalf, and individuals and organisations may only be approved to undertake marketing activity on behalf of FiT after having been evaluated as being suitable.

Development and approval

(Standard 4.1)

FiT considers any communication to individuals who are not learners of the RTO, made to generate enrolment applications, to be marketing. FiT considers any document, publication, advertisement, conversation script, or any other material used for marketing to be marketing material. The marketing development cycle will be informed by the marketing mix to be used, e.g. website, FiT calendar, radio, etc.

Any individual who is developing marketing materials must be familiar with the contents of the entire Marketing Pillar, as well as the relevant clauses of the Standards. Such a staff member must also have been provided with instruction in the methods used by FiT to undertake its marketing.

All developed marketing material must be approved by the CEO or their elected delegate prior to entering use. They will use a checklist to ensure that the marketing material contains all required inclusions and does not contain any prohibited inclusions. The checklist will include the requirements of Standard 4 and all requirements identified within any contract for funded training that FiT is contracted to deliver.

If FiT is to deliver [training as an apprenticeship](#), or to deliver training funded by a State or Commonwealth government, additional approved and prohibited content will apply. In such cases the approved alternative supporting processes should be used to implement this policy. For more information on the delivery of Australian apprenticeships.

Use of images and identities

FiT will only use the names, images, or other identifying characteristics of learners, clients, or other entities where permission has been provided in writing.

PICAC calendar

PICAC develops and publishes a bi-annual calendar of training courses. The calendar includes all courses of training to be delivered by FiT during the year, and will be published on the FiT website and in hardcopy. Additionally, FiT will publish details of training to be provided by partner RTOs in the calendar.

FiT RTO will work with PICAC Marketing to ensure that all training it intends to conduct during the upcoming half year is published in the FiT calendar.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Marketing Information	Steps to be taken in developing marketing material, obtaining signoff prior to distribution.
Use of Images or Quotations	How to obtain authority from a staff member or learner to use their photograph or a quotation from them
Website update and monitoring	

Supporting Forms and Documents

Document ID	Name
FF74	Marketing Checklist
FF18	Consent for use of image-info

Evidence

To Evidence	Source
Development and approval	Marketing Material Approval Form

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	24/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Marketing (M)

M2 Dissemination of Marketing Material

Standards Evidenced

Standards Referenced

2.3

General policy

Fire Industry Training (FiT) Pty Ltd will control who is permitted to market on its behalf, and individuals and organisations may only be approved to undertake marketing activity on behalf of FiT after having been evaluated as being suitable.

Marketing by approved individuals

Only individuals who have been approved by the Chief Executive Officer, or their elected delegate, are permitted to undertake marketing.

Prior to being approved, any staff member must be familiar with the contents of the entire Marketing and Recruitment Pillar, as well as the relevant clauses of the Standards. Such a staff member must also have been provided with instruction in the methods used by FiT to undertake its marketing.

Marketing by third-party

(reference to Standard 2.3)

In addition to the requirements for approval to conduct marketing detailed above, any third-party which is to be involved in marketing activity for FiT is required to operate under a current written agreement, which FiT has declared to the Australian Skills Quality Authority (ASQA). For further information regarding how such agreements are to be created and managed, refer to the [TP1 Management of Third Parties Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose

Supporting Forms and Documents

Document ID	Name
-	

Evidence

To Evidence	Source

Version Control

Version #	Date	Changes
1.1	24/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Marketing (M)

M3 Monitoring of Marketing Activity

Standards Evidenced

Standards Referenced 2.4

General policy

Fire Industry Training (FiT) Pty Ltd will monitor its marketing activity to ensure that it is accurate and ethical. As marketing materials are superseded they will be removed from circulation, and the marketing review process will identify any examples of superseded marketing material in use so that they can be eliminated.

Monitoring of marketing activity

It is the responsibility of the Chief Executive Officer, or their elected delegate, to ensure that all marketing conducted by FiT is accurate, ethical, conducted only by approved staff, and uses only approved marketing materials. To this end, the authorised staff member will conduct a regular review of the marketing materials in use by and on behalf of FiT. This review will include, at a minimum:

- Gathering and reviewing all marketing material in current use within FiT and reviewing its approval status;
- Reviewing the FiT website in its entirety against the requirements of the [M1 Development of Marketing Material Policy](#);
- Reviewing any locations where FiT marketing material is known to be presented e.g. noticeboards, other entity websites, newsletters, etc.; and
- Conducting an internet review using common search engines and search terms.

If the review determines that there are unapproved, out-of-date, or otherwise inaccurate marketing materials in use this will be rectified immediately. If the review determines that there are unapproved individuals conducting marketing activity on behalf of FiT an immediate investigation will be conducted, and appropriate disciplinary action will be conducted. The circumstances leading to the use of the incorrect marketing material, or marketing being conducted by unapproved individuals, will also be analysed for continuous improvement opportunities.

Monitoring of third-party marketing

In addition to the requirements for monitoring of activity detailed above, any third-party which is to be involved in marketing activity for FiT is required to have monitoring arrangements detailed within their written agreement, which FiT has declared to the Australian Skills Quality Authority (ASQA) (*reference to Standard 2.4*). For further information regarding how such agreements are to be monitored, refer to the [TP1 Management of Third-Parties Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Marketing Activity Review	Conduct a routine review of the approval status of the individuals undertaking FiT marketing activity, and the currency of marketing materials in use

Supporting Forms and Documents

Document ID	Name
-	

Evidence

To Evidence	Source
Monitoring of marketing activity	Marketing Review Record

Version Control

Version #	Date	Changes
1.1	24/09/18	Reviewed.
1.0	27/10/17	First release

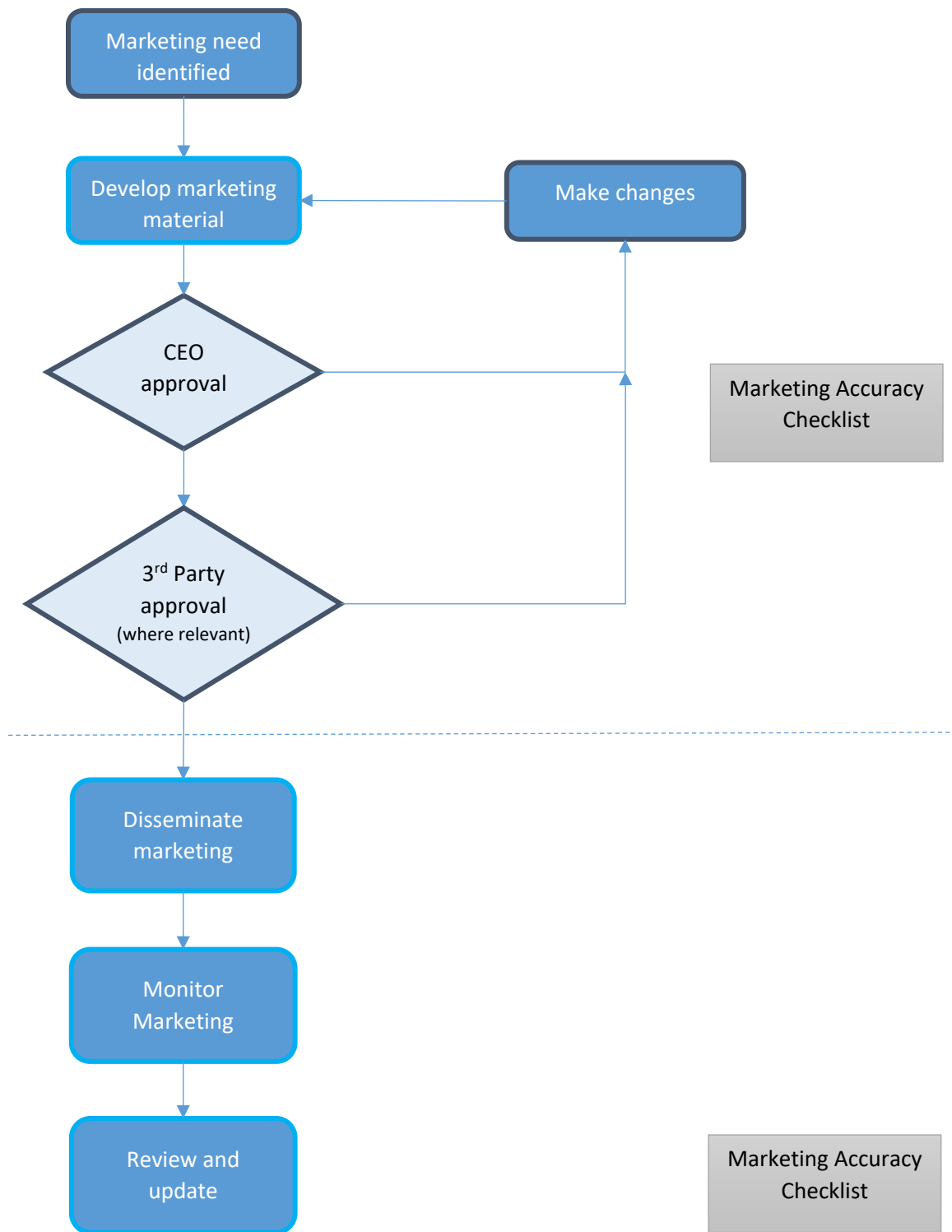
--- End of Policy ---

Marketing Processes

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Marketing Pillar – MACRO process



Develop marketing materials

Media Officer

- This procedure covers course brochures, website content, course flyers and other marketing media that promote Fire Industry Training courses.
- All prospective advertising and marketing activities are discussed with Fire Industry Training CEO and/or PICAC Marketing coordinator as required to establish the need for the activities and the type of material to be produced.
- All material must be reviewed against the list in the “Marketing Accuracy checklist” section below, prior to approval for publication (or posting on websites).
- If the promotion is to be conducted by a 3rd party, a 3rd Party agreement must be agreed and signed prior to the commencement of any marketing activity.
- In September each year, review the current paper, print-based and electronic course material for compliance and currency and to determine required changes.
- For a new course, prepare text using a relevant current course brochure as a template. Include information about:
 1. entry requirements
 2. general statement about content and outcomes
 3. the qualification / statement of attainment that results from the course
 4. the course calendar
 5. the fees and charges for the course
 6. the requirement to sit a Language, Literacy and Numeracy (LLN) test.
- In October and April provide information for the Plumbing Industry Climate Action Centre calendar by:
 7. writing/update the short course descriptor for each course
 8. providing the course descriptor and course calendar to PICAC
 9. reviewing and approving a proof of the calendar.
- The Fire Industry Training Media Officer and/or PICAC Marketing coordinator will create the draft version of the marketing materials and return to Chief Executive Officer together with *FF74 Marketing checklist* form for review, feedback and/or approval.
- Complete *FF74 Marketing checklist* form as appropriate and return to Fire Industry Training Marketing Manager and/or PICAC Marketing coordinator to allow publication.
- Use *FF74 Marketing checklist* form to seek amendment to existing marketing publication when required.
- Retain copies of all marketing materials and approvals in the Marketing folder.

Marketing accuracy checklist

Chief Executive Officer

- Before approving any information to be disseminated either directly or indirectly (on FiT' behalf), the following must be checked for accuracy or inclusion as appropriate:
 - accurately represents the services it provides and the training products on its scope of registration
 - includes its RTO Trading Name and RTO Code
 - refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained
 - uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015
 - makes clear where a third party is recruiting prospective learners for the RTO on its behalf
 - distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party
 - distinguishes between Nationally Recognised Training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO
 - includes the title and code of any training product, as published on the National Register, referred to in that information
 - only advertises or markets a non-current training product while it remains on the RTO's scope of registration
 - only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
 - promotional material does NOT contravene the Equal Opportunity Act 2010 (Victoria)
 - does not offer any incentive or inducement to a prospective learner
 - includes details about any training subsidies, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment, and
 - does not guarantee that:
 - a learner will successfully complete a training product on its scope of registration, or
 - a training product can be completed in a manner which does not meet the requirements of Clause 1.1 (Training and Assessment strategy and practice) and 1.2 (Amount of Training) of the Standards for RTOs 2015, or
 - a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Authorisation of 3rd Party Brokers

Chief Executive Officer

- Where any form of promotion is conducted by an organisation other than FiT then the allowable actions/behaviour and responsibilities of both the 3rd Party and FiT must be documented in a 3rd Party Agreement (see [TP Third Party Pillar](#))
- This must be lodged with ASQA, and all state funding contract providers as defined within each contract.

Using learner images or quotations

Media officer

- If FiT proposes to use images (photographs or digital images) and or quotations of or from learners, then they can only do so with written approval of the individual
- The Learner must complete the *FF18 Consent for use of image-info* form giving express permission before material is used.
- The completed form should be retained on the learner file.

Dissemination of marketing material

Media officer

- Determine the channel of dissemination of the marketing material, i.e
 - Website
 - Social media
 - Print based (email, flyer, etc)
 - PICAC calendar
- Ensure the marketing material is the version approved by the CEO
- Conduct final review for marketing accuracy
- Disseminate the marketing material
 - For Website
 - Contact Show and Tell via email
 - Attach the marketing material and give specific instruction regarding the approved placement of the material
 - Cc the CEO into the email
 - Print Base
 - Contact Commerce Press and order the required marketing material, cc the CEO in the email
 - Disseminate accordingly
 - Social media
 - Post the marketing material on the FiT facebook site
 - PICAC Calendar
 - Liaise with the PICAC marketing officer to ensure the marketing material is available by the requested/arranged date
 - Request a final draft of the PICAC dissemination be provided prior to dissemination to allow for final checking.

Monitoring of Marketing activity

Media officer

- Conduct a routine review of all marketing activity monthly for any unapproved, out-of-date, or otherwise inaccurate marketing materials in use. This will be rectified immediately. Remove the marketing material and report the finding to the CEO. When conducting a review use the marketing accuracy checklist.
- Conduct a review monthly of all marketing activities conducted by 3rd party and check for any unapproved, out-of-date, or otherwise inaccurate marketing materials in use this will be rectified immediately remove the marketing and report the finding to the CEO. When conducting a review use the marketing accuracy checklist.
- If any unapproved, out-of-date, or otherwise inaccurate marketing materials in use is found, assist the CEO in developing a mechanism to communicate the inaccuracy and the new rectification. If the 3rd Marketing is found to be unauthorised, notify the CEO immediately, the CEO will enact the termination clause in the 3rd party agreement.
- Conduct weekly reviews of the social media pages for any posts that contravene the social media policy, remove any posts and block the user if possible. Report the breach to the CEO.

Website and Social media monitoring

Media officer

- Conduct a monthly review of the website and check for marketing accuracy and website functionality.
 - If any marketing inaccuracies are found request the removal of the marketing by Show and Tell and notify the CEO.
 - If website is found to not be functioning correctly contact show and tell and request for the website to be rectified.
- Conduct weekly reviews of the social media pages for any posts that contravene the social media policy, remove any posts and block the user if possible. Report the breach to the CEO.
 - If a complaint is noticed of the social media page notify the training manager and feed the complaint into the complaints process.
 -

RTO Management (R) Policies

Policies Within the Pillar

- [R1 Compliance with Legislation and the VET Quality Framework](#)
- [R2 Working with the Regulator](#)
- [R3 Changes to Agreed Services](#)
- [R4 Insurance](#)
- [R5 Privacy](#)
- [R6 Risk Management and Internal Audits](#)
- [R7 Under 18s Safety](#)
- [R8 Record Management](#)
- [R9 Consumer Protection](#)

Diagram of [RTO Management Process](#)

No diagram has been provided, as each of the policies in the R RTO Management pillar are not chronologically linked to other policies, instead underpinning the whole operation of the RTO.

Version Control

Version #	Date	Changes
2.1	03/10/22	Review
2.0	29/08/18	Reviewed.
1.0	27/10/17	First release

RTO Management (R)

R1 Compliance with Legislation and the VET Quality Framework

Standards Evidenced	2.1, 7.2, 7.5, 8.5
Standards Referenced	3.4

General policy

Fire Industry Training (FiT) Pty Ltd will comply with the VET Quality Framework, and all other legislative requirements.

Compliance with the VET Quality Framework

Standards for Registered Training Organisations (RTOs) 2015

(Standard 2.1)

The Chief Executive Officer of FiT will ensure that the organisation always meets the requirements of the Standards, including when services are being delivered on its behalf.

To ensure compliance, policies have been developed. Each policy is implemented through a series of procedures, forms, and checklists. All staff are inducted, trained, and kept up to date in accordance with policy and their performance is monitored to ensure that compliance is maintained.

For more information, refer to the [C1 Issuance of AQF Documentation Policy](#), the [H1 Staff Recruitment and Management Policy](#), the [T6 Monitoring and Evaluation of Training and Assessment Policy](#), the [TP1 Management of Third-Parties Policy](#), and the [R6 Risk Management & Internal Audits Policy](#).

Financial Viability Risk Assessment Requirements

(Standard 7.2)

FiT will maintain compliance with the Financial Viability Risk Assessment Requirements, including being prepared to complete a financial viability risk assessment pack at any time it is requested by ASQA. It is the responsibility of the Chief Executive Officer, or their elected delegate, to ensure that all financial systems utilised by FiT allow for compliance with the Financial Viability Risk Assessment Requirements.

Data Provision Requirements

(Standard 7.5 & reference to 3.4)

The Data Provision Requirements place an obligation on FiT to collect and report certain data regarding its activities as an RTO. FiT will meet these obligations, including, but not limited to:

- Collecting Quality Indicator data, using both the learner and employer surveys issued by ASQA, and reporting each year's summary results before June 30 of the following year;
- Collecting AVETMISS compliant learner data on all nationally accredited training conducted, and reporting annually in accordance with the NCVER guidelines; and
- Providing reports of records of qualifications issued to ASQA on a regular basis as determined by ASQA.

It is the responsibility of the Chief Executive Officer, or their elected delegate, to ensure that the correct data is collected and reported in accordance with the Data Provision Requirements.

Fit and Proper Person Requirements

FiT will meet the Fit and Proper Person Requirements. For more information, refer to the [H4 Fit and Proper Persons Testing Policy](#).

Australian Qualifications Framework

All nationally accredited training, whether toward the award of qualifications, units of competency, or VET accredited courses, delivered by FiT will comply with the requirements of the Australian Qualifications Framework (AQF). For more information, refer to the [T2 Development of Training and Assessment Strategies Policy](#).

Compliance with legislation

(Standard 8.5)

FiT will comply with all legislation which is relevant to its operations. This includes legislation at the Commonwealth, state, and local levels.

To ensure compliance with all legislation the Chief Executive Officer, or their elected delegate, will develop and maintain a register of all applicable legislation. This register will be reviewed regularly for updates to any legislative requirements and to ensure that FiT is meeting its obligations under the legislation.

When there are changes to legislative requirements which would affect learners, staff, or other stakeholders of FiT, they will be informed. For more information, refer to the [R3 Changes to Agreed Services Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Financial Viability Risk Assessment	Ensure that FiT is prepared to take a financial viability risk assessment at any time which is required by the regulator and undertake the assessment in accordance with legislation
Data Provision	Collect, collate, analyse, and report all data required by the Data Provision Requirements

Supporting Forms and Documents

Document ID	Name
(finance dep.)	Financial Viability Risk Assessment - State specific
FR10	Legislation Register

Evidence

To Evidence	Source
Compliance with the VET Quality Framework	Quality Indicator data and reports AVETMISS records Financial Viability Risk Assessment Pack
Compliance with legislation	Legislation Register

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed. Update 'Supporting processes'
1.0	27/10/17	First release

--- End of Policy ---

RTO Management (R)

R2 Working with the Regulator and Funding Providers

Standards Evidenced 8.1, 8.4

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will work with ASQA to ensure requirements of Standards are met.

Notification of Change

FiT will advise the Regulator and State Funding bodies in a timely manner of the following:

Regulator

- Material Change including ownership, and effective officer in control including Directors and High Managerial Agents.

Funding Contract Provider

In addition to the above, Fit will also inform the Department of:

- A change to funding scope including restrictions or termination applied.
- A Disallowed person(s) having 35% or greater voting power of Fit.

Co-operation with the regulator

(Standard 8.1)

FiT will provide ASQA with full and truthful information when information is requested.

Where ASQA indicates that they are to conduct an audit procedure or other monitoring action with FiT, regardless of whether the audit is to be conducted by ASQA or a representative appointed by ASQA and regardless of the reason for the audit, ASQA or their representatives will be allowed on-site at any office or delivery location managed by FiT and will be made comfortable during normal business hours.

ASQA or their representatives will be given access to sufficient space and other resources to conduct their audit or monitoring action, & FiT will provide them with any information or records requested.

Cooperation with Funding Providers

Fit will provide a Funding provider with whom they have entered into an agreement or contract with to provide subsidised training on their behalf to individuals full support to maintain clarity and integrity of all required actions within the contract.

FiT will respond to all communications from the Victorian Education Department or its agents in accordance with the contract, (specifically section 11.3) by responding in writing within 6 months to all recommendations made within the audit, review or investigation. In addition, FiT will take all reasonable steps to eliminate any repeat instances by instigating a Management Action Plan (MAP).

Breach

Annual declaration of compliance

(Standard 8.4)

The Chief Executive Officer of FiT will complete the annual declaration of compliance required by ASQA, following whatever procedure it is instructed to follow. The information detailed within the declaration will be full and truthful.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Annual Declaration of Compliance	Review the organisation to ensure that it has complied with the VET Quality Framework for the previous year, and lodge the required annual declaration
Management Action Plan	Following an audit by the Department, a response in writing in the form of a Management Action Plan (MAP) within 6 months is required.

Supporting Forms and Documents

Document ID	Name

Evidence

To Evidence	Source
Co-operation with the regulator	Audit Documentation
Annual declaration of compliance	Annual Declaration of Compliance
Auditor's recommendations	Management Action Plan

Version Control

Version #	Date	Changes
3.0	24/08/23	Update, Notification of Change, 'MAP'
1.1	29/08/18	Reviewed. Update 'Supporting processes'
1.0	27/10/17	First release

--- End of Policy ---

RTO Management (R)

R3 Changes to Agreed Services

Standards Evidenced 5.4, 8.6

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will ensure that learners, staff, and all other stakeholders are aware of any changes to the services offered by the RTO or the legislation and regulation under which it operates.

Changes to agreed services

(Standard 5.4)

In the event that there are to be any changes to the services to be provided to learners enrolled in a course with FiT, the learners will be made aware of such changes as soon as they are known and as soon as is practicable.

Where learners are to be notified of such changes, the notification will be in writing.

Staff and other stakeholders will be notified in a similar manner to changes to courses or any other training changes or other issues as they arise.

State funding bodies must be notified in the case of FiT's:

- registration being suspended or cancelled,
- having sanctions applied to its operations or
- the removal of funded courses (by its own volition or via the Regulator) which impact the funding contract and its deliverables.

Specific changes that will be notified in a timely manner include (but is not limited to) new or changes to:

- third-party arrangements
- any changes to ownership of the RTO
- alteration of removal of Government subsidies or funding for courses.

Refer to each state's funding contract for specific actions and timings required.

Changes to legislation

(Standard 8.6)

When legislation is amended or updated, and the change affect the operations of FiT as an RTO, all staff, learners, and other stakeholders affected will be notified of the changes as soon as they are known and as soon as is practicable. The notifications will be provided in writing.

Some legislative changes may result in changes in course delivery – e.g. legislation relating to the course itself. In these cases, the Chief Executive Officer, or their elected delegate, will notify the course developers to update the course material as required.

For more information about how FiT manages its legislative responsibilities, refer to the [R1 Compliance with Legislation and the VET Quality Framework Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Notification of Changes	Notify learners, staff, or other interested parties of changes to services or legislation which may affect their involvement with the RTO

Supporting Forms and Documents

Document ID	Name

Evidence

To Evidence	Source
	Notification of Changes Records

Version Control

Version #	Date	Changes
3.0	24/08/23	Update, Monitoring of funded courses
2.0	22/10/2022	Reviewed
1.1	29/08/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

RTO Management (R)

R4 Insurance

Standards Evidenced	7.4
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Standards Referenced	
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General policy

Fire Industry Training (FiT) Pty Ltd will maintain adequate insurance policies against all reasonably foreseeable significant financial or other risks. The Chief Executive Officer, or their elected delegate, will provide oversight of all insurances and the maintaining of their currency.

Insurance coverage

(Standard 7.4)

Specifically to meet the regulatory requirements, FiT will maintain a range of insurance cover including public liability, professional indemnity and liability, workers compensation, and accidental/property insurance policies, sufficient to cover its entire scope of operations, for the duration of its registration as an RTO. It is the responsibility of the Chief Executive Officer, or their elected delegate, to determine the value of the required public liability insurance policy in accordance with specific requirements of individual state Funding Contracts.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose

Supporting Forms and Documents

Document ID	Name
<i>(Finance Rec.)</i>	Insurance Cover Certificates of Currency

Evidence

To Evidence	Source
Public liability insurance, Professional Indemnity	Insurance Cover Certificates of Currency

Version Control

Version #	Date	Changes
2.0	03/10/22	Update, Insurance requirements
1.1	29/08/18	Reviewed. Update 'Supporting processes'
1.0	27/10/17	First release

--- End of Policy ---

RTO Management (R)

R5 Privacy

Standards Evidenced

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd complies with the principles of both state and federal privacy legislation, including:

- Only collecting information with the knowledge and consent of the person;
- Only using personal information for the purposes for which it was collected;
- Not disclosing, reselling, distributing to or sharing personal information with, a third party without the prior written consent of the person;
- Not disclosing personal information to state institutions or authorities except as required by law or regulation;
- Ensuring that demographic and other statistical information is not linked to any personal information that can disclose the identity of a person; and
- Using, from time to time, a person's contact details to provide them with information about its programs or activities.

Access to information

Staff

Personal information is not generally available to staff, except on a need to know basis. For example trainers will be given sufficient information to identify a learner, but personal private information will not be made available.

Access to data stored on the Learner Management System is password-protected. Only the CEO or their authorised delegate are authorised to give access.

All other individuals/Parties

Any information collected or analysed for the purpose of delivering funding training to learners is not to be disclosed except in accordance with the contract. This includes confidential information collected in the delivery of the Contract of the Education Department, or the State of Victoria and details of subsidies paid for on behalf of individuals.

In the case of any breach occurring relating to the above, the Department is to be advised by the CEO as soon as it practicable.

FiT website

Where the FiT website contains links to other sites, FiT is not responsible for the accuracy or the privacy practices of such sites.

FiT advises visitors to its website that, when they follow a link to another website from the FiT website, they should read the privacy statements of each and every website which collects identifiable personal information.

Access to personal Information

Any person (learner, applicant or staff member) can gain access to the personal information FiT holds about themselves by making a request in writing, detailing the information they seek, and by providing proof of their identity.

After reviewing this information, a person can provide, in writing, any corrections which in their view should be made to the information that FiT holds about them.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Providing a copy of personal information	Release of personal information for personal review
Department notification	Notifying the Department in the case of a privacy breach.

Supporting Forms and Documents

Document ID	Name
FF04	Request for student information
FF52	Pre-Training Interview Record
FF34	Code of Conduct

Evidence

To Evidence	Source

Version Control

Version #	Date	Changes
2.0	03/10/22	Update, Confidentiality of Contracts
1.1	29/08/18	Reviewed. Update 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

RTO Management (R)

R6 Risk Management and Internal Audit

Standards Evidenced

Standards Referenced

Risk management framework

Risk is managed for the Fire Industry Training (FiT) Pty Ltd at a management level. The issues relating to training and assessment are provided as input to that framework register to ensure that the risks of the organisation are understood and managed.

FiT manages its financial viability risks by complying with the Financial Viability Risk Assessment Requirements 2011.

FiT conducts internal audits and risk assessments to identify and then plan mitigation process by ensuring:

- Management is made aware of issues arising on a day to day basis, and
- Formal audits at a point in time to ensure overall compliance.

Information, however obtained, that affects or may affect the overall quality of the organisation is fed into the continuous improvement process.

External Audits

FiT is subject to audit by ASQA, at times determined by ASQA. See [R2 Working with the Regulator and Funding Providers](#).

Internal Audits

FiT conducts two internal RTO compliance audits each year.

One of these audits may be a “funding audit” if FiT is contracted for government funding, utilising the proscribed tool and in the required time periods.

Evidence

To Evidence	Source
Previous conducted Audits	
Continuous Improvement Register	Pre-Training Review Document

Health and Safety Management

FiT conducts safety committee audits with other constituent RTOs to ensure any health and safety issues are brought to the attention of management for corrective actions to be instigated. See the [S4 Learner Safety Policy](#) and the Work Health and Safety Policy.

Contract Maintenance

All funding contracts are to be monitored for all inclusions and Key Reporting Indicators within the document and all its Schedules. This includes but not limited to:

- Timelines of all reporting requirements
- Levels of authority
- Performance expectations
- Monitoring of quotas and capping (if applicable)
- Contract end dates

Refer to the relevant funding contract for full specifics. FiT Management will include regular review and reporting to the CEO on any anomalies or areas of non-conformance and rectification.

Continuous Improvement

The continuous improvement process will take input from various sources of feedback including:

- Learners – learner surveys, informal feedback, Quality Indicators, trainer evaluations, learner results;
- Trainers and administration staff – informal feedback, trainer evaluations, trainer and staff meetings;
- Validation;
- Employer feedback – informal, evaluation surveys and Quality Indicators questionnaire;
- Industry stakeholders;
- Complaints and appeals received; and
- Advice from the board of PICAC and its constituent partners.

The illustration below shows this continuous improvement cycle diagrammatically.



Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Continuous Improvement	Manage information received and coordinate improvements programs based on this feedback
Internal Audit	Process to manage internal audit process
Review and update policies and procedures	
Develop Annual Budget	

Supporting Forms and Documents

Document ID	Name
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FF59	Continuous Improvement Request
(State spec. & ASQA)	Audit Template
FR03	Continuous Improvement Register
FR05	Unit Material Register
(State spec.)	Funding Audit/reporting template

Version Control

Version #	Date	Changes
2.0	03/10/22	Update, Contract Maintenance
1.1	29/08/18	Reviewed. Update 'Supporting processes' & 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

RTO Management (R)

R7 Under 18s Safety

Standards Evidenced

Standards Referenced

Introduction

This Under 18s Safety Policy was approved by the Fire Industry Training (FiT) Pty Ltd Board of Directors on 28 July 2017. It is due to be reviewed in 2019.

This policy was written to demonstrate the strong commitment of the Management and Staff to Under 18s and that their safety is paramount. In addition, it provides an outline of the policies and practices we have developed to keep everyone safe from any harm, including abuse.

Policy in the FiT Collaboration of RTOs

The Board of each RTO will endorse a similar policy to this document and embed both the principles and practices into their individual policies and procedures. FiT will, working with the individual RTOs, identify one FiT Under 18s Safety Officer who will act on any compliant, suspicion identified as detailed in "Section 8 Reporting an Under 18 Safety Concern or Complaint" (see below).

Commitment to Persons Under 18

All persons who come to FiT (either as a learner of FiT or any of the other training organisations) using the facilities of PICAC who are Under 18, have a right to feel and be safe. All persons Under 18 in our care will always be our first priority and we have a zero tolerance to child abuse. We aim to create a safe and friendly environment where Under 18s feel safe and can undertake their training and assessment without unwanted distractions. This policy was developed in collaboration with all our staff. It applies to all staff, visitors, volunteers, learners, persons Under 18 and individuals involved in our organisation.

Under 18s Rights to Safety and Participation

FiT staff and volunteers encourage persons Under 18 to express their views. We listen to their suggestions, especially on matters that directly affect them. We actively encourage all persons Under 18 who use our services to 'have a say' about things that are important to them. We teach persons Under 18 about what they can do if they feel unsafe. We listen to and act on any concerns persons Under 18, or their parents, raise with us.

FiT welcomes feedback in all its forms whether a young person chooses to speak directly to the FiT Under 18s Safety Officer, a trainer and assessor, or to a member of staff. This contact can be verbal or written and PICAC will work with the person to ensure that their views are heard and issues addressed whether they be specific or generic.

Valuing Diversity

We value diversity and do not tolerate any discriminatory practices. To achieve this we:

- promote the cultural safety, participation and empowerment of persons Under 18 and their families from diverse cultural backgrounds including Aboriginal and Torres Straight Islanders
- promote the cultural safety, participation and empowerment of persons Under 18 from culturally and/or linguistically diverse backgrounds and their families
- welcome persons Under 18 with a disability and their families and act to promote their participation
- seek appropriate staff from diverse cultural backgrounds.

Recruiting Staff, Contractors and Volunteers

FiT applies the best practice standards in the recruitment and screening of staff, contractors and volunteers. We interview and conduct referee checks on all staff and volunteers and require Police Checks and Working with Children Checks (or State equivalent) for relevant positions. Our commitment to Under 18 Safety and our screening requirements are included in all advertisements.

Supporting Staff and Volunteers

FiT seeks to attract and retain the best staff and volunteers. We provide support and supervision so people feel valued, respected and are treated fairly. We have developed a Code of Conduct to provide guidance to our staff and volunteers, all of whom receive training on the requirements of the Code. All newly recruited staff undergo an induction process and this includes their responsibilities under the Child Safety Legislation for their State.

Reporting an Under 18 Safety Concern or Complaint

The Chief Executive Officer (CEO) will confirm an individual staff member as the FiT Under 18s Safety Officer with the specific responsibility for responding to any issues raised by staff, volunteers, parents or persons under 18. Our process is outlined on the attached diagram.

The FiT Under 18s Safety Officer is explicitly authorised by the CEO to undertake whatever investigations are required to confirm (or otherwise) any claims relating to a child's safety.

Where appropriate and or where the person Under 18 may be at immediate risk, then the PICAC Under 18s Safety Officer is authorised to take reasonable measure to remove that child from the situation and take appropriate action up to and including reporting the situation to the police.

Following the Code of Conduct, the FiT Under 18s Safety Officer will complete an incident report and notify management (as appropriate) with recommendations of action.

Risk Management

We recognise the importance of a risk management approach to minimise the potential for child abuse or harm to occur and use this to inform our policy, procedures and activity planning. In addition to general occupational health and safety risks, we proactively manage risks of abuse to our persons Under 18.

Reviewing this Policy

This policy will be reviewed as required, but not more than every two years and we undertake to seek views, comments and suggestions from persons Under 18, parents, carers, staff and employers.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Under 18's Management	

Supporting Forms and Documents

Document ID	Name
FD74	Child Safety Handbook

Evidence

To Evidence	Source

Version Control

Version #	Date	Changes
1.2	29/08/18	Reviewed. Update 'Supporting processes' & 'Supporting Forms and Documents'
1.1	27/10/17	New format, "student" updated to "learner"
1.0	28/07/17	Approved by board

--- End of Policy ---

RTO Management (R)

R8 Record Management

Standards Evidenced

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will manage records to ensure their accuracy, will maintain accurate, up-to-date and comprehensive records and documents relating to all aspects of the RTO's operations. FiT complies with all requirements of external agencies, and with legal and reporting requirements, that apply to record and document management.

FiT uses a commercial learner record management system that provides for the storage, retrieval and reporting of AVETMISS compliant data.

FiT's agreement with the software vendor ensures that copies of learner records:

- Cannot be withheld from the regulator;
- Can be provided in electronic and print versions, at no cost to the regulator in the event that FiT ceases operations; and
- Are maintained for the period required by the Standards and other regulation and will make them available to learners and others as appropriate.

Statutory retention period

FiT will ensure that records of learner attainment of competency are maintained for a period of not less than 30 years, in AVETMISS compatible format, through the Learner Management System.

Retention of assessment records

In accordance with the ASQA General Direction – Retention requirements, FiT will maintain all evidence of assessment, consistent with the Training and Assessment Strategy, for a period of no less than:

- six months from the date on which the determination of competence was made for general courses which are not
 - Funded
 - Under a WHS regulator (WorkSafe)
 - Part of an apprenticeship.

For any course type specified above, the the evidence period is required to be retained for is a minimum of 7 years .

Storage and archiving

FiT keeps all original documents in lockable filing cabinets or filing rooms.

FiT backs up all electronic records instantly using appropriate off-site storage services. All remotely stored data can be accessed, subject to security, as required.

FiT keeps all records, except records relating to learner results as defined in the Records Retention Register. It keeps records relating to learner results for 30 years, allowing it to reissue qualifications and statements of attainment if necessary, or for the records to be transferred in the event that FiT closes.

When records are due for destruction, a record will be kept of the records to be destroyed, this will be approved prior to the information being securely destroyed.

Version control

FiT implements version control procedures to ensure that:

- Staff members systematically review materials relating to the scope of registration (including Training Packages, training and assessment strategies and learning/assessment materials) to ensure they remain up-to-date and relevant;
- Key documents, forms, policies, procedures and kits are authorised, numbered and dated, and FiT records this information in a register, as well as the date of all amendments;
- Older versions are archived in line with policies and procedures; and
- All staff members have ready access to current versions of documents they need to perform their duties.

Learner training records and privacy policy

FiT will comply with all legislative requirements relating to privacy of learners’ information and records. For more information, refer to the [R5 Privacy Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose

Supporting Forms and Documents

Document ID	Name
FR01	Form, Document & P&P RECORD

Evidence

To Evidence	Source

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	29/08/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

RTO Management (R)

R9 Consumer Protection

Standards Evidenced

Standards Referenced

General policy

The following policy and process outlines the organisations consumer protection strategy to ensure that all of Fire Industry Training (FiT) potential and current students (consumers) have their rights protected in accordance with consumer protection legislation and contractual requirements.

Protecting Consumers' Rights

FiT follows all related legislation and regulatory requirements to ensure that consumers' rights are protected. The strategy includes:

Fair and accurate advertising/marketing

Providing all prospective and current students and clients with accurate, factual and accessible information about the RTO, its services and performance.

Where a course is offered under a funding subsidy FiT provides information in accordance with its contractual requirements.

For more information see [Marketing Policies](#).

Comprehensive information provision

Throughout the application and enrolment process consumers are provided with different ways to access the relevant information required to make an informed decision about their course and RTO selection, and to fully understand their rights and responsibilities.

Information is accessible via a variety of different ways including but not limited to the organisations website, student handbook, student interviews and by speaking to FiT staff.

Fee protection

FiT is committed to meeting its contractual requirements and in accordance with the Standards for RTOs.

Students prior to enrolment are made aware of the following:

- Schedule of fees and charges
- Collection of Fees
- Fee protection
- Payment plans
- Refund and cancellation
- Complaints and appeal process

For more information see [E3 Fees](#) and [E4 Refunds and Cancellation](#).

Accessible and comprehensive complaints and appeals processes

To ensure the delivery of high-quality training and continually improving upon its systems and processes, FiT has an accessible continuous improvement request & complaints process.

The complaints and appeals process quickly responds to allegations involving the conduct of the RTO, its trainers, assessors or other staff (a third-party providing services) and an approved delegate conducts an investigation & follows the issue through to a resolution.

For more information, see [S7 Complaints and Appeals Policy](#).

Protection of consumer’s personal information

All prospective and current consumer personal information is protected in accordance with the principles of both state and federal privacy legislation.

For more information, see [R5 Privacy Policy](#).

Process

As outlined throughout this document consumers are encouraged to obtain information through the relevant policy and procedure available via the website, their student handbook or on request from FiT staff.

If a student wishes to make a formal complaint or an appeal, they are encouraged to follow the organisations [S7 Complaints and Appeals Policy](#) addressing their complaint/appeal to the Training Manager.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose

Supporting Forms and Documents

Document ID	Name
FF74	Marketing Checklist
FF14	Individual learner fee schedule
FF15	Student cancellation, substitution or withdrawal form
FF52	Pre-Training Interview Record
FF59	Continuous Improvement Request
FF34	Code of Conduct
FF50	Complaint & Appeals
FF06	Incident report

Evidence

To Evidence	Source

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

RTO Management Processes

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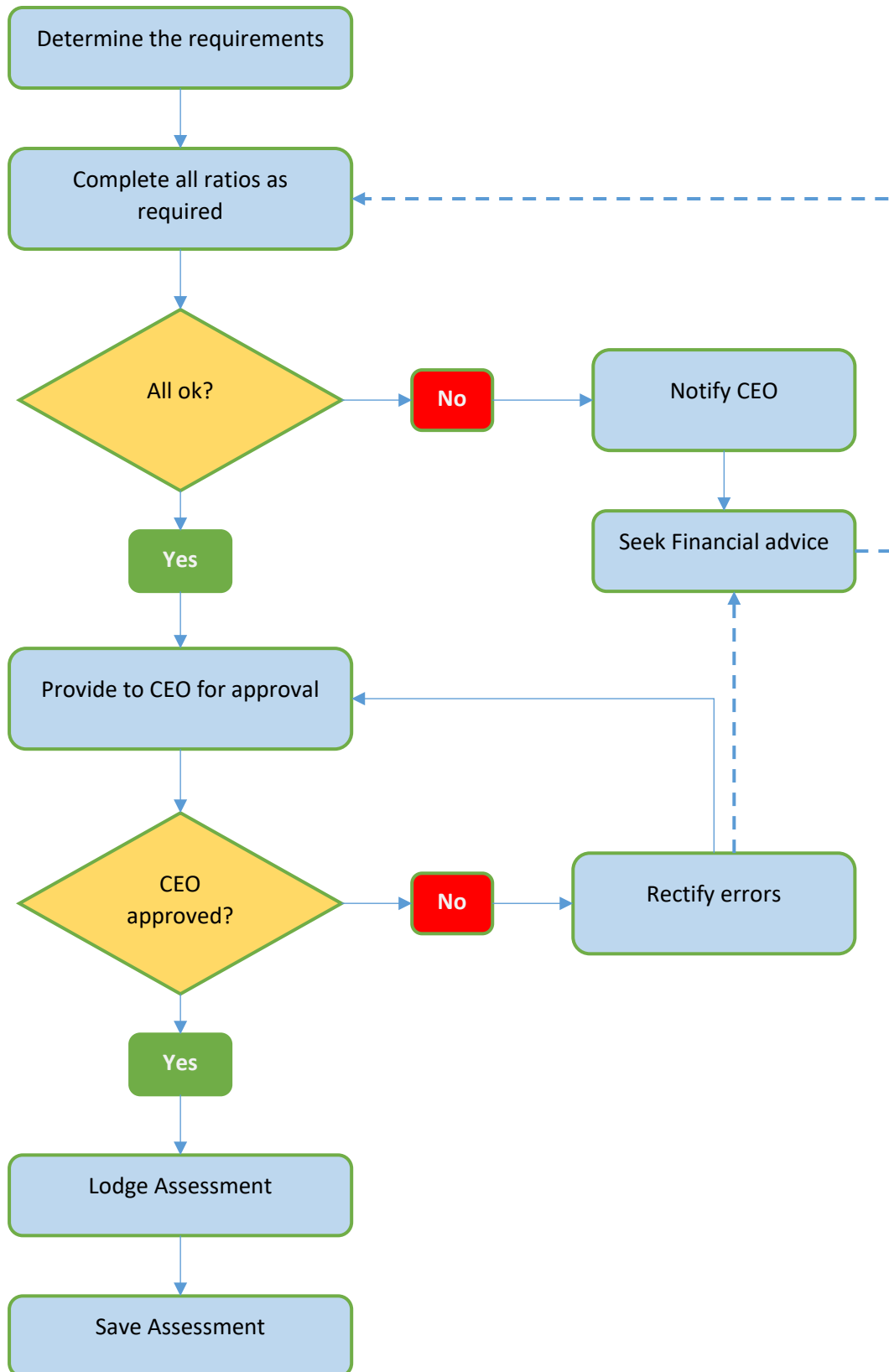
Financial Viability Risk Assessment – <i>Finance officer</i>	112
Data Provision – QI – <i>Administration, CEO</i>	113
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Below is a resource table that lists the relevant resources that will be required to complete the documented process. If unsure about the process at any time consult the Training Manager.

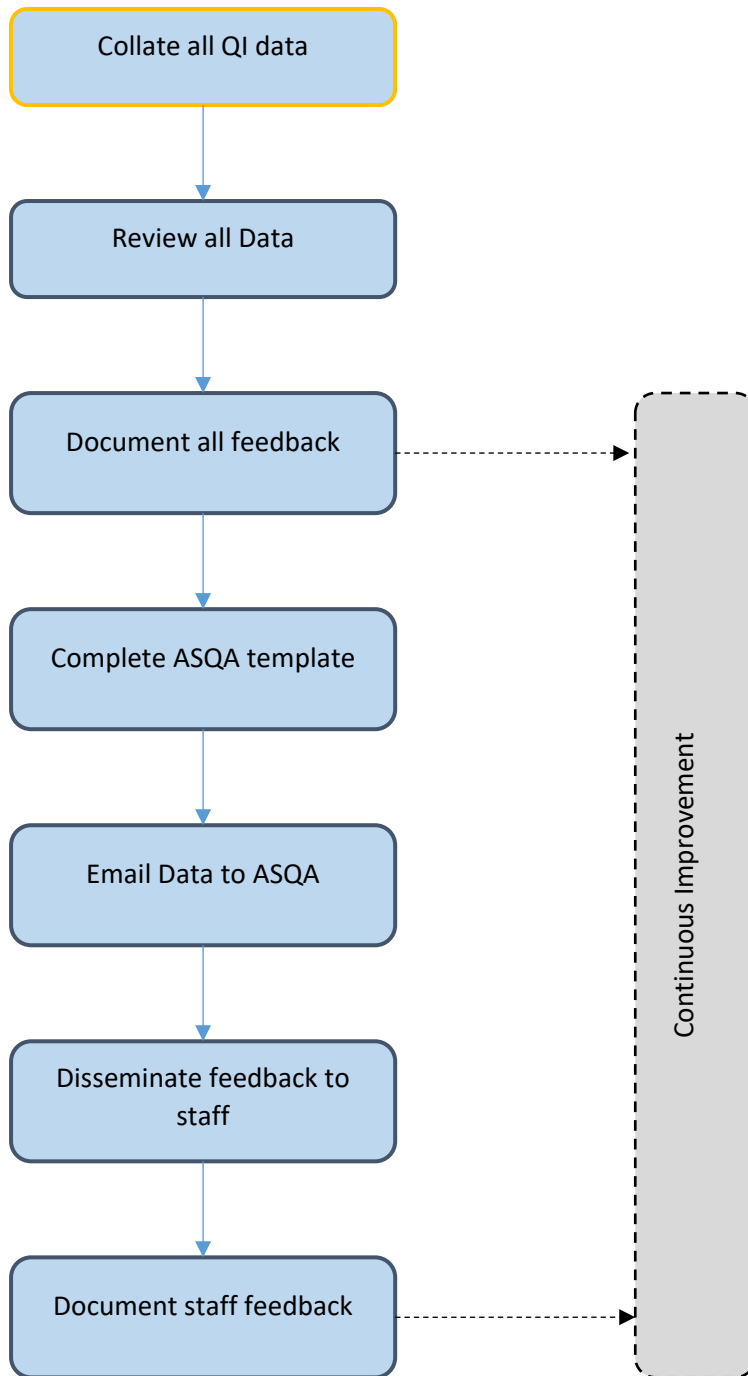
Resource Table	
Procedure	Resource required
Financial Viability Risk Assessment	<ul style="list-style-type: none"> • Financial Viability Risk Assessment requirements • ERP system
Data Provision - QI	<ul style="list-style-type: none"> • FF08 Student Satisfaction Survey • ASQA feedback summary sheet • ASQA email
Data Provision – Total Vet Activity	<ul style="list-style-type: none"> • VETtrak
Notification of change	<ul style="list-style-type: none"> • ASQA change of details • State Funding policy, and forms (Skills first, DESBT, Smart and Skilled).
Complaint Management	<ul style="list-style-type: none"> • FF50 Complaint Notice • FF50 Complaints & Appeals form
Appeals Management	<ul style="list-style-type: none"> • FF50 Complaints & Appeals form • FF05 Request for Reassessment
Providing a copy of Personal information	<ul style="list-style-type: none"> • FF04 Request for student information
Continuous improvement	<ul style="list-style-type: none"> • FF59 Continuous Improvement Request • FR03 Continuous Improvement Register • FD75 360-degree revision process
Internal Audit	<ul style="list-style-type: none"> • ASQA CEO declaration • Skills First contract • Skills first Independent Audit Tool

Review and Update Policies and Procedures	<ul style="list-style-type: none">• Policies and Procedures
Under 18's Management	<ul style="list-style-type: none">• FD74 Child Safety Handbook

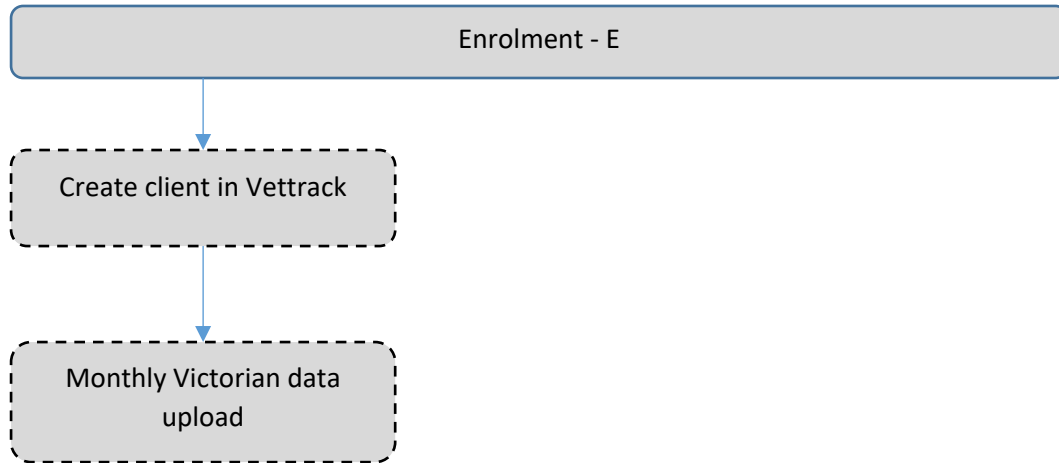
Financial Viability Risk Assessment – Finance officer



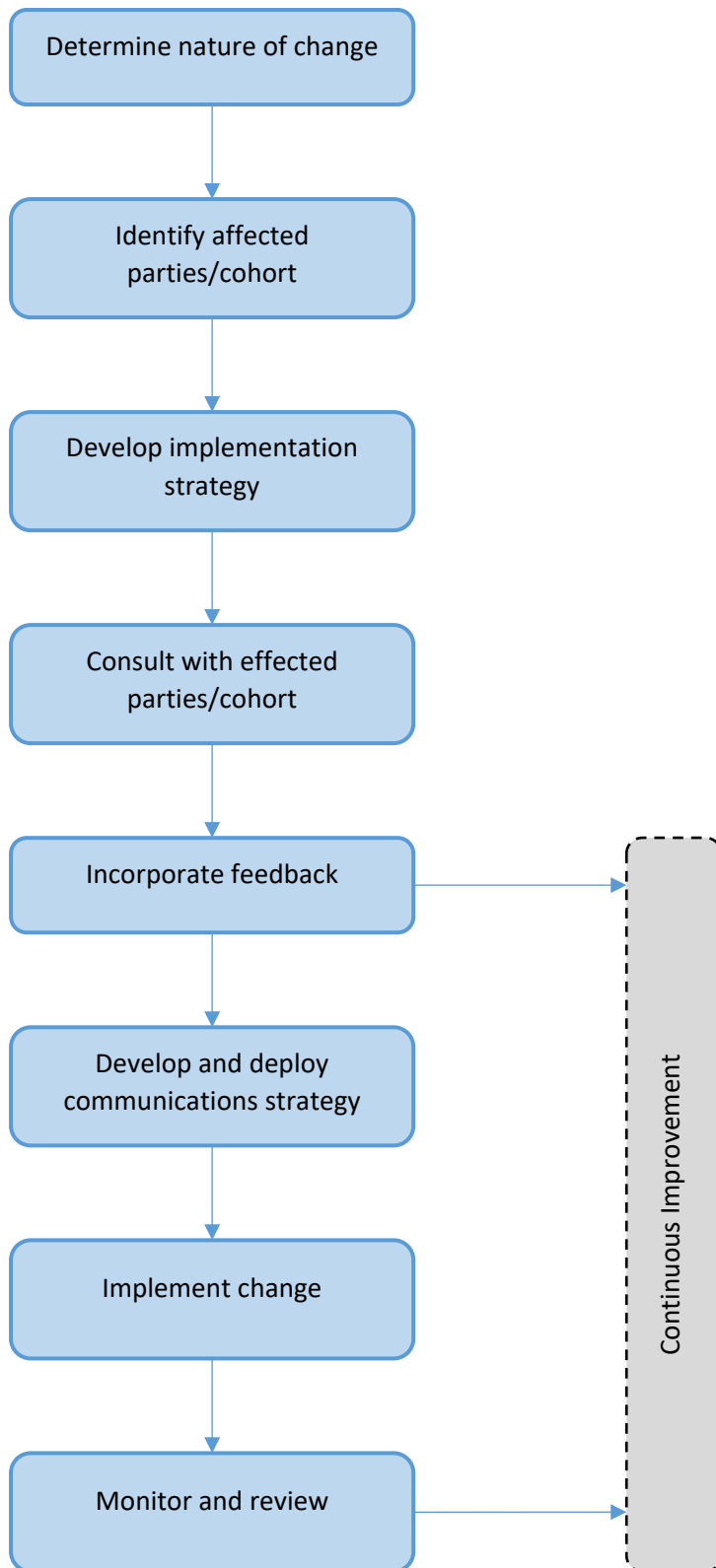
Data Provision (QI) – Administration, CEO



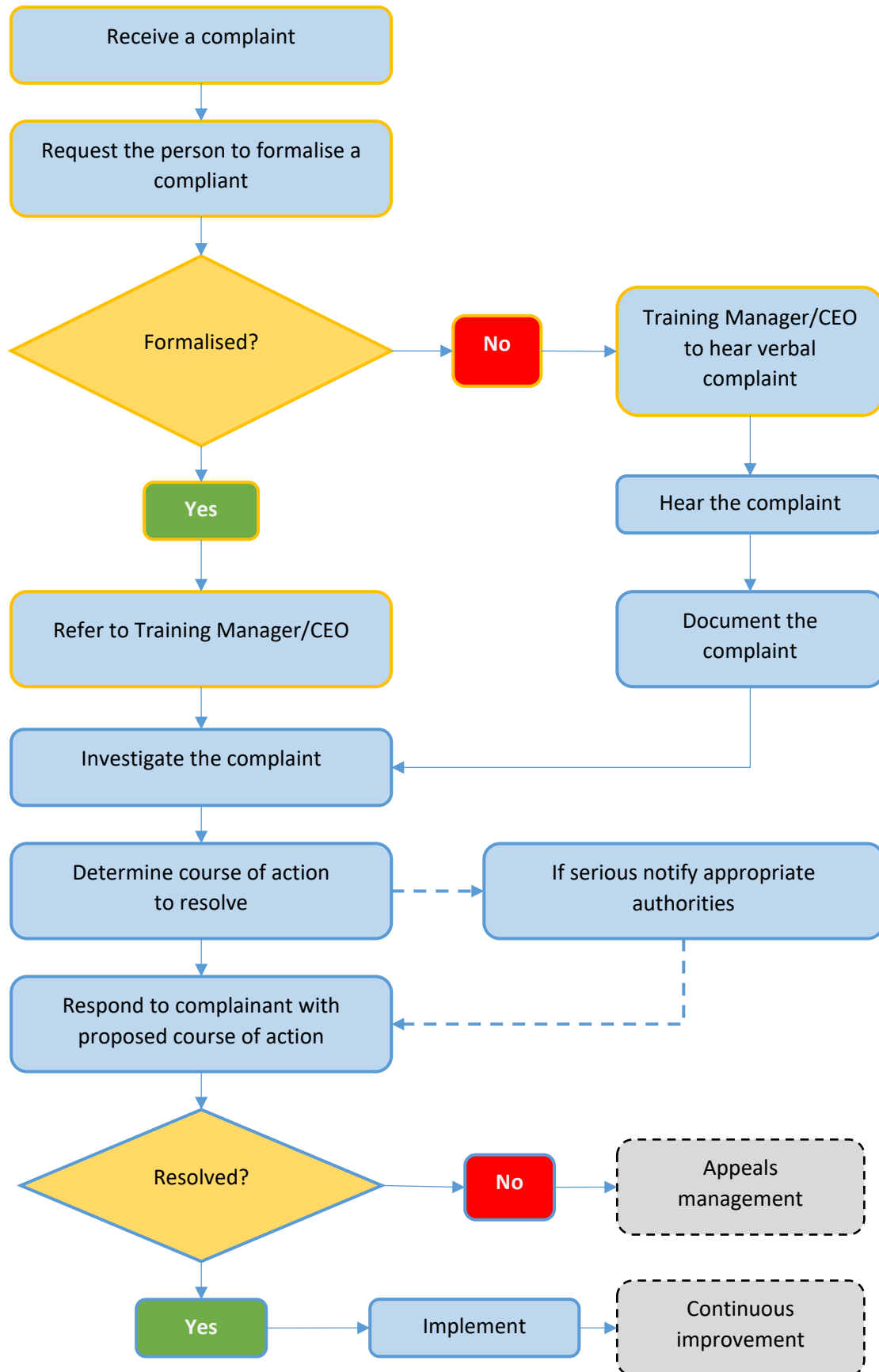
Data Provision – Total Vet Activity - *Administration*



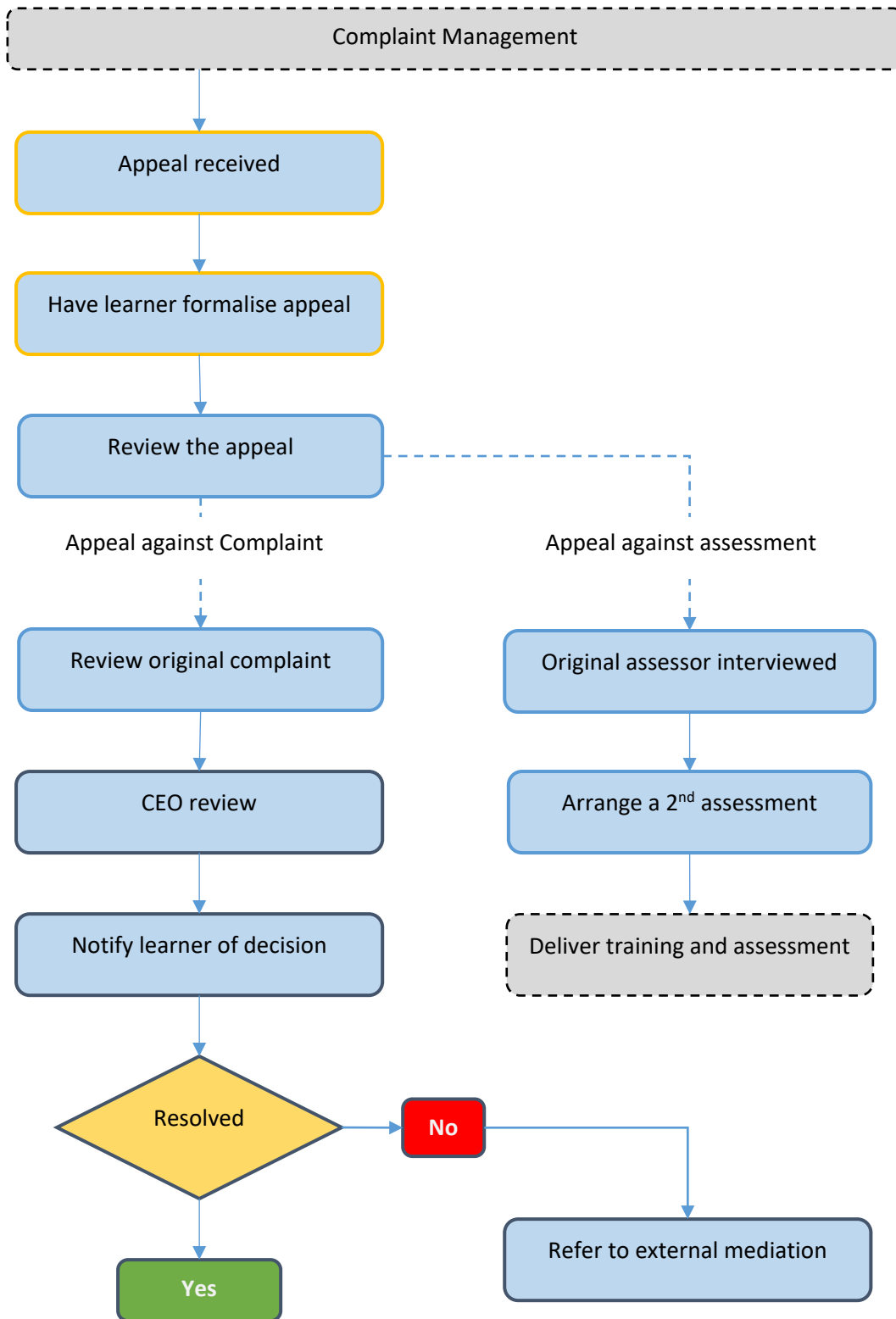
Notification of change – *Training Manager*



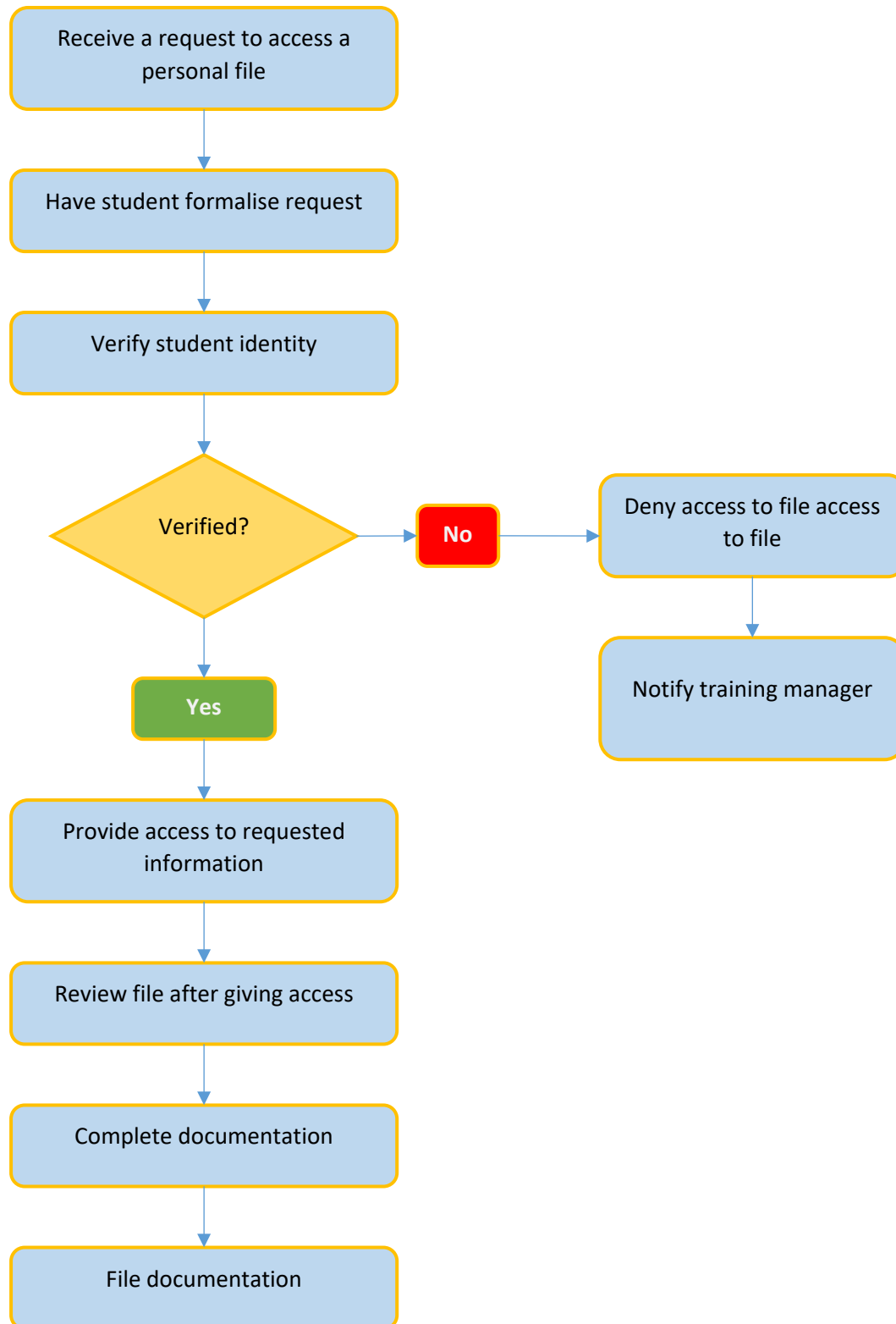
Complaint Management – Administration, Training Manager



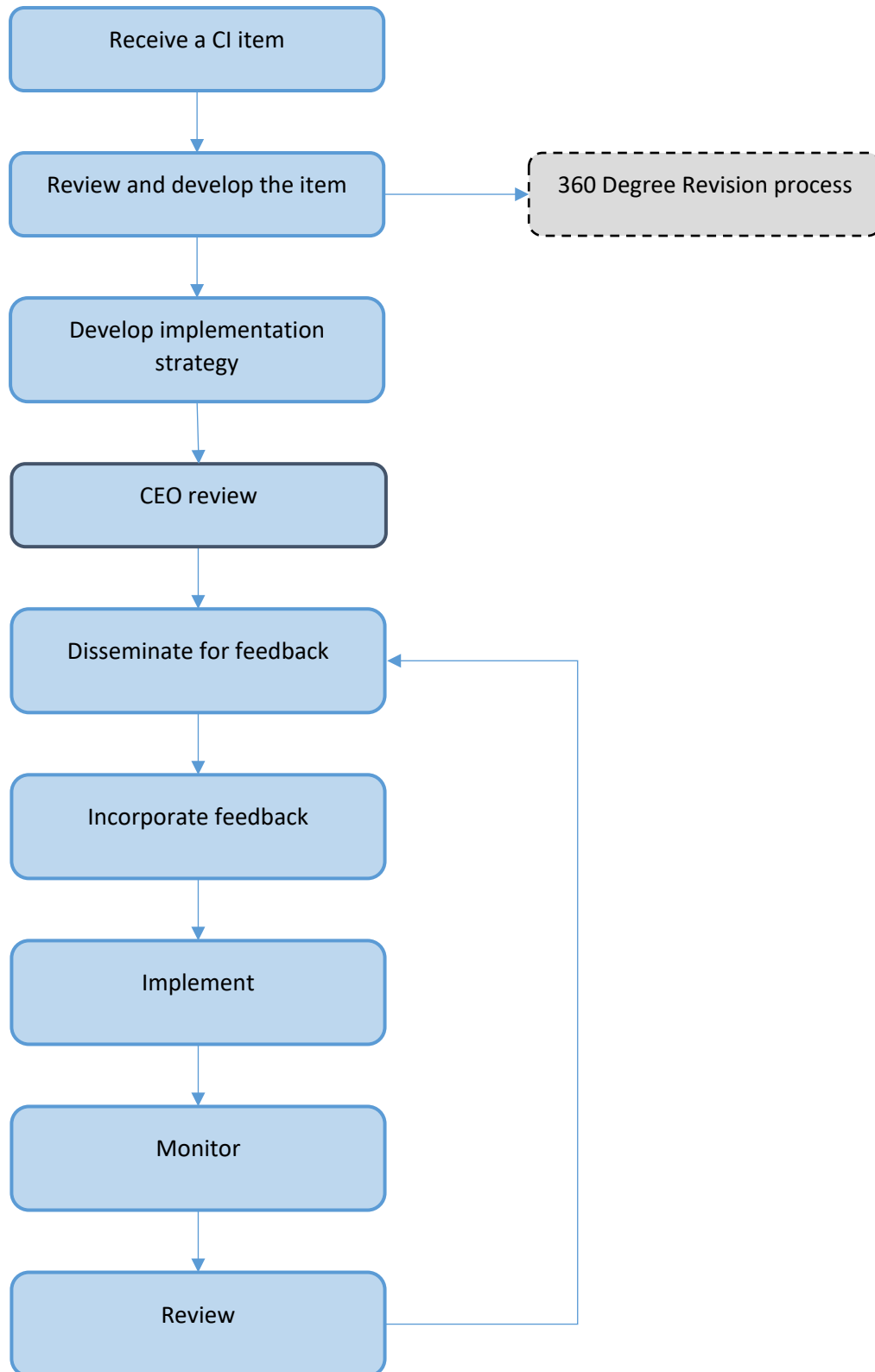
Appeals Management



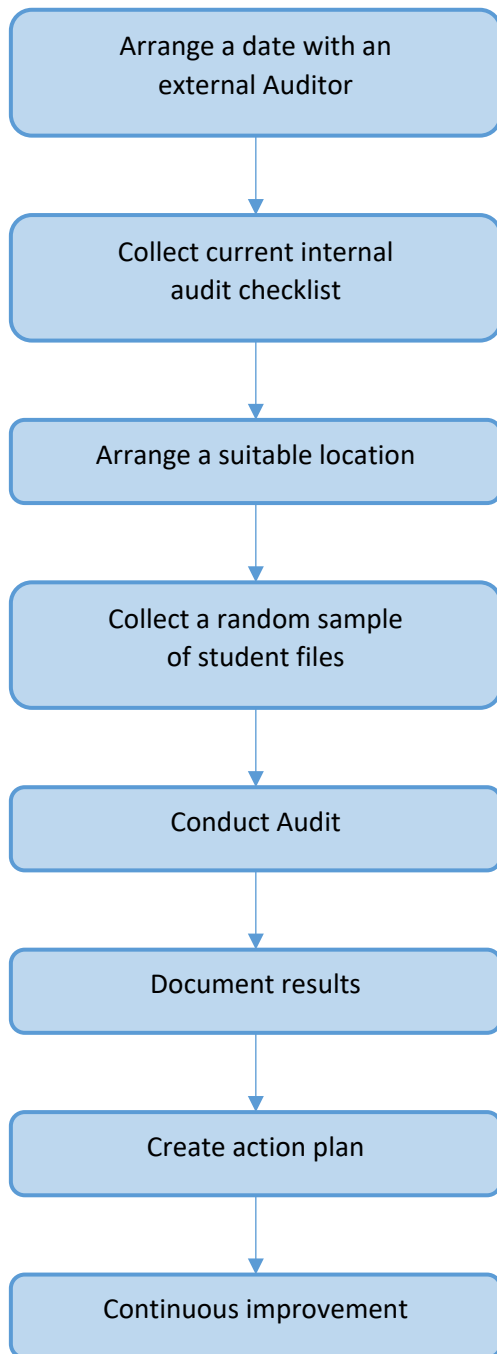
Providing a copy of Personal information - *Administration*



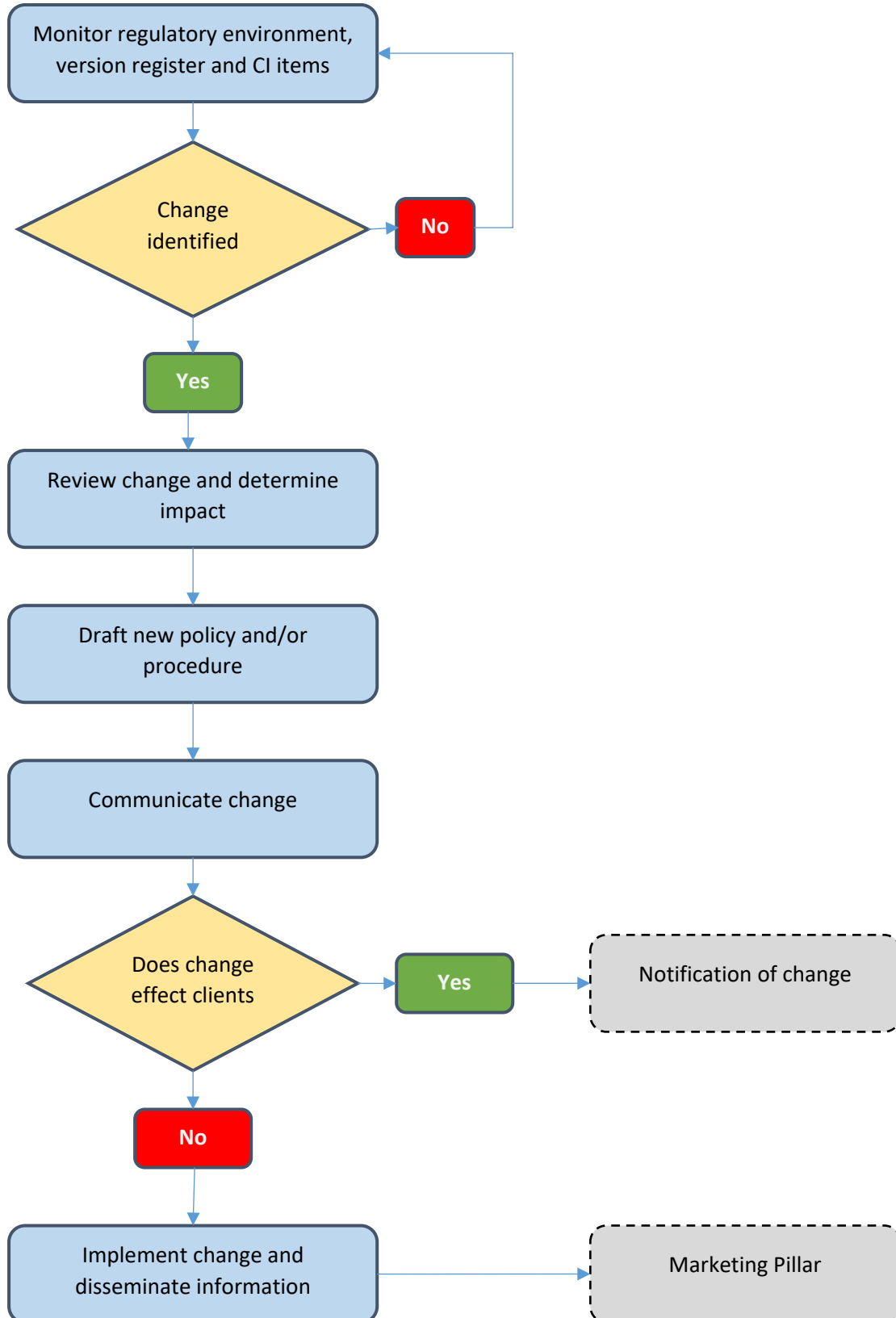
Continuous improvement – *Training Manager, CEO*



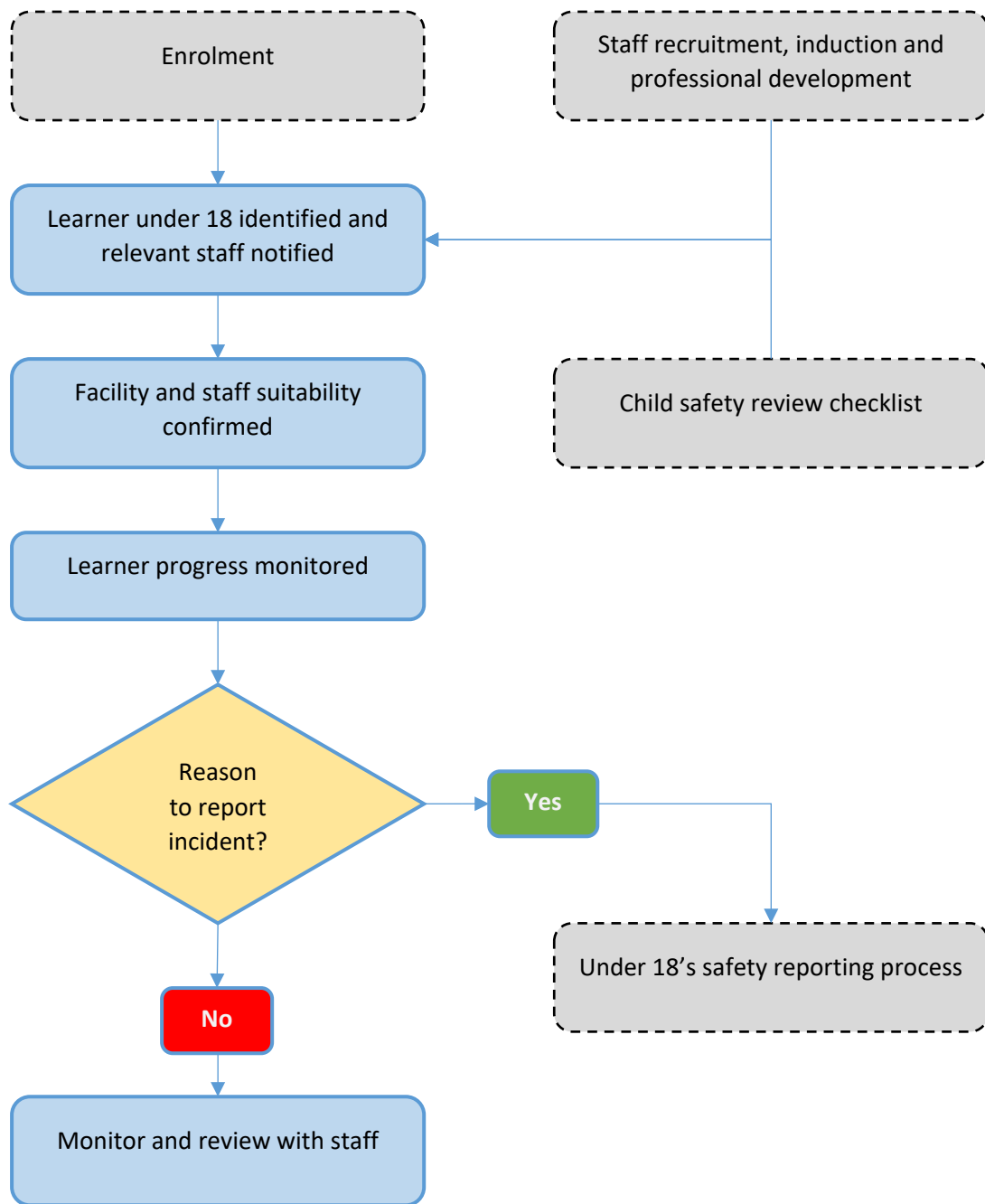
Internal Audit



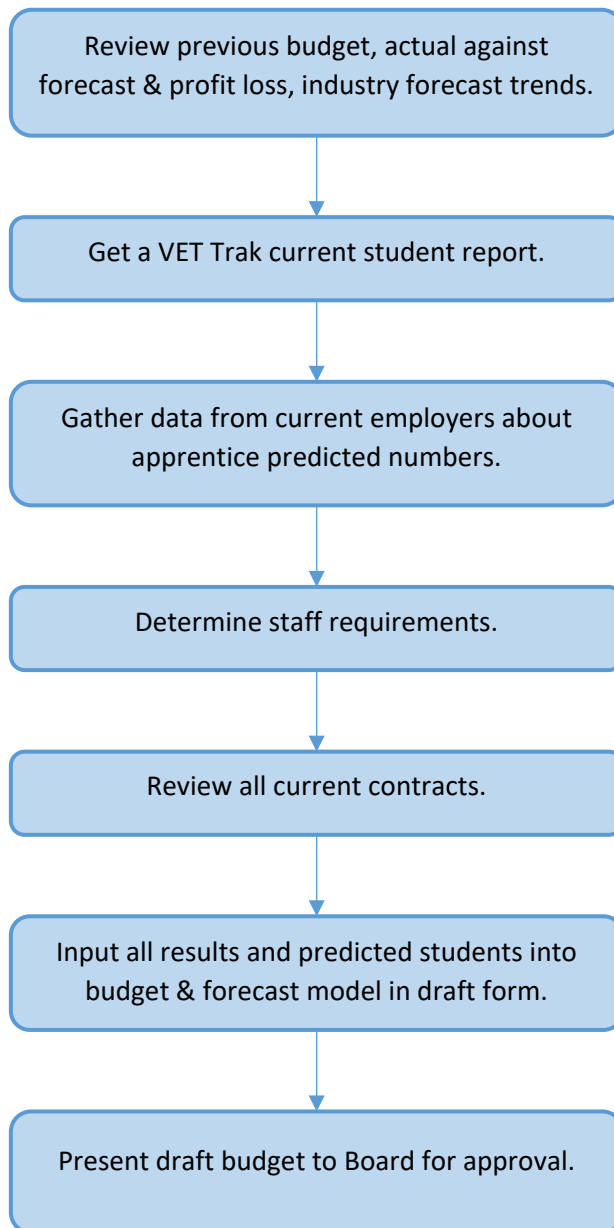
Review and Update Policies and Procedures - CEO



Under 18's Management



Develop an Annual Budget

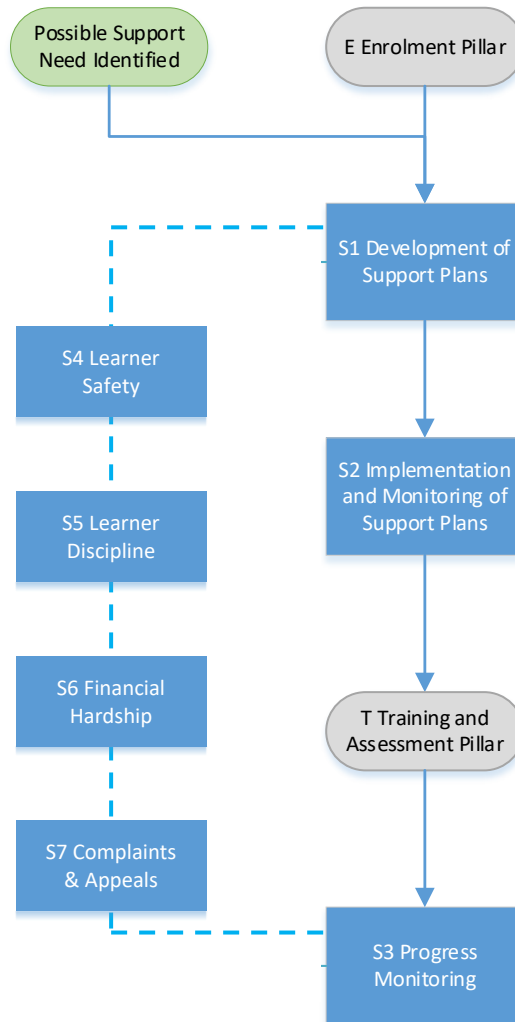


Support & Progression (S) Policies

Policies within the Pillar

- [S1 Development of Support Plans](#)
- [S2 Implementation and Monitoring of Support Plans](#)
- [S3 Progress Monitoring](#)
- [S4 Learner Safety](#)
- [S5 Learner Discipline](#)
- [S6 Financial Hardship](#)
- [S7 Complaints & Appeals](#)

Diagram of [Support and Progression Processes](#)



Version Control

Version #	Date	Changes
2.0	29/08/18	Reviewed.
1.0	27/10/17	First release

Support & Progression (S)

S1 Development of Support Plans

Standards Evidenced 1.7

Standards Referenced 1.1, 1.2a, 1.3b, 1.12

General policy

Fire Industry Training (FiT) Pty Ltd will develop individual support plans for any learner identified as having a need for additional support. This policy requires personnel involved to exercise professional judgement as to the appropriateness of any support plan developed.

Support may be in the form of:

- “Academic” support including Language Literacy and Numeracy, IT Literacy or similar;
- “Welfare” that may include psychological support (referral); or
- “Physical” including support as a result of hearing loss, vision impairment, support due to an injury.

Nothing in this policy is designed to prohibit the active support of a learner as a part of ongoing training (as a part of good teaching practice) especially of a temporary nature, see also [T8 Reasonable Adjustment](#).

Ad-hoc support

Learners may require unplanned and urgent support (e.g. peer suicide, family crises, mental illness). In these circumstances the CEO or their elected delegate will provide the required supporting actions first, and document them afterward.

Identification of support needs

(Standard 1.7 & reference to Standard 1.2a)

Individual support needs may be identified at any stage of the learner’s enrolment. Information regarding any support needs may be requested by the learner at pre-enrolment, during enrolment or during training.

All FiT trainers should be observant of learners under their tuition for potential support needs.

Development of support plans

(Standard 1.7 & reference to Standards 1.1, 1.2a, 1.3b, and 1.12)

FiT will work with the learner to confirm the support needs and develop a support plan where possible to meet those needs.

Two factors will affect the ability of the RTO to provide effective help:

1. The requirements of the training product (including all assessment criteria; and
2. The costs (if any) of the provision of the support and how in practical terms it can be delivered.

The support plan must be created in conjunction with and consent of the learner.

The Plan must:

1. Identify the key person or agency that is primarily responsible for the execution and monitoring of support services [S2 Implementation and Monitoring of Support Plans](#); and
2. Show signed approval by the learner of the support plan.

External Support Resources

The RTO will maintain a register including but not limited to:

- Local service providers;
- Medical practitioners; and
- Counselling / welfare services or groups.

Referrals to external resources and agreed to by the learner will be at no cost to the learner. Any subsequent fees or charges levied by the external resource will be at the liability of the learner.

Resource considerations and approval

Written approval by the CEO or their elected delegate must be obtained where a support plan requires additional resources (physical, intellectual property, or human).

All cost associated with the support plan must be discussed with and signed consent obtained from the learner prior to charges being levied.

Learners under the age of 18

Support plans for learners under the age of 18 must have parent or guardian consent. More information, refer to the [R7 Under 18s Safety Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Development of Support Plans	Develop a support plan for a learner who has an identified learning support requirement

Supporting Forms and Documents

Document no.	Name
FF58	Student support & monitoring plan

Evidence

To Evidence	Source
Ad-hoc support Learners may require unplanned and urgent support (e.g. peer suicide, family crises, mental illness). In these circumstances the CEO or their elected delegate will provide the required supporting actions first, and document them afterward. Identification of support needs Development of support plans	Learner File Records Support Plan

Version Control

Version #	Date	Changes
2.0	03/1022	Review
1.1	29/08/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Support & Progression (S)

S2 Implementation and Monitoring of Support Plans

Standards Evidenced 1.7

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will make all reasonable efforts to ensure that resources for any approved support plan are available and are used as described in the plan. FiT will undertake monitoring of an agreed support plan for efficacy and effectiveness.

Implementation of support plans

(Standard 1.7)

Responsibility for implementation must be identified in the approved support plan.

Support plans must be implemented as described in the agreed plan.

Monitoring support plans

When a support plan is implemented, it is the responsibility of the person identified in the plan to continuously monitor the effectiveness of the plan.

The monitoring will involve checking whether learner progress is acceptable and discussing the learner's subjective experience of the efficacy of the plan. If any other human resources are involved in the implementation of the support plan, they will be interviewed as part of monitoring activity.

If the support plan is not achieving the desired effect it must be modified and improved. This will involve discussing with the learner what changes could be made to improve the plan. Once agreement has been reached on improvements the new plan will be implemented and recorded into the learner file.

If no suitable alternative can be identified the learner may need to withdraw from the course of training. FiT will ensure that all possible alternatives have been exhausted before this is required.

Where the desired outcome is not being achieved the monitor is to request a review of the plan with the CEO or their designated person.

Reviewing support plans

A support plan must be reviewed for effectiveness when:

- The plan has reached the end of the time in the plan;
- The plan has been running for more than one term; or
- A review has been requested as a result of monitoring activity.

The review of ongoing support plans will identify:

- Areas or parts of the plan that are effective;
- Areas that are Less effective; and / or
- Recommend changes that should be made.

The output of this process is for a new or revised support plan to be developed in line with [S1 Development of Support Plans](#).

The review of completed support plans will identify;

- Effective strategies (that may be repeated in future); and
- Less effective strategies (to be avoided in future)

The review must be recorded in the learner’s file and any possible continuous improvements should be recorded in the Continuous Improvement Register.

Where the primary support is provided by an external agency, then the RTO must liaise (at agreed time intervals) with that agency and or the learner to gauge progress.

Complaints

If the learner is not satisfied with either the support plan or the execution of that plan, then they may complain following the [S7 Complaints and Appeals Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Implementation of a Support Plan	Effectively implement a support plan which involves multiple parties and additional resourcing
Review of Support Plans	Conduct a review of an implemented support plan

Supporting Forms and Documents

Document no.	Name
FF58	Student support plan & monitoring

Evidence

To Evidence	Source
Implementation of support plans	Learner File Records
Monitoring support plans	Support Plan

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Support & Progression (S)

S3 Progress Monitoring

Standards Evidenced

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will monitor attendance of required classes, and completion of required tasks, to ensure that all learners' progress in line with the milestones detailed in the Training Plan. Assisting learners to continue to progress enables them to successfully complete the course at the end of the prescribed time and graduate.

Progress monitoring

It is the responsibility of the trainer to monitor learner progress and determine whether all learners have reached key milestones. When progress is maintained (and the units to be studied and completed in each term or block of study), learners' ability to succeed is greatly increased.

Intervention

When learner milestones are not being reached the trainer must firstly discuss the circumstances surrounding missed milestones.

The trainer may propose an intervention plan. Any plan, and the expected outcomes, must be recorded in the learner file.

Keep the learner informed

The trainer must keep the learner informed of progress particularly in relation to the success of any intervention plan agreed upon.

Where the learner continues to not make progress (and any intervention plan is not helping), it may be in the learner's best interest to discuss alternatives including a lower level or alternative course, specialist support and even voluntary withdrawal.

All discussions with the learner should be recorded in the learner's file.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Course Progress Monitoring	Monitor learner progress throughout a course against the required milestones described in the Training and Assessment Strategy
Course Progress Intervention	Discuss unacceptable course progress with a learner and develop an intervention plan to address it

Supporting Forms and Documents

Document no.	Name
(VETtrak)	Overall Progress Sheet
FF09	Student File checklist
FF70	FiT File note

Evidence

To Evidence	Source
Progress monitoring Intervention Keep the learner informed	Learner file notes

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed. Update to 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Support & Progression (S)

S4 Learner Safety

Standards Evidenced

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will ensure that all learners are safe and protected throughout their training period. In addition to protecting learners from injury which occurs during their training, FiT will also ensure that learners abide by the code of conduct of the RTO and do not injure, harass, bully, or in any other way negatively impact each other.

Work health and safety

The FiT work health and safety policy exists to protect learners who are undertaking training with the RTO. During induction and orientation learners will be made aware of the FiT work health and safety policy, and how it applies to them and their actions. For more information on the work health and safety processes implemented by FiT, refer to the Work Health and Safety Policy.

Safety committee

FiT facilities will run a safety committee, and FiT RTO will allocate a representative to that committee to ensure the RTO is represented. The role of the safety committee will be to examine safety issues and risks, including in FiT facilities, and provide suggestions for remedial action.

Learner attire

All learners are expected to be appropriately attired for the training undertaken, including appropriate personal protective equipment and clothing. Learners who are not wearing the required attire will be prevented from undertaking activities which could result in injury.

Learners under 18

To ensure the safety of learners under the age of 18, FiT will implement procedures consistent with state and Commonwealth legislation and will ensure that all staff hold a current working with children check. More information, refer to the [R7 Under 18s Safety Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Recording of Attendance	Record learner attendance at training and actions taken when learners have not attended
Learner Discipline	Investigate alleged learner misconduct and provide disciplinary action where appropriate

Supporting Forms and Documents

Document no.	Name
FF12	Attendance Roll (Student)
FF91	Welding safety induction

Evidence

To Evidence	Source
	Attendance Roll (Student)
	Disciplinary Action Form

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed. Update to 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Support & Progression (S)

S5 Learner Discipline

Standards Evidenced

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd has a Code of Conduct that all learners' are expected to adhere to. This will be provided to them at induction and/or online in the Student Handbook. Where a learner does not follow the Code of Conduct they may be subject to discipline.

The code of conduct is designed to allow all learners to progress safely in their studies and to ensure that they are not injured, harassed, bullied, or in any other way negatively impacted by another.

Attendance

Learners are expected to attend all scheduled training sessions. This will be made clear to all learners during induction and orientation.

Where a learner is unable to attend a scheduled training session due to medical or other extenuating circumstances FiT will act with compassion towards the needs of the learner but will not undermine the requirements of the training and assessment process.

FiT considers a learner's failure to punctually attend, without good reason, more than 10% of their classes to be misconduct.

Learner misconduct

All learners who are undertaking long courses are required to sign the FiT code of conduct during induction and orientation.

Breaching the code of conduct in any way is considered learner misconduct. Any action which has an intentionally negative or deleterious effect on the training experience of another learner, or the well-being of a staff member or other client of FiT, is also considered learner misconduct.

The CEO, or their elected delegate, will discuss any instance of suspected learner misconduct with that learner. Following this discussion, they will determine whether the alleged misconduct occurred and a decision regarding any disciplinary action to be taken. Any discussion of alleged misconduct, and the resulting decisions, must be detailed in the learner file.

Learner discipline

Learners who are determined to have engaged in misconduct may be disciplined. Disciplinary action to be taken is at the discretion of the CEO or their elected delegate, however it must follow the principles of natural justice and must not be degrading, humiliating, or out of proportion with the misconduct. Discipline must also not result in physical or mental harm to the learner.

At their discretion, the CEO or their elected delegate may decide to respond to the misconduct through actions including but not limited to:

- Counselling of the learner;
- Agreement on an action plan and timeframe to stop further misconduct;
- A formal warning;
- Ineligibility for assessment, for example in the case of class attendance falling below 90%;
- Prohibition from attending class; and
- Immediate expulsion.

As a person is legally accountable for their own behaviour, they can be held personally liable for any workplace or work-related acts of discrimination, sexual harassment, victimisation, and vilification they engage in. They may be subject to criminal proceedings brought by a victim or victims, as well as disciplinary action by FiT.

Complaints and appeals

Learners who are determined to have engaged in misconduct, whether they are disciplined or not, are to be informed that they have the right to appeal the decision or make a complaint if they feel they have been treated unjustly. For more details regarding the complaints and appeals process, refer to the [S7 Complaints and Appeals Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Recording of Attendance	Record learner attendance at training and actions taken when learners have not attended
Learner Discipline	Investigate alleged learner misconduct and provide disciplinary action where appropriate

Supporting Forms and Documents

Document no.	Name
FF12	Attendance Roll (Student)
FF06	Incident Investigation Report

Evidence

To Evidence	Source
Attendance	Attendance Roll (Student)
Learner misconduct Learner discipline	Incident Investigation Report

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed. Update to 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Support & Progression (S)

S6 Financial Hardship

Standards Evidenced

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd is committed to supporting its learners through difficult times. FiT offers a range of support mechanisms for learners undergoing financial hardship, these are:

- Extension of payment periods
- Payment plans
- Special exemption fee waiver

These mechanisms allow learners to progress in their studies without adversely affecting their standard of living.

Extension of Payment period

Learners who are experiencing temporary financial hardship can apply for an extension to their fee's and charges. The extension can be applied for the following periods:

- 7 days
- 14 days
- 30 days

If a learner requires a greater extension FiT will advise of the payment plan option

Payment Plans

All learners who are experiencing a longer-term financial hardship can request to go on a payment plan for their fees and charges. Such longer term financial hardships may include, but not limited to:

- Loss of income
- Change financial circumstances
- Unforeseen expenses
- Illness

FiT is committed to supporting its learners through these difficult times and will work with learners to achieve an outcome that does not adversely affected their standard of living.

Special exemption fee waiver

In special circumstances the Chief Executive Officer may apply a fee waiver to a learner at their sole discretion. The fee waiver will be applied on a 12-month bases and reviewed there at.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Financial Hardship	
Fee waiver/exemption	

Supporting Forms and Documents

Document no.	Name
FF80	Financial hardship appeal
FF81	Fee exemption appeal

Evidence

To Evidence	Source

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Support & Progression (S)

S7 Complaints and Appeals

Standards Evidenced 6.1, 6.2, 6.3, 6.4, 6.5 (6.6 not applicable)

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will implement a complaints and appeals process which is conducted according to the principles of natural justice and which is available to all staff, clients, learners, and others who wish to access it.

Complaints and appeals

(Standards 6.1, 6.2, 6.3, 6.4, 6.5)

FiT will ensure that the complaints process allows for the making of a complaint regarding:

- The actions of FiT as a company;
- The actions of FiT trainers, assessors, or staff members;
- Any learner of FiT; or
- Any other party with whom FiT has a relationship, including any third party who is providing services on its behalf.

It is the policy of FiT to ensure that the appeals process allows for the making of an appeal against any decision made by FiT a staff member or a third party contractually bound to the RTO, including but not limited to:

- Assessment decisions;
- Disciplinary decisions;
- Refund or other fee decisions; or
- Any other decision.

The complaints and appeals process will:

- Be based on the principles of natural justice;
- Be made publicly available through the FiT administration;
- Be published in the FiT Learner Handbook;
- Ensure that all formal complaints or appeals are acknowledged in writing;
- Be finalised within 60 days, with a target set for the finalisation of all complaints or appeals within 30 days;
- Make provision for informing the complainant or appellant of the reason finalisation cannot be made within 60 days, where this is true;
- Ensure that a complainant or appellant is continuously kept notified as to the status of their complaint or appeal;
- Provide for an independent third-party to review the complaint or appeal if the complainant or appellant deems it necessary; and
- Make provision for the secure storage of records related to the complaint or appeal.

When a complaint or appeal is filed, the appropriate process has been conducted, and the complaint or appeal is concluded, it will be used as a key input into the improvement systems of the organisation. The Chief Executive Officer, or their elected delegate, will ensure that the complaint or appeal is analysed to determine the cause and, where possible, actions are taken to prevent recurrence of the cause.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Complaint Management	Receive, investigate, manage, and resolve a complaint lodged by a learner, staff member, or any other stakeholder of the RTO
Appeal Management	Receive, investigate, manage, and resolve an appeal lodged by a learner, staff member, or any other stakeholder of the RTO

Supporting Forms and Documents

Document ID	Name
FF50	Complaint & Appeals
FF06	Incident report

Evidence

To Evidence	Source
Complaints and appeals	Complaints Register Appeals Register

Version Control

Version #	Date	Changes
1.1	29/08/18	Reviewed. Update to 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Support & Progression Processes

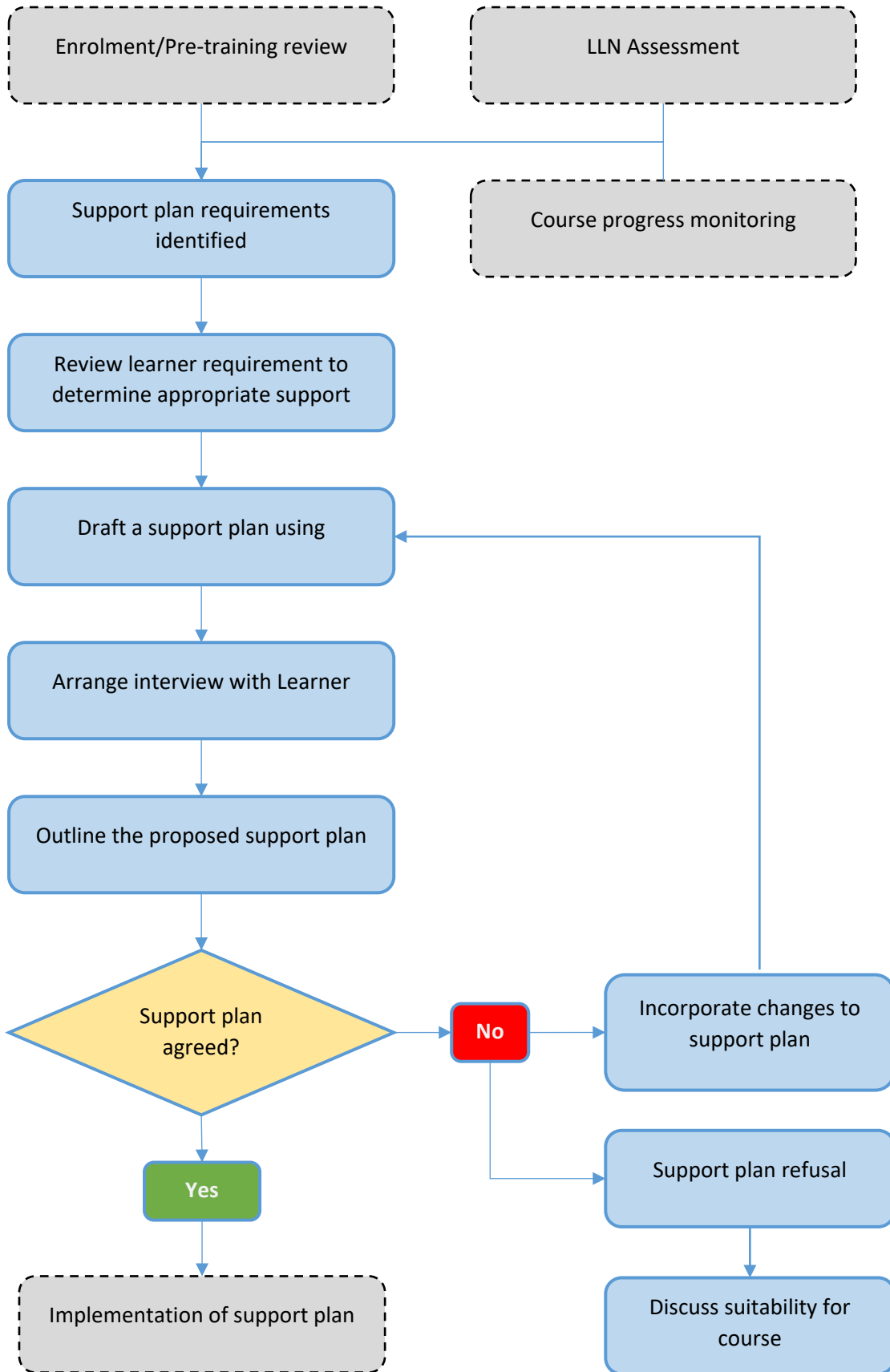
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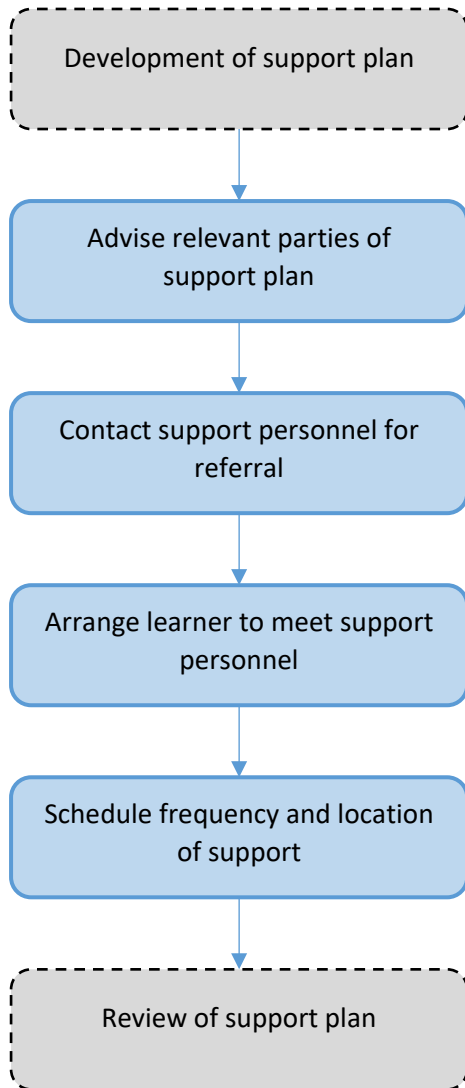
Below is a resource table that lists the relevant resources that will be required to complete the documented process. If unsure about the process at any time consult the Training Manager.

Resource Table	
Procedure	Resource required
Development of support plans	<ul style="list-style-type: none"> • FF58 Student support plan & monitoring • FD10 Student Handbook – Student Support & Welfare Resources
Implementation of support plan	<ul style="list-style-type: none"> • FF58 Student support plan & monitoring
Review of support plan	<ul style="list-style-type: none"> • FF58 Student support plan & monitoring
Course progress monitoring	<ul style="list-style-type: none"> • FD22 Trainer and Assessor handbook • Overall Progress sheet (VETtrak) • Student File • VETtrak
Recording of attendance	<ul style="list-style-type: none"> • FF12 Attendance Roll (Student) • VETtrak
Learner Discipline	<ul style="list-style-type: none"> • FF06 Incident, Hazard Investigation Report • Student File
Financial Hardship Process	<ul style="list-style-type: none"> • FF80 Financial Hardship Appeal
Fee Waiver/Exemption process	<ul style="list-style-type: none"> • FF81 Fee exemption appeal

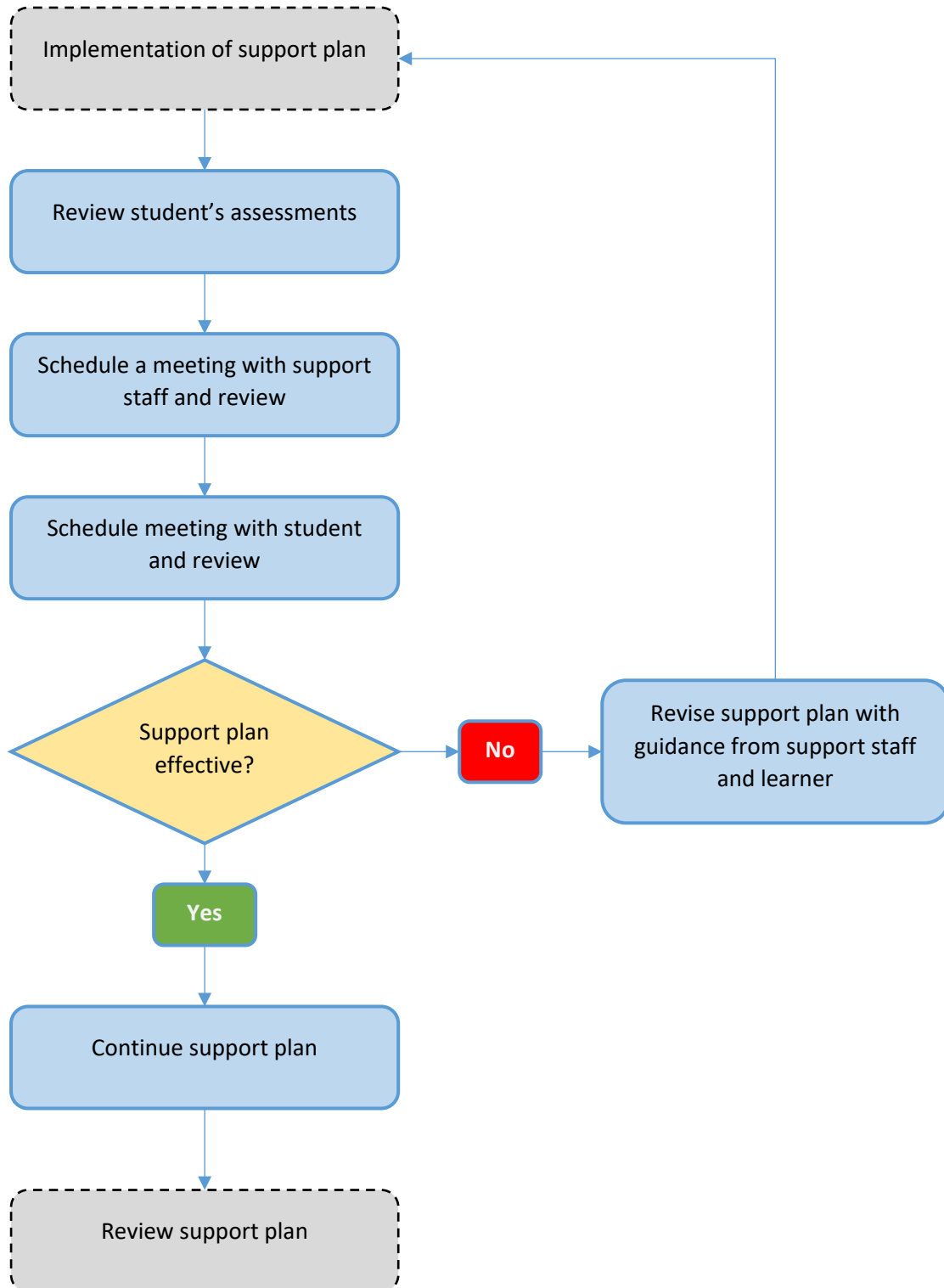
Development of support plans - *Training Manager*



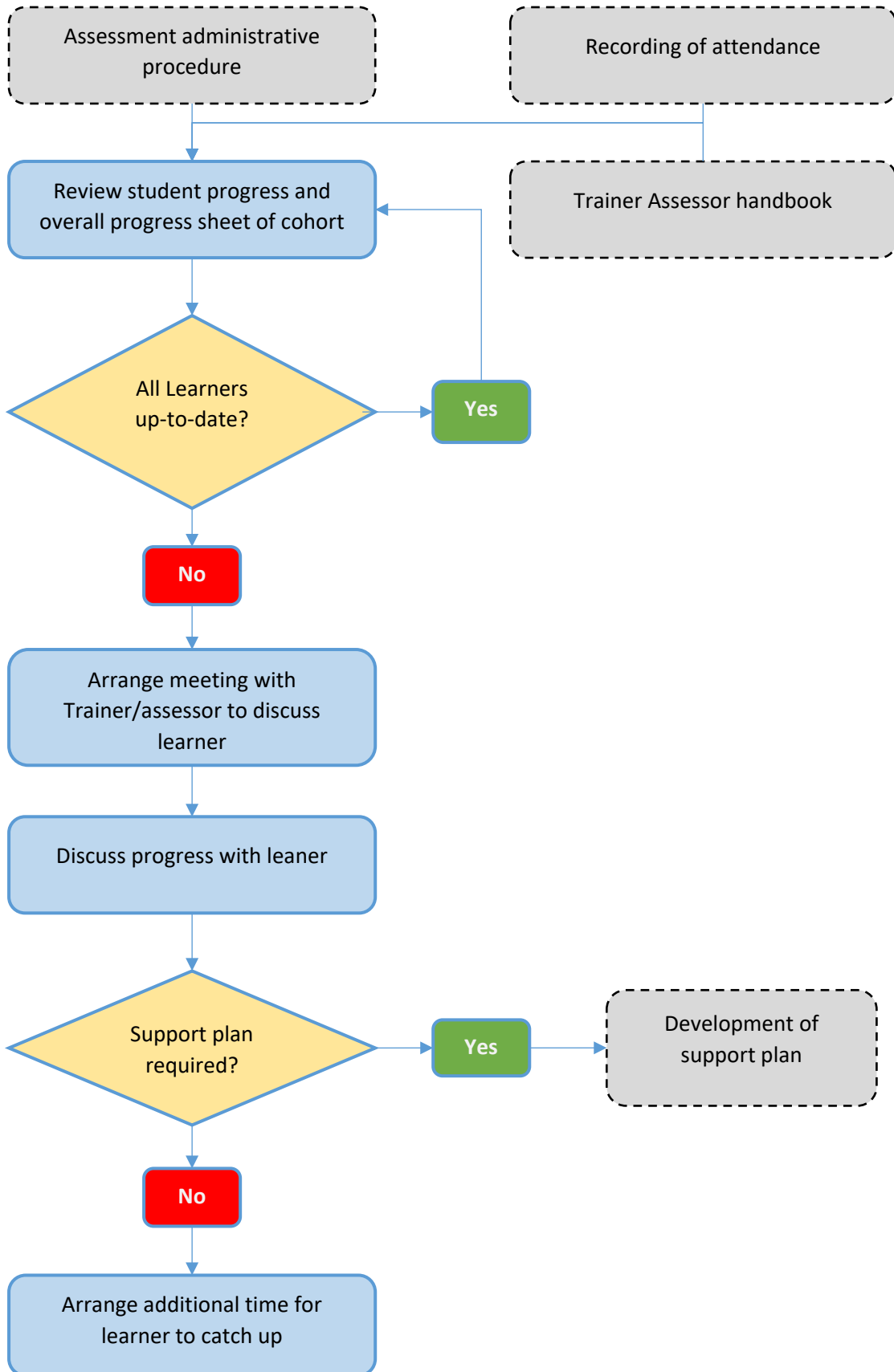
Implementation of support plan - *Training Manager*



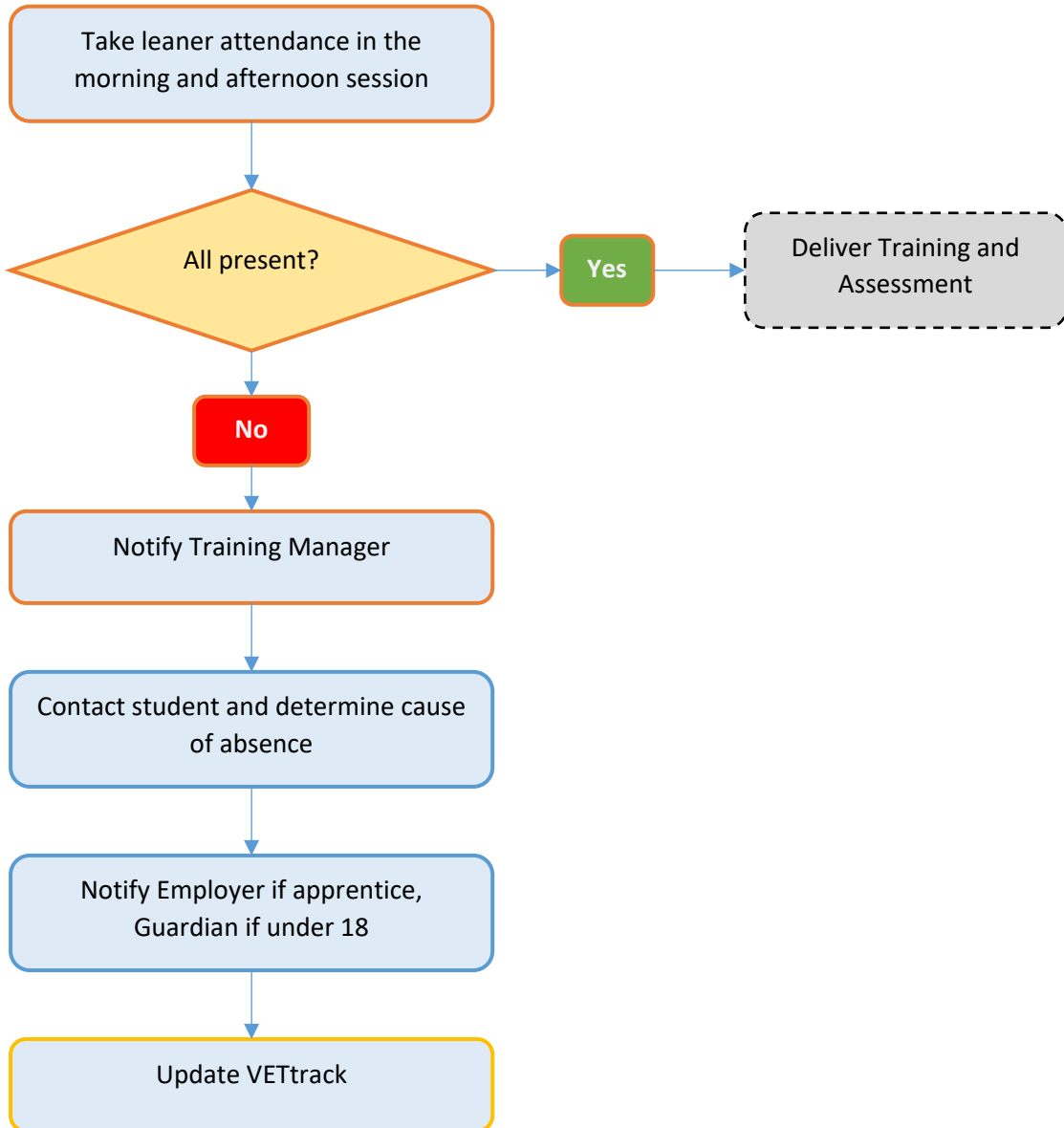
Review of support plan - *Training Manager*



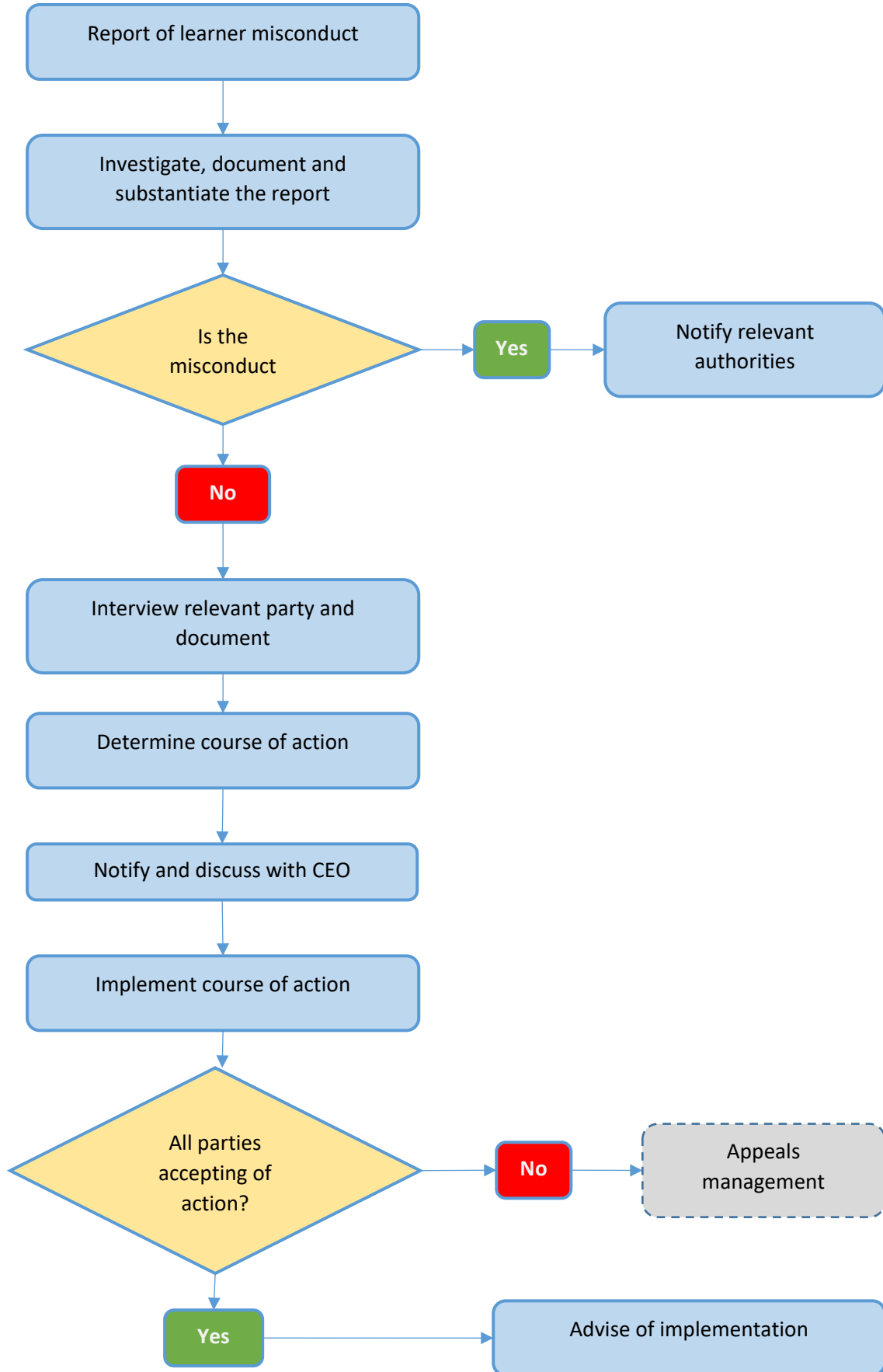
Course progress monitoring - *Training Manager*



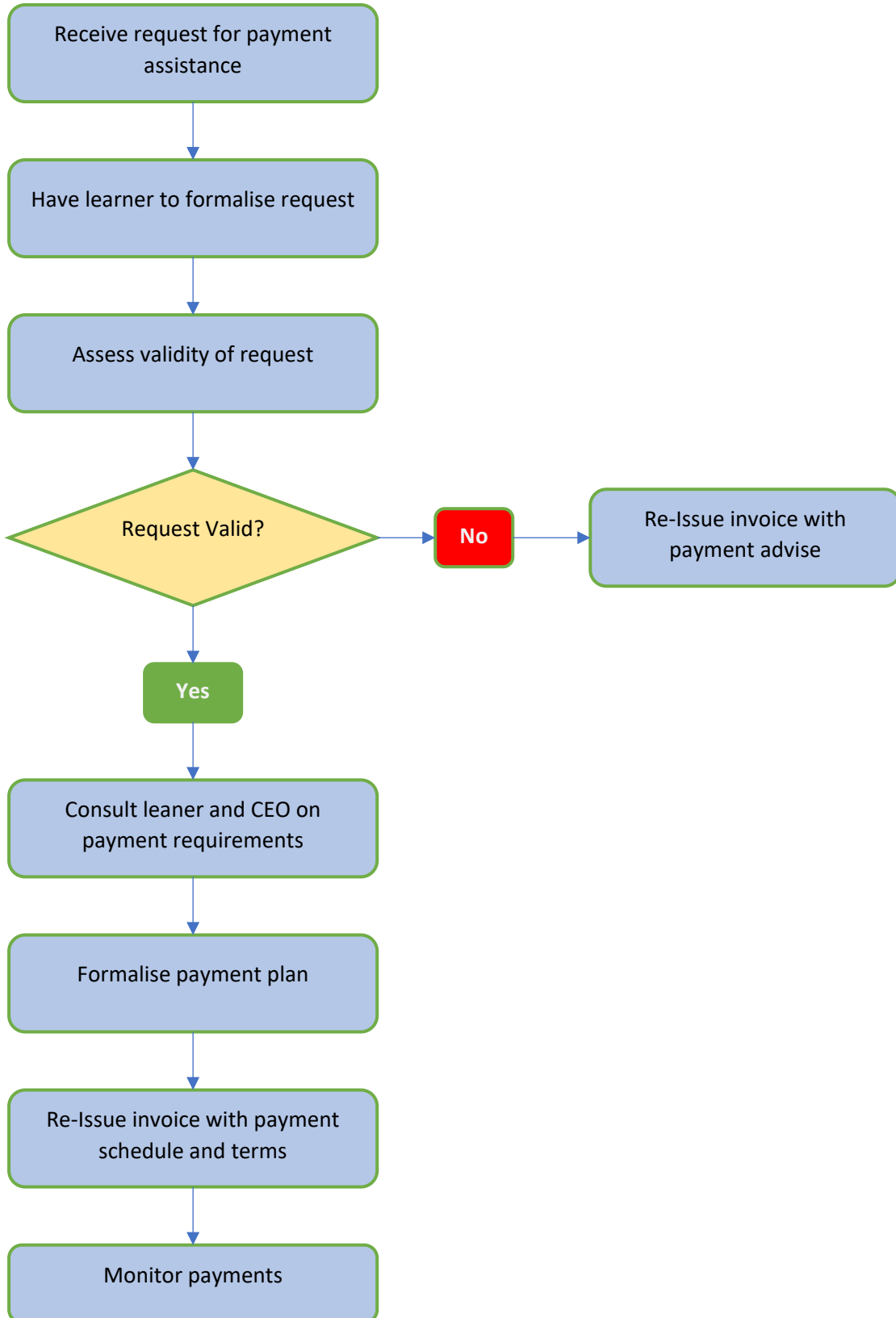
Recording of attendance - *Trainer and Assessor, Training Manager, Administration*



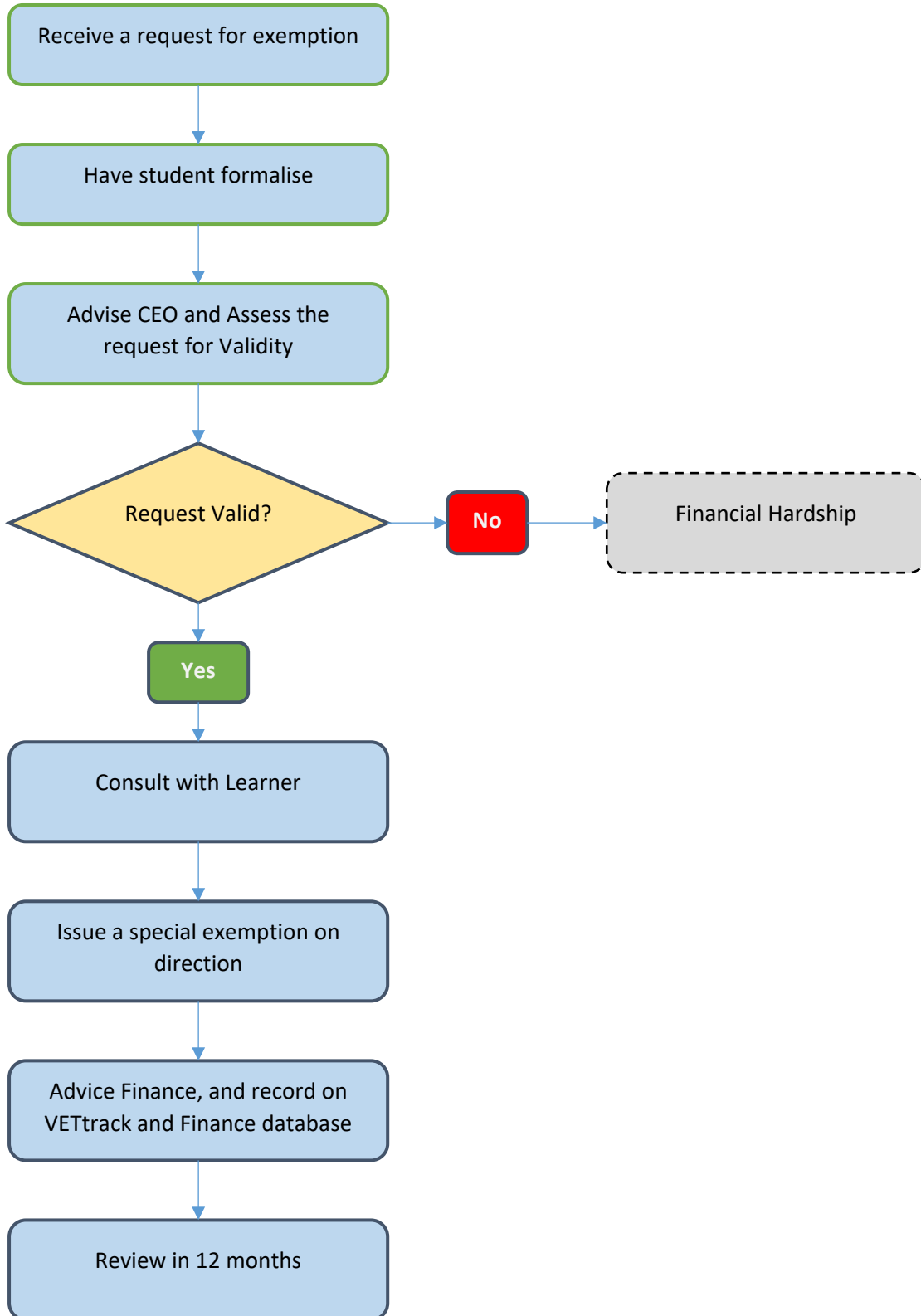
Learner Discipline - *Training Manager*



Financial Hardship Process - Finance Officer



Fee Waiver process - CEO, Finance Officer



Training & Assessment (T) Policies

Policies within the Pillar

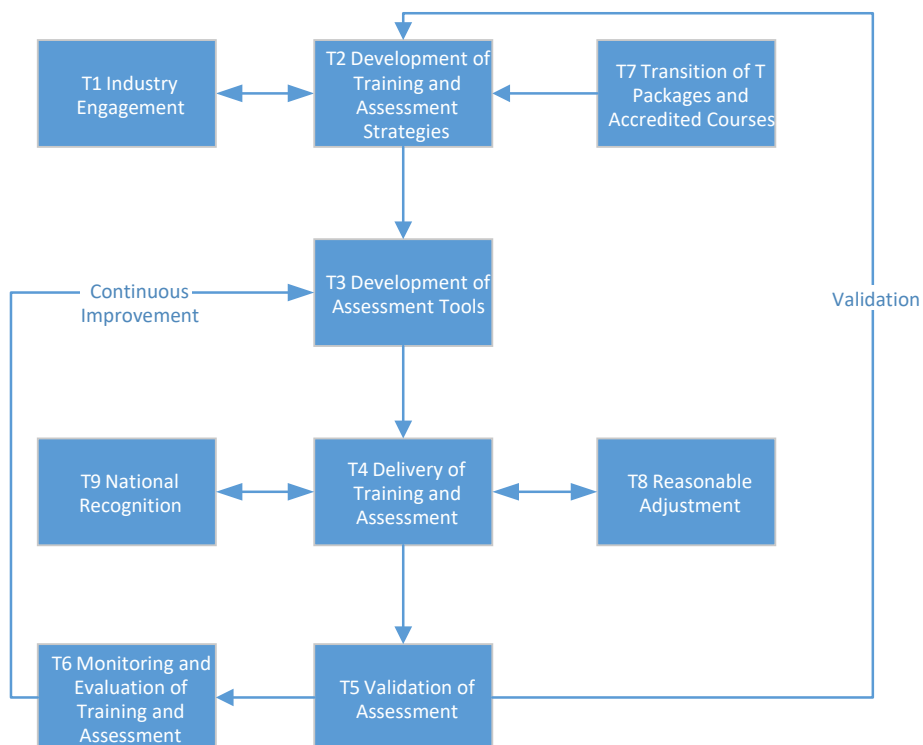
- [T1 Industry Engagement](#)
- [T2 Development of Training and Assessment Strategies](#)
- [T3 Development of Assessment Tools](#)
- [T4 Delivery of Training and Assessment](#)
- [T5 Validation of Assessment](#)
- [T6 Monitoring and Evaluation of Training and Assessment](#)
- [T7 Transition of Training Packages and Accredited Courses](#)
- [T8 Reasonable Adjustment](#)
- [T9 National Recognition](#)

Interrelationship with other pillars

The T Training and Assessment Pillar is closely interrelated with the [H Human Resources Pillar](#).

Between them, these pillars contain the bulk of the compliance requirements of the 2017 ASQA audit model column for Training and Assessment. Clause 8.2 from the Standards is the only clause which appears in the ASQA audit model column for Training and Assessment, but is not evidenced in the T Training and Assessment or H Human Resources pillar.

Diagram of Delivery and Assessment System



Version Control

Version #	Date	Changes
2.1	03/10/22	Review
2.0	21/09/18	Reviewed. Update to numerous sections

1.0	27/10/17	First release
Training & Assessment (T)		
T1 Industry Engagement		
Standards Evidenced	1.5, 1.6	
Standards Referenced		

General policy

Fire Industry Training (FiT) Pty Ltd will develop and maintain strong links with industry and will exercise these links in the development of training and assessment products.

Industry engagement strategy

(Standard 1.5, 1.6)

As a matter of policy, FiT will maintain ongoing relationships with relevant:

- Peak bodies;
- State and Commonwealth government departments;
- Industry associations;
- Unions; and
- Industry.

During the development or review of a TAS or the assessment system, FiT will engage with these bodies to determine what their requirements of training are. At a minimum, this engagement will request feedback regarding:

- The operating environment of the industry in which graduates are employed;
- The methods of training and assessment which are currently considered to be industry standard;
- The training and assessment strategies, practices, and resources to be employed by FiT in the delivery of its training programs; and
- The industry skills required of trainers and assessors for the training product in question.

When the required feedback and information has been gathered, it will be used to inform the development or review of the TAS. Wherever possible, the information gathered will be documented in emails or formal meeting minutes, but where this is not possible the information gathered and what effect it has had on the training and assessment program will be documented into the TAS.

Optionally, FiT will invite interested industry partners to join the in the assessment validation process. For further information, please refer to the [T5 Validation of Assessment Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Industry engagement	Undertake industry engagement for the purpose of developing a TAS or revising the assessment system

Supporting Forms and Documents

Document ID	Name
<i>(email; on file)</i>	Industry Engagement Record

Evidence

To Evidence	Source
Industry engagement strategy	Industry Engagement Record

Version Control

Version #	Date	Changes
1.1	21/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T2 Development of Training & Assessment

Standards Evidenced	1.3, 1.4
Standards Referenced	1.2

General policy

Fire Industry Training (FiT) Pty Ltd will develop a Training and Assessment Strategy (TAS) (together with the associated delivery and assessment material) for an accredited training program, which once approved by the CEO or their delegated person, will be submitted for approval by the regulator. No marketing, enrolling learners or other activity is to be undertaken prior to that approval.

Programs for which a Training and Assessment Strategy is required

FiT will have a TAS in place for each variation of every training product on its scope of registration. A “TAS” refers to an organisational plan, not a specific document. It is not required that each TAS be contained within a separate document, nor is it required that the entire contents of a TAS be contained in a single document.

Consistency with training package requirements

(Standard 1.4)

All TAS documents developed and implemented by FiT will be entirely consistent with the requirements of the training package or VET accredited course for which it is written.

The purpose of the TAS is to ensure that every learner enrolled in a training product with FiT and who meets the conditions of delivery and assessment awarded an AQF qualification.

Target Learners

FiT will ensure that the target learner is clearly defined in the development of all TAS documents. This information will inform many facets of the program including, but not limited to, the amount of training to be provided, assessment tool development and recognition of prior learning considerations.

When defining the target learner, considerations which must be made include:

- The learner’s current employment status;
- The level of experience which the learner has in the criteria of the training product;
- The learner’s employment history and relevance to the course context; and
- The expected demographic or educational characteristics of the learner cohort.

Amount of Training

(reference Standard 1.2)

The TAS will clearly define the amount of training to be provided to learners who enrol in the course. When determining the correct amount of training to provide to enrolled learners the following details must be considered:

- The requirements of the learner profile including the expected range of existing skills, knowledge, and experience which they will hold;

- The delivery mode to be used and the requirements of the delivery mode, especially considering the target learner;
- The number of units of competency being delivered, the relative difficulty of the content of the units, and their combined packaging under the Australian Qualifications Framework as a proportion of a full qualification;
- The results of industry engagement and consultation and the input of industry consultation partners regarding the amount of training to be provided;
- The volume of learning, as described in the Australian Qualifications Framework (National RTO Standards Clauses 1.1-1.2); and
- Nominal hours.

Following implementation, the efficacy of the training programs provided will be monitored. Refer to the [T6 Monitoring and Evaluation of Training and Assessment Policy](#).

Required Inclusions

(Standard 1.3, 1.4)

All TAS documents approved for use within FiT will include, at a minimum, the following sections:

- Qualification overview:
 - Identifying information;
 - Rationale for the TAS;
 - Qualification packaging rules & course structure;
 - Units of competency;
 - Learners and clients; and
 - Job roles;
- Course delivery:
 - Environment and location;
 - Amount of training;
 - Mode of delivery;
 - Pathways;
 - Occupational licencing;
 - Entry requirements;
 - Employability skills summary or foundation skills;
 - Recognition processes;
 - Educational and support services;
 - Physical resources; and
 - Learning resources;
- Course structure and delivery:
 - Days of training;
 - Sessions plans for each day of training including:
 - Principle learning activities;
 - Summative assessments; and
 - Self-study material including formative assessments;
- Assessment (delivery):
 - Theoretical;
 - Practical;
 - Evidence gathering techniques; and
 - Learner engagement and monitoring;
- Human resources:
 - Technical competency; and

- Training and assessment competency;
- Assessment (validation):
 - Industry validation;
 - Assessment validation;
 - Assessment feedback; and
 - Transition arrangements;
- Review of training and assessment strategy (TAS); and
- Approval.

Additional sections may be added to the TAS for a specific training product as required by individual circumstances, though this may not involve the removal of any of the sections detailed above.

Delivery by third-party

(reference Standards 2.3, 2.4, 8.2)

Should FiT determine that delivery of a unit or units of competency or a program be delivered by a third party as a result of their specific expertise, knowledge or resource, then they will be subject to a specific agreement. See [TP1 Third Party Management Policy](#)

Approval

The approval of Chief Executive Officer, or their elected delegate, is required prior to approval being sought by the regulator. Only when such approval has been received will the program be deemed ready for implementation.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Development of a TAS	Develop a TAS for a training product the first time it is to be implemented
Validation and approval of a TAS	Review, validate, and approve a TAS, or require the developer to undertake further development work
Revising a TAS	Undertake a revision of an existing TAS following a review or continuous improvement identification
Approval of a TAS	Both the internal and regulatory approval process for changes and or additions to scope defined in a TAS

Supporting Forms and Documents

Document ID	Name
FD36	Training and Assessment Strategy Template

Evidence

To Evidence	Source
	Training and Assessment Strategy Template

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	21/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T3 Development of Delivery and Assessment Tools

Standards Evidenced 1.3, 1.4

Standards Referenced 1.8

General policy

Fire Industry Training (FiT) Pty Ltd will ensure that all delivery and assessment tools meet the requirements of the training package and enable high quality and consistent assessment across all the Dimensions of Competency.

Identification and Development of Delivery Resources

(Standard 1.3)

The TAS will have clearly defined the human, intellectual property, physical and infrastructure resources required to deliver the training product. FiT will not deliver the training product unless all resources detailed in the TAS are available.

At a minimum, based on the TAS, the following will be available for each course delivery:

- The trainers and assessors to deliver the training and assessment – see [H2 Trainer and Assessor Qualifications and Capability Policy](#) (Standard 1.3a);
- The educational and support services required to meet the needs of the target learner described (Standard 1.3b) – see [S Support and Progression Pillar](#);
- The learning resources required to enable each learner to meet the requirements for each unit of competency (Standard 1.3c), these may include
 - Books, training manuals, videos or other resources to support learning, and
 - Trainers material including slide presentation or other material;
- The facilities, whether physical or virtual, and equipment required to accommodate and support the learner cohort undertaking the training and assessment, including consideration of the number of learners undertaking training and assessment (Standard 1.3d).
 - Workshop facilities that are safe and suitable for learners to undertake practical activities and assessment; and
 - Sufficient resources –both re-usable (such as tools and equipment) and materials to enable a learner to competently demonstrate a particular skill.

Development of assessment tools

Assessment tools will be designed to elicit evidence that meets the Principles of Assessment and Rules of Evidence (reference Standard 1.8b)

All FiT assessment tools will be vocational in their design and will focus on enabling the learner to adequately demonstrate:

- Their skills and knowledge to industry requirements; and
- The application of those skills and knowledge to meet training package requirements.

The assessment methods utilised within each assessment will depend entirely on the unit of competency and may include:

- Direct observation practical activities;
- Theory/knowledge assessment; and
- Work portfolios, project and or case studies.

Third party evidence, being a secondary form of evidence, will be employed by FiT only in support of primary evidence collection and will never be used as the single form of assessment for a unit of competency.

All assessment tools developed or employed by FiT will include:

For the learner:

- A signed declaration of preparedness and authenticity by the learner to undertake assessment;
- Date that assessment commenced;
- The context and conditions which must be met prior to and/or during assessment;
- Clear instructions of the assessment task or tasks to be undertaken;
- A detailed outline of assessment evidence to be gathered; and
- A cover sheet that includes:
 - Links to the FiT complaints and appeals process, the FiT re-assessment process and the FiT reasonable adjustment process;
 - Signature of learner to acknowledge assessment outcome; and
 - Assessor signature and date of that assessment outcome being determined.

For the assessor, in addition to the above:

- Detailed assessors evidence requirements and marking guide that may contain one or more of the following (based on the type of assessment activity):
 - Actual answers – e.g. multiple choice;
 - Scope of information to be provided e.g. in a project; and / or
 - Tolerances and standards in a practical activity
- Any other criteria that may be used to determine the quality and /or accuracy of performance – how the assessment will be used to demonstrate competency.
- Any administration, recording and reporting requirements, including timelines for submission of the evidence to be assessed.

RPL Assessment Tools

In addition to the assessment tools identified above, FiT will develop an “RPL Kit” to enable an assessor to conduct a valid assessment of a learner meeting the requirements of one or more units of competency based on existing skills and knowledge however obtained. The tool will define how evidence will be collected and evaluated by the assessor. See [T9 National Recognition Policy](#) for RPL policy.

Mapping of training package requirements

(Standard 1.4 & reference 1.8a)

All assessments are to be mapped against the relevant Unit of Competency.

All assessment conducted against a training product, including recognition of prior learning, must include the assessment of all criterion, under the assessment conditions for that training product.

The assessment tools may be aligned with one or more Units of Competency. Where clustering is applied, all documentation including the mapping will clearly identify which Units of Competency are covered.

Each criterion is to be assessed at least once using evidence which is mapped to the criterion. In cases where the training product specifies multiple demonstrations or where FiT determines that there is a high personal or property risk additional evidence will be required.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Development of Assessment Tools	Develop new or revised assessment tools for a nationally accredited training product

Supporting Forms and Documents

Document ID	Name
(design dep.)	Assessment Templates
(design dep.)	Assessment Mapping Tool Templates

Evidence

To Evidence	Source
	Assessment Templates Assessment Mapping Tool Templates

Version Control

Version #	Date	Changes
2.0	03/12/22	Review
1.1	21/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T4 Delivery of Training & Assessment

Standards Evidenced	1.1, 1.2, 1.8
Standards Referenced	1.3, 1.4, 1.13-1.20, 2.3, 2.4, 6.1, 6.2, 8.2

General policy

Fire Industry Training (FiT) Pty Ltd will ensure that all training it delivers is of the high quality and that all assessment, including RPL, is conducted in line with the Principles of Assessment and Rules of Evidence. The delivery and assessment will be in accordance with the Training and Assessment Strategy (TAS). All delivery and assessment will be conducted by qualified (or supervised by qualified) trainers and assessors.

Delivery of Training

Delivery in accordance with the Training and Assessment Strategy

(Standards 1.1, 1.2 & reference to Standard 1.4)

All training delivered towards nationally accredited training products must follow the latest approved Training and Assessment Strategy (TAS).

Trainers are expected to adequately prepare prior to the formal commencement of training to ensure provision of high quality training and assessment. This will include (but is not limited to):

- Liaise with administration for the production of all hardcopy resources prior to commencement;
- Ensure any and all electronic resources (e.g. slides and online videos) are available;
- Check room for use for availability and safety and relevant equipment;
- Test any equipment (including projectors), if relevant, and confirm functioning correctly; and
- Ensure all practical resources required for deliver and assessment are available and in sufficient quantity to meet the requirements of the group of learners.

The trainer is to use the examples and case studies identified in the TAS for both delivery and assessment. They may, in addition, provide additional material as real-life industry examples to enhance the learning with the permission of FiT.

The trainer is to ensure that the learners have sufficient time (including for formative assessment) and resources to learn both the skills and knowledge required prior to assessment.

Where issues arise as result of a learner needing additional support, then the trainer is to refer to the [S1 Development of Support Plans Policy](#) or agreed that the learner ceases the course.

Assessment

Assessment in accordance with requirements

(Standard 1.1, 1.8 & reference to Standard 1.4)

All assessors will follow the process for assessing learners and the submission of assessment tools and results for recording to administration.

The planning of assessment will include consideration of the needs of persons from the specific training group and will take into account the need for flexibility in assessing to meet any specific

requirements. Reasonable adjustments may be made to the assessment process to meet the requirements of a learner, but the adjustments must not impact on meeting the training package assessment criteria. For more details of the process for implementing reasonable adjustments, refer to the [T8 Reasonable Adjustment Policy](#).

Assessors are to ensure that all assessment is delivered in accordance with the principles of assessment and that all evidence collected complies with the rules of evidence.

Assessors must follow the instructions for assessment and be applied in a consistent manner to ensure fairness of assessment.

Administration will verify that all basic evidence has been completed to a high standard prior to recording results in the Student Management System and filing the evidence in the record keeping system ensuring all records of assessment are maintained accurately for the appropriate periods of time see [R8 Records Management Policy](#).

The CEO or their delegated person will conduct a quality control process to confirm the accuracy and completeness of assessment activity.

Learners will be made aware of the FiT appeals policy and their right to access it, if they are unhappy with any aspect of the service or assessment delivery, refer to the [S7 Complaints and Appeals Policy](#).

Re-assessment

All learners of FiT are entitled to one re-assessment, free of charge, following an assessment result of not-yet-competent for a unit or units of competency.

The time and place of re-assessment will be negotiated between the learner and the assessor. It will incorporate enough time for a learner to address knowledge and skills deficits prior to re-assessment.

If a learner undertakes re-assessment is assessed as being not-yet-competent after the proscribed re-assessments will be required to re-enrol in the program and to undertake training and assessment again.

Monitoring learner progression

FiT will support its learners towards achieving a satisfactory outcome and be proactive in responding to circumstances inhibiting a successful outcome for the learner. FiT monitors learner progress and implements support strategies based on evidence supplied through:

- Attendance records
- Trainer reports
- Assessment tracking

Trainers and assessors

(reference Standards 1.13-1.20)

All trainers and Assessors must meet the qualification and experience requirements as defined by the Standards. Where they do not meet these requirements, they must work under supervision.

See [H2 Trainer and Assessor Qualifications and Capability Policy](#), and the [H3 Trainers Working Under Supervision Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Preparation for training	Ensuring that the resources required for training delivery are available, and rectifying if they are not
Delivery of training and assessment	Deliver training and assessment according to the Training and Assessment Strategy
Attendance rolls and training records	Maintain attendance rolls and other records of training activity
Assessment record keeping	Maintain all required records of assessment conducted and assessment decisions made
Recognition of prior learning	Conduct a recognition of prior learning assessment process for an eligible learner
Review training and assessment	Sampling of all assessment tools to confirm high quality assessment and confirmation of completeness and accuracy

Supporting Forms and Documents

Document ID	Name
FF12	Attendance Roll (student)
(various)	Assessment documents
FF38	RPL Application – CPC32820
FF39	RPL Assessor evaluation – CPC32820
FF78	RPL Application – CPC20521
FF79	RPL Assessor evaluation – CPC20521

Evidence

To Evidence	Source
Delivery of Training	Attendance roll
Assessment	Assessment documents
Completed RPL Assessment	Recognition of Prior Learning Tools – Application and Assessor checklist

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	21/09/18	Reviewed. Updated 'Supporting Forms & Documents'
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T5 Validation of Assessment

Standards Evidenced	1.9-1.11
Standards Referenced	

General policy

Fire Industry Training (FiT) Pty Ltd will implement a systematic and planned quality review of all training products on its scope of registration in accordance with the Principles of Assessment and the Rules of Evidence.

Validation

(Standard 1.9-1.11)

Validation forms part of the quality review process that ensures a systematic and consistent approach is applied to the assessment methodology and judgements that are made.

FiT will:

- Develop and implement a validation schedule that identifies:
 - Assessments to be validated;
 - Timing and frequency of validation;
 - Assessments considered to be high risk; and
 - Validation team leader;
- Validate at least 50% of training products including all high-risk products in the first three years;
- Validate each training product at least once every five years;
- Ensure assessment practices and processes are continuously monitored for quality assurance and improvement purposes;
- Ensure statistically valid and randomised sampling methods are applied to learner assessments of the training products under review;
- Ensure the validation team is comprised of at least one or more individuals not directly involved in the delivery and assessment of the training product;
- Ensure participants involved in the validation process collectively have:
 - Vocational competencies and industry currency¹ for the assessment being validated;
 - Current teaching and assessment knowledge and skills; and
 - TAE40110 or its successor;
- Document recommendations to improve the quality and consistency of assessment.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Conduct Validation of Assessment	Undertake validation of assessment tools used for a nationally accredited training product

¹ Industry experts may be involved in validation to ensure there is the combination of expertise available

Supporting Forms and Documents

Document ID	Name
FF36	Validation Form
FR09	Validation Register

Evidence

To Evidence	Source
Validation and Continuous Improvement	Completed Validation activities together with rectification plans and CI activity associated with these plans.

Version Control

Version #	Date	Changes
1.1	21/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T6 Monitoring & Evaluation of Training & Assessment

Standards Evidenced

2.2

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will monitor and evaluate its training, assessment and related educational services to ensure continued high quality and compliant delivery to all learners. Items identified for improvement will be recorded in the Continuous Improvement Register.

Monitoring of training and assessment

(Standard 2.2)

FiT will monitor the delivery of its training and assessment services including:

Source	Frequency
Training and Assessment Strategies (to comply with Standard 1)	At least annually
Quality indicator surveys	Minimum annually
Validation outcomes	See validation schedule
Formal client, trainer, and assessor feedback	Surveys administered at least annually
Complaints and appeals lodged (and recorded in the register)	On completion of the complaint or appeal
Informal feedback received	At time of feedback

Evaluation of findings

Actions or issued identified in the monitoring process will be evaluated as to the urgency and for indications of any systemic issue and will be recorded in the Continuous Improvement Register.

Continuous improvement

(Standard 2.2b)

The Chief Executive Officer, or their approved delegate, will periodically analyse the entries in the Continuous Improvement Register and create a plan for both the rectification and subsequent evaluation of effectiveness of the rectification.

Part of the planning will be to rationalise items in the register into coherent meaningful activities that are assigned to owners and are tracked through to completion.

The priorities and rationale for activities is to be documented in the continuous improvement register.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Review training and assessment	Collect feedback from learners and other clients, including mandated quality indicator data, who have undertaken nationally accredited training
Continuous Improvement of Training and Assessment	Utilise feedback data gathered to improve the quality of training and assessment programs

Supporting Forms and Documents

Document ID	Name
FF08	Student Satisfaction Survey
FF41	Student Course Evaluation
FF42	Trainer/Assessor Course Evaluation
FF43	Employer Course Evaluation
FF59	Continuous Improvement Request
FR03	Continuous Improvement Register

Evidence

To Evidence	Source
Monitoring of training and assessment	Learner Feedback Form Client Feedback Form
Continuous improvement	Continuous Improvement Register

Version Control

Version #	Date	Changes
1.1	21/09/18	Reviewed. Updated 'Supporting Forms and Documents'
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T7 Transition of Training Packages & Accredited Courses

Standards Evidenced 1.26, 1.27

Standards Referenced

General policy

Fire Industry Training (FiT) Pty Ltd will implement an organised transition or completion of learners and the redevelopment of all delivery material and learners, as appropriate, to revised training packages taking into consideration learner's needs.

FiT will not enrol a new learner into any course based on a training product that has been removed or deleted from the National Register.

Superseded by a replacement

(Standards 1.26, 1.27)

Equivalent (E) vs Not-Equivalent (N) courses

Training courses that are deemed equivalent by the Skills Service Organisation will be automatically added to the Scope of Registration on the National Register (and FiT will be notified by email).

Items that deemed not-equivalent are treated as a new course by the regulator and will require regulatory approval to be added to scope.

Transition Planning

A transition plan is to be developed and implemented once a superseded training product appears on the FiT scope of registration.

The transition plan must cover:

- Redevelopment of the TAS and associated training and assessment materials;
- Teach out arrangements to ensure all learners are transferred to the new qualification/unit within 12 months of appearing on the national register;
- Timetable to ensure the following actions are complete within 12 months of the publication date of the superseding training product on the national register:
 - Redevelopment of TAS;
 - Redevelopment of delivery and assessment tools;
 - Transition (including any gap training if required) of learners; and
 - Submission and gaining regulatory approval (if required).

Transition arrangements do not apply to skill sets or qualification that stipulate the delivery of a superseded unit of competency.

Courses non-current and not superseded

(Standard 1.26)

FiT will ensure that all existing learners will be issued a statement of attainment once either the learner has completed the superseded course or is transitioned to the new course. A course may be either a full qualification, skill set, unit of competency, an accredited short course or module.

For learners enrolled in full qualifications the teach-out period is two years, for all other courses the teach-out period is one year.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Transition of Training Products	Manage the transition of superseded nationally accredited training products on the FiT scope of registration

Supporting Forms and Documents

Document ID	Name
(on file)	Training Product Transition Record

Evidence

To Evidence	Source
Completed (and enacted) transition plan if any	Training Product Transition Record

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	21/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T8 Reasonable Adjustment

Standards Evidenced	
Standards Referenced	1.8b

General policy

Fire Industry Training (FiT) Pty Ltd is committed to a fair and inclusive learning environment and will make reasonable adjustment to assessments where a learner’s needs have been identified.

Reasonable adjustment principles

Reasonable adjustment can be made to the assessment process provided adjustments do not impact on the assessment criteria and inherent requirements of the qualification or unit and are appropriate. The Principles of Assessment and Rules of Evidence must apply.

Designing reasonable adjustment

(reference Standard 1.8b)

Reasonable adjustment may include though not limited to:

- Variation in standard assessment procedures (e.g. additional time allowance, oral versus written assessment);
- Alteration of assessment methodology (e.g. substituting assignments with theory tests);
- Use of adaptive and assistive technologies; and
- Use of support persons.

Responsibility for determining suitability of adjustments is at the discretion of the assessor.

All reasonable adjustments proposed must be discussed with, and agreed by, the learner.

Recording of reasonable adjustments

Minor adjustments, such as the undertaking of a small number of written text questions verbally, may be documented directly onto the assessment. These must be clearly annotated.

More substantial adjustments made to the assessment process must be justified with the following information either on file or recorded in the comment section of the cover sheet:

- What the adjustment was and why it was required;
- Which assessment task or tasks the adjustment applied; and
- Signature of the assessor.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose

Supporting Forms and Documents

Document ID	Name

Evidence

To Evidence	Source
Reasonable adjustment	Assessment Documentation with annotations and comments and Learner File Notes

Version Control

Version #	Date	Changes
2.0	03/10/22	Review
1.1	21/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

Training & Assessment (T)

T9 National Recognition

Standards Evidenced	1.12, 3.5
Standards Referenced	

General policy

Fire Industry Training (FiT) Pty Ltd will provide learners pathways towards national recognition of pre-existing skills and knowledge based on verifiable evidence.

FiT will provide pathways towards National Recognition through:

- Credit Transfer (CT);
- Recognition of Prior Learning (RPL); or
- Recognition of Current Competency (RCC)

Credit transfer (CT)

(Standard 3.5)

Credit transfer is awarded for:

- Units of Competency that have the same National code as a unit in the learner's chosen training product;
- a unit which is deemed equivalent on the national register; or
- units which have been mapped as meeting or exceeding all the assessment requirements of a unit in the learner's chosen training product.

A learner must apply for Credit Transfer prior to or at the time of enrolment.

Learners with prior skills and knowledge

Recognition of prior learning (RPL)

(Standard 1.12)

All FiT learners will be offered the opportunity to access an RPL assessment pathway. Assessment is to be conducted and competency awarded based on:

- Demonstrating the skills and knowledge to the level required by the unit of competency or VET accredited course;
- Using an approved RPL assessment tool for the training product; and
- Satisfying the requirements of the Rules of Evidence and Principles of Assessment.

Training must not be provided as part of the RPL assessment.

Recognition of current competency (RCC)

RCC applies if a learner “...has successfully completed the requirements for a unit of competency or module previously and is now required to be reassessed to ensure that the competence is being maintained.”² Example is an old Trade Qualification “Certificate of Apprenticeship”, that is no longer a current qualification.

In these cases, the learner will be required to follow an “Assessment Only Pathway” to formally confirm the currency of their skills and knowledge.

A learner must apply for RCC prior to or at the time of enrolment.

National Recognition not attained

Where the evidence presented leads to a determination of RPL or RCC is not granted, the learner will be required to attend further training and assessment as described in the Training and Assessment Strategy for the training product.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Process Credit Transfer	Assessing applications for credit transfer and applying the transfer when appropriate
Process RPL /RCC	

Supporting Forms and Documents

Document ID	Name
FF37	Application for Credit Transfer
FF38	RPL Application – CPC32820
FF39	RPL Assessor evaluation – CPC32820
FF78	RPL Application – CPC20521
FF79	RPL Assessor evaluation – CPC20521

Evidence

Source	Demonstrating
Enrolment form	Initial request for CT/RPL/RCC
Credit Transfer Application	Credit Transfer request & associated evidence
RPL Application and relevant evidence	RPL request and evidence to demonstrate soundness of determination

Version Control

Version #	Date	Changes
1.1	21/09/18	Reviewed. Updated ‘Supporting Forms and Documents’
1.0	27/10/17	First release

--- End of Policy ---

² (AVETMISS data element definitions: edition 2.2 Revised: 21 August 2017)

Training & Assessment Processes

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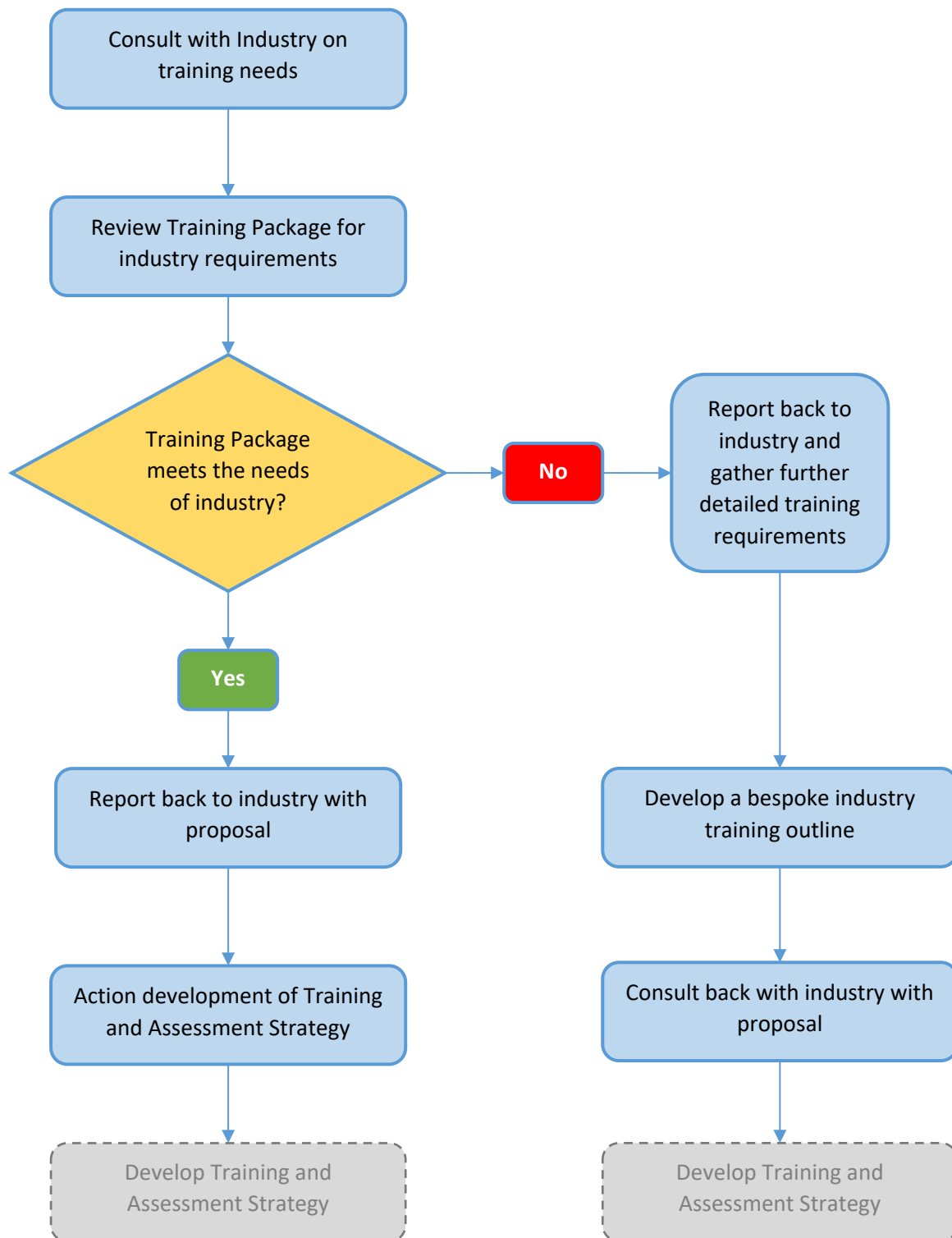
Note. Please read FD22 Assessor Guide in conjunction with deliver training and assessment and review training and assessment process for instructional steps.

Below is a resource table that lists the relevant resources that will be required to complete the documented process. If unsure about the process at any time consult the Training Manager.

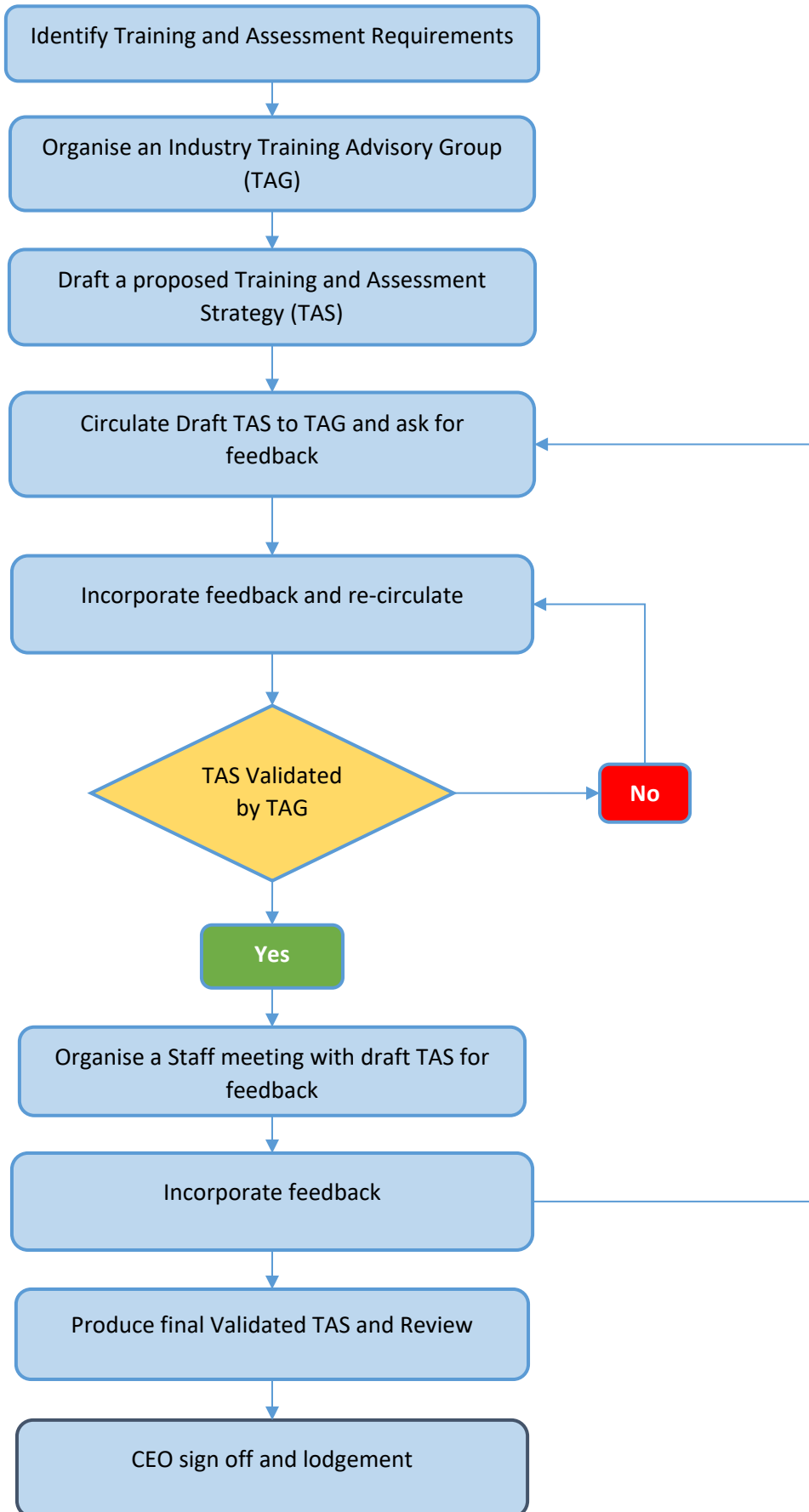
Resource Table	
Procedure	Resource required
Training Needs Identified	<ul style="list-style-type: none"> • Training.gov website • Vettrack • Meeting room
Develop Training and Assessment Strategy	<ul style="list-style-type: none"> • FD36 Training and Assessment Strategy • Training.gov
Review Training and Assessment Strategy	<ul style="list-style-type: none"> • FD36 Training and Assessment Strategy • Training.gov
Development of Training and Assessment Material	<ul style="list-style-type: none"> • Trainng.gov • Computer • Subject matter expert
Plan Training and Assessment Delivery	<ul style="list-style-type: none"> • SharePoint • Course Administrative documentation • Course Material • Lesson plan • Training venue

Resource Table	
Procedure	Resource required
Delivery Training and Assessment	<ul style="list-style-type: none"> • FF12 Attendance Roll (student) • Class folder • Course material • Training venue • Unit Results Record • Trainer and assessor guide • Assessment App • Student feedback forms
Review Training and Assessment	<ul style="list-style-type: none"> • Class folder • Assessments • FF08 Student Satisfaction Survey • FF41 Student Course Evaluation • FF42 Trainer Assessor Course Evaluation • FF43 Employer Course Evaluation • FF59 Continuous Improvement Request • FR03 Continuous Improvement Register • Vettrack • Confirmation of competence email • eProfiling • Student file • Student records
Conduct validation of Assessment	<ul style="list-style-type: none"> • ASQA Validation calculation tool • Completed Assessments • Assessment material • Vettrack
Transition of Training Products	<ul style="list-style-type: none"> • Training.gov • Training and Assessment strategy
National Recognition – Process Credit Transfer	<ul style="list-style-type: none"> • Vettrack • FF37 Application for Credit Transfer • FF38 RPL Application – CPC32820 • FF39 RPL Assessor evaluation – CPC32820 • FF78 RPL Application – CPC20521 • FF79 RPL Assessor evaluation – CPC20521 • Student file
National recognition – Process RPL	<ul style="list-style-type: none"> • FF38 RPL Application – CPC32820 • FF39 RPL Assessor evaluation – CPC32820 • FF78 RPL Application – CPC20521 • FF79 RPL Assessor evaluation – CPC20521 • Vettrack

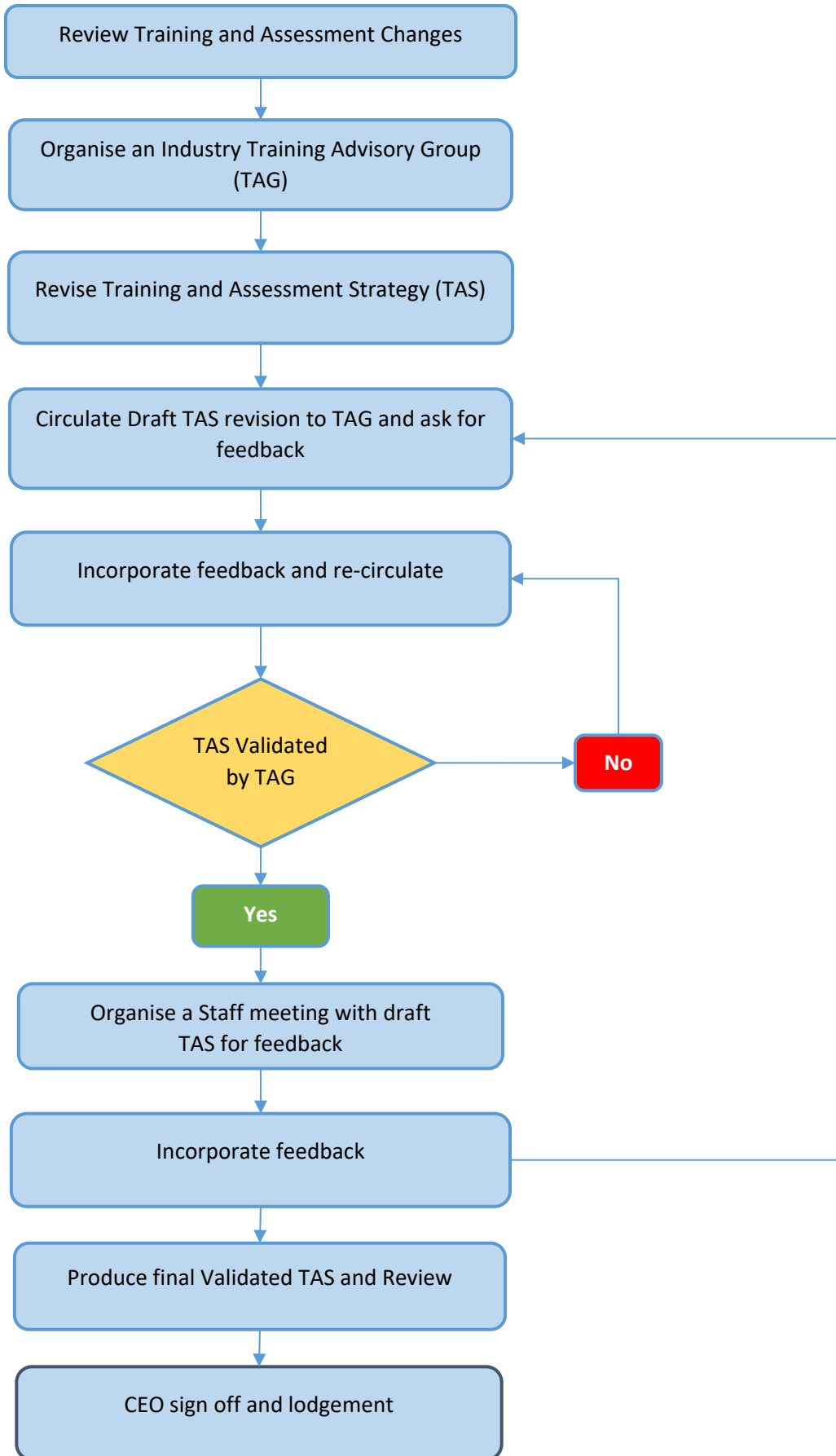
Training Needs Identified – *Training Manager*



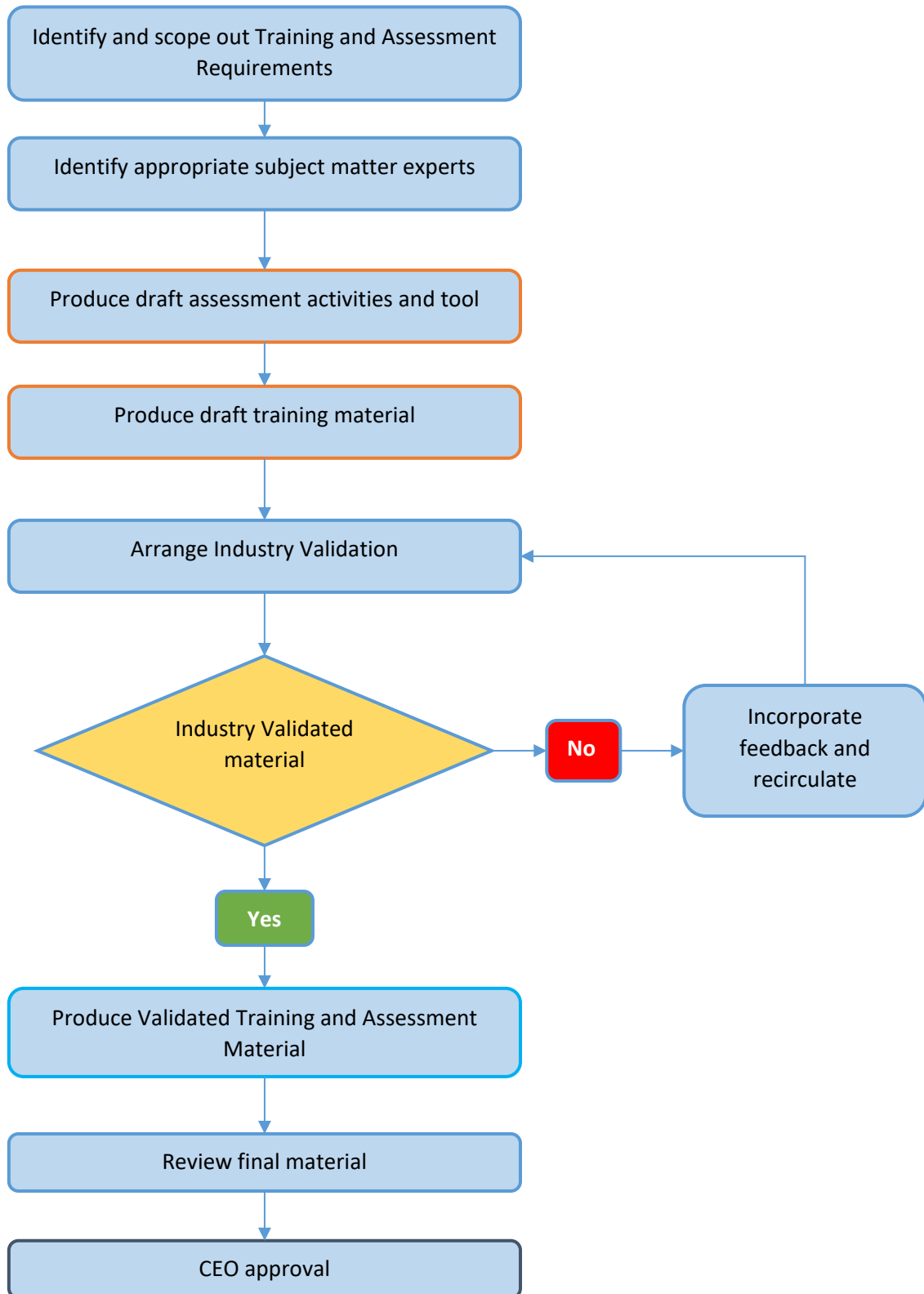
Develop Training and Assessment Strategy – *Training Manager, CEO*



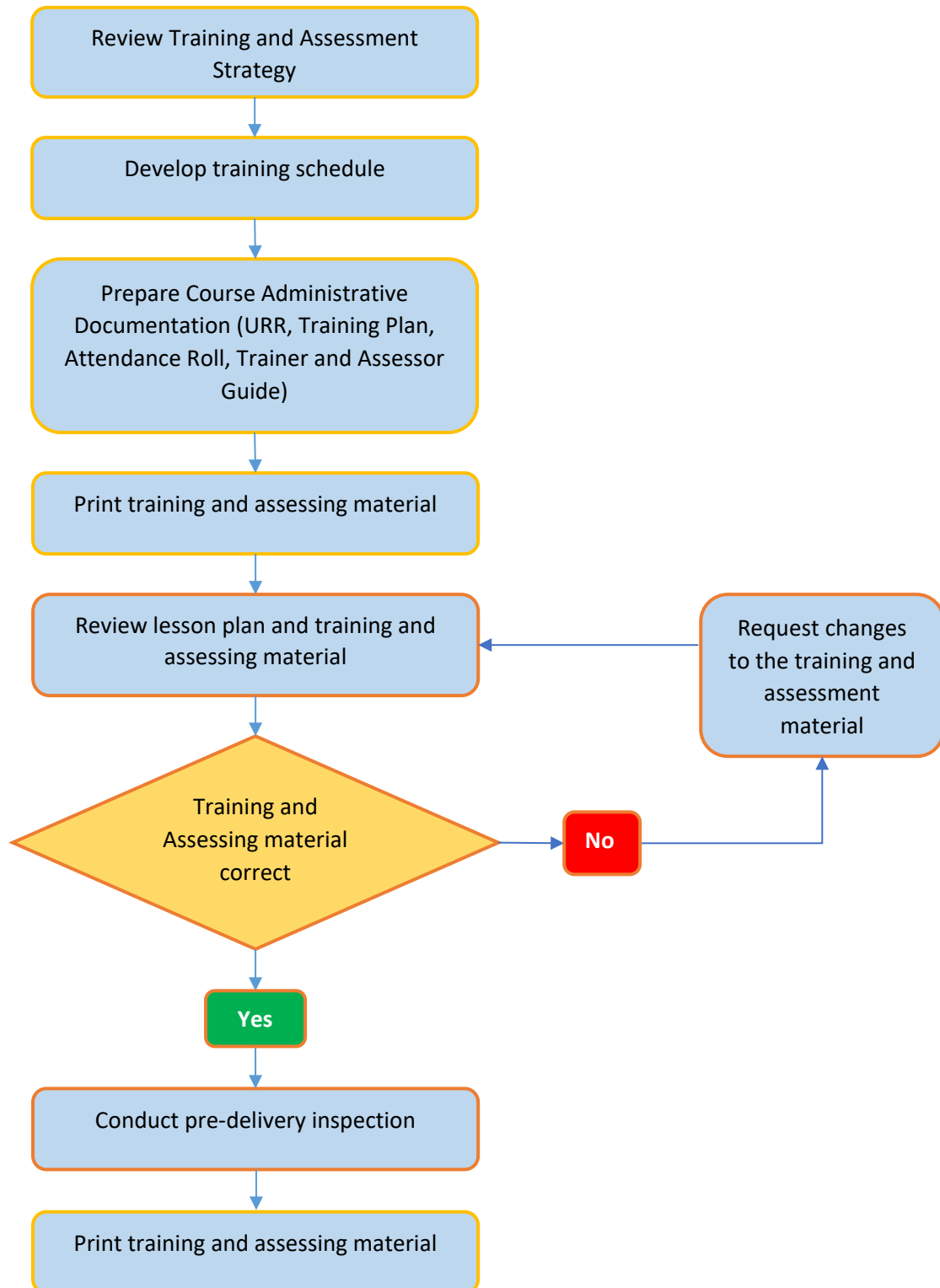
Review Training and Assessment Strategy – *Training Manager, CEO*



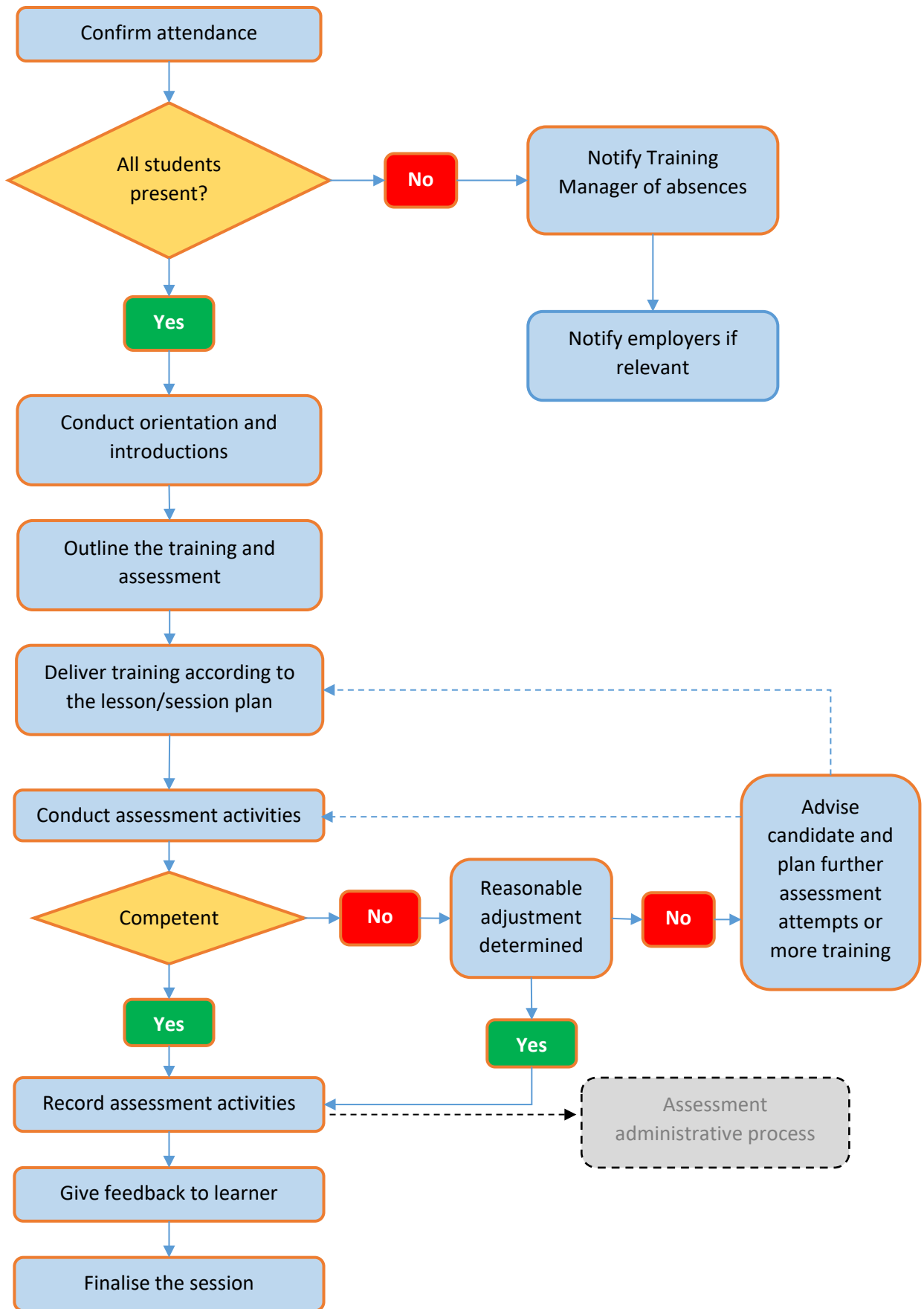
Development of Training and Assessment Material – *Training Manager, Trainer and Assessor, Media Officer, CEO*



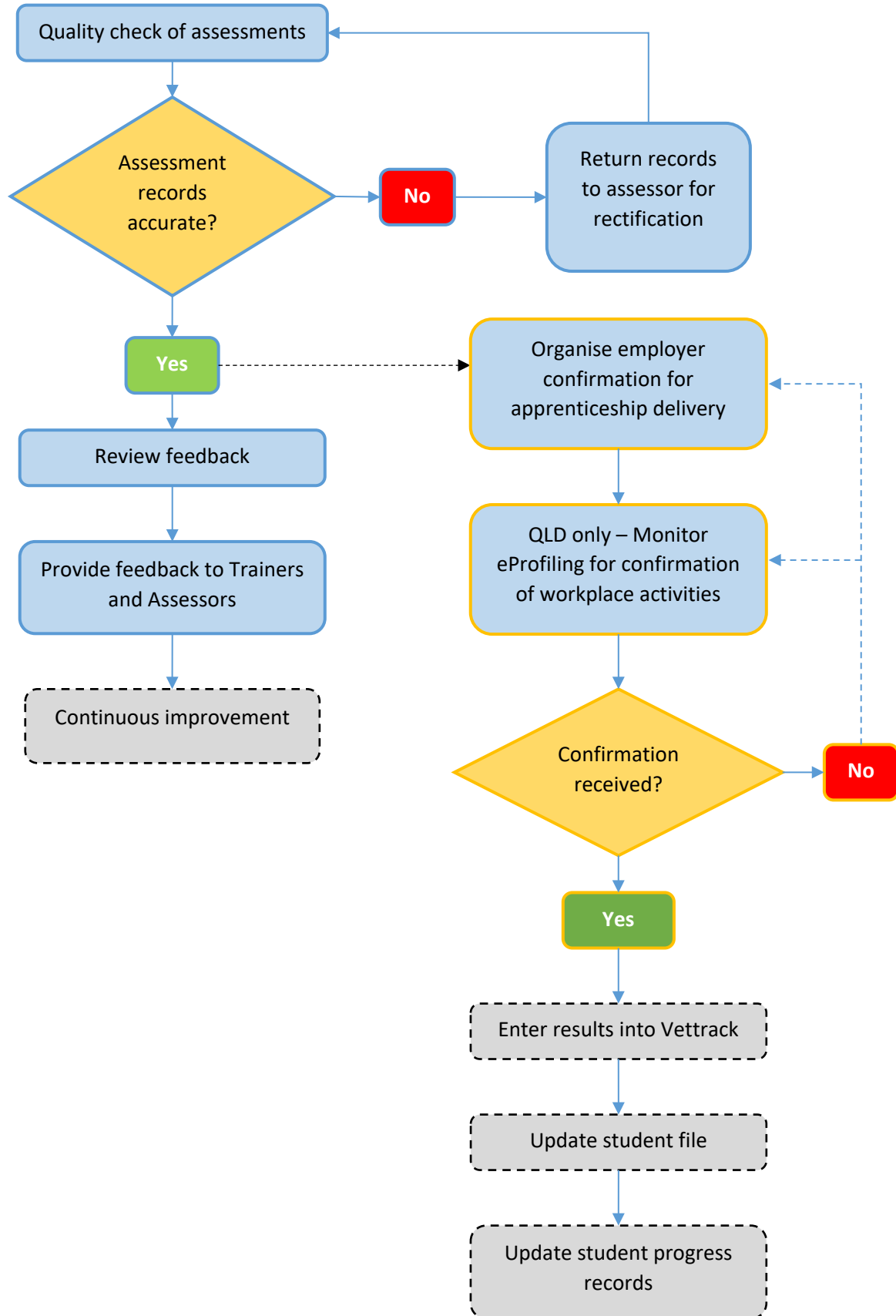
Plan Training and Assessment Delivery – Administration, Trainer and Assessor



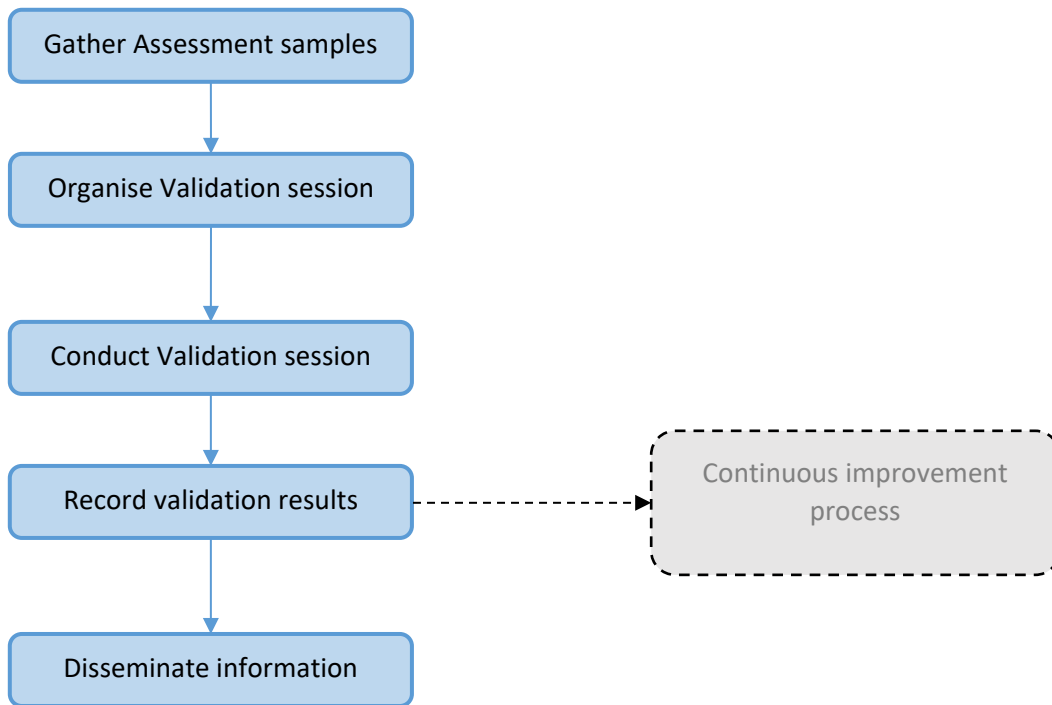
Delivery Training and Assessment – Micro process



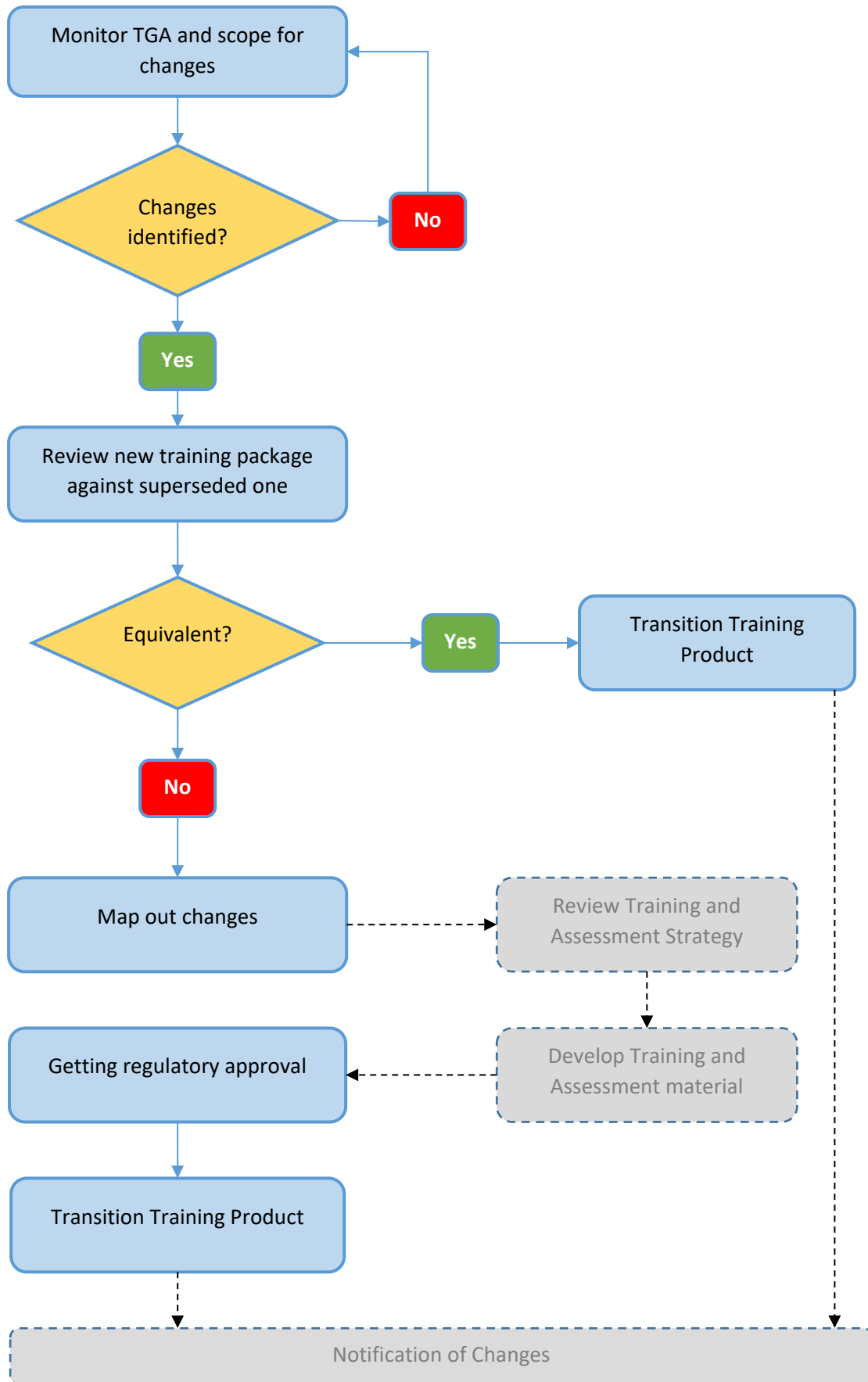
Review Training and Assessment – *Training Manager, Administration*



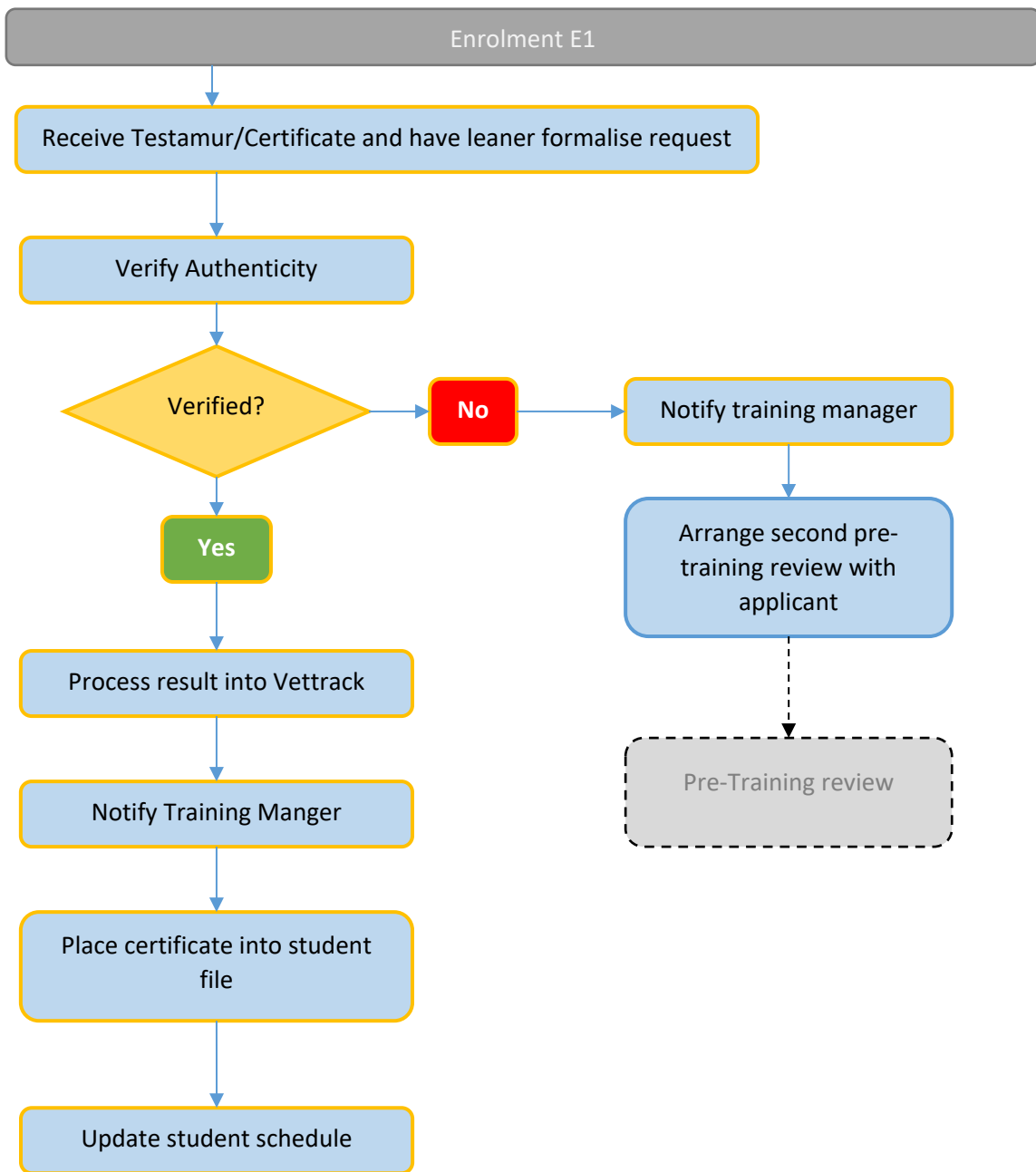
Conduct validation of Assessment – *Training Manager*



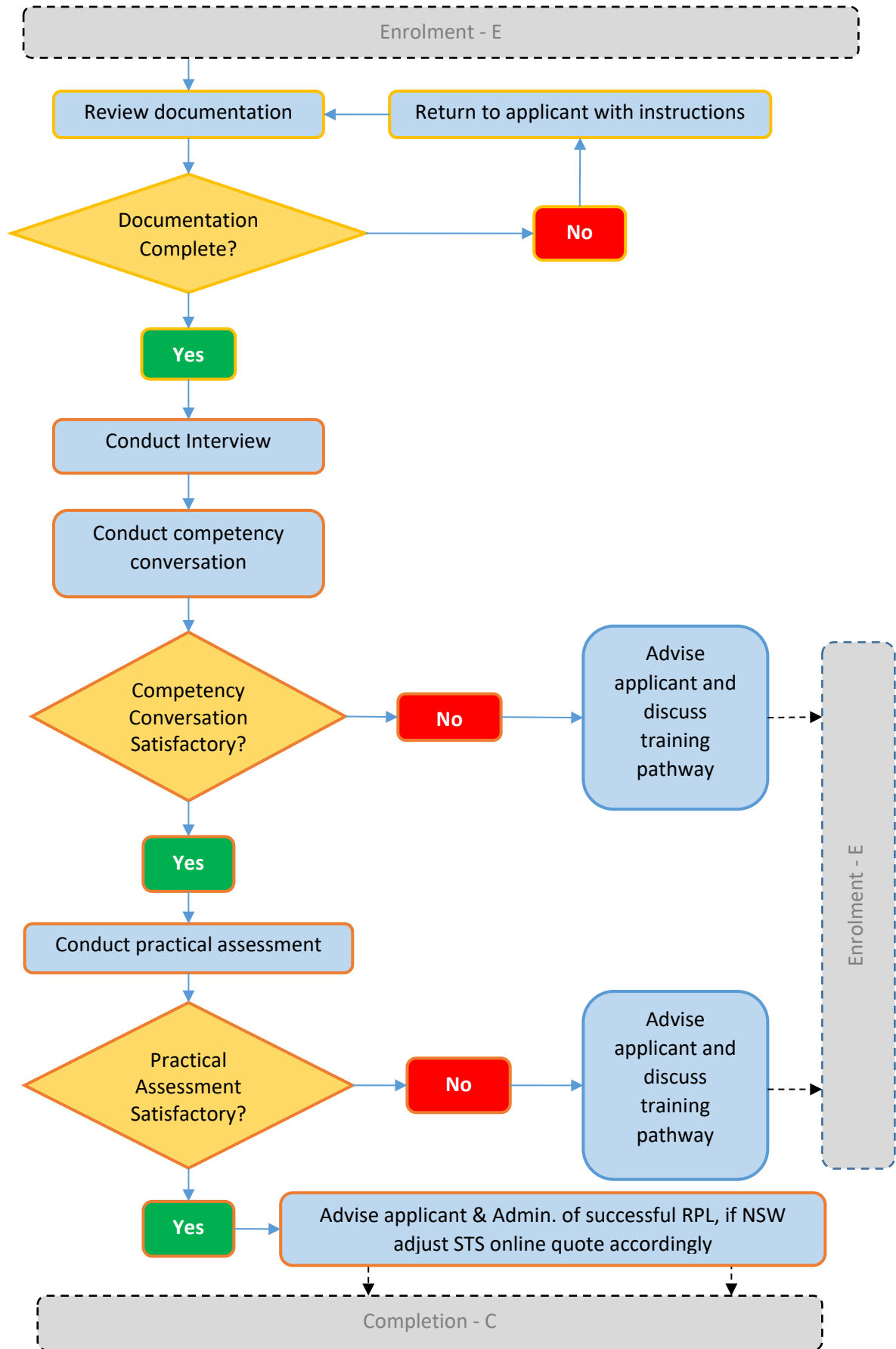
Transition of Training Products – *Training Manager*



Process Credit Transfer – Administration, Training Manager



Process RPL – Administration, Trainer and Assessor, Training Manager

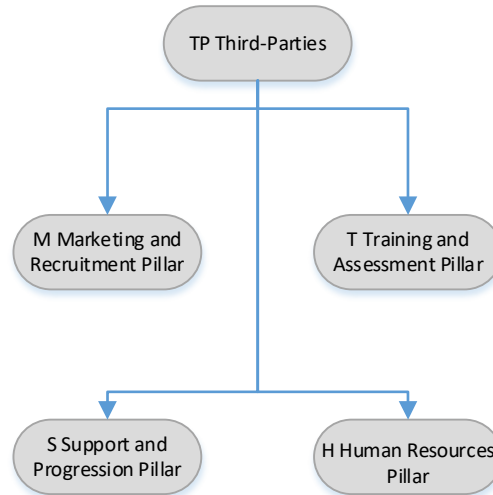


Third-Party (TP) Policies

Policies within the Pillar

- [TP1 Management of Third-Parties](#)

Diagram of [Third-Party Process](#)



Version Control

Version #	Date	Changes
2.0	21/09/18	Reviewed.
1.0	27/10/17	First release

Third Party (TP)

TP1 Management of Third-Party

Standards Evidenced	2.3, 2.4, 8.2, 8.3
Standards Referenced	2.1, 4.1, 5.3, 5.4, 6.1, 6.2, 7.3

General policy

Where Fire Industry Training Pty Ltd (FiT) allows a third-party to undertake elements of its responsibilities as an RTO, it will ensure that these services are well planned, governed, and controlled.

Services which may be provided by a third-party

(reference to Standards 4.1, 5.3, 7.3)

Which of the activities of FiT, if any, are contracted is wholly at the discretion of the Chief Executive Officer or their elected delegate. Any service which is provided on behalf of FiT as an RTO is required to comply with this policy.

Written agreements

(Standard 2.3, 8.2)

When any service is to be provided on behalf of FiT as an RTO, it will be governed by a formal written agreement between the two entities. The specific content of the written agreement will depend entirely on the services being contracted, however all agreements will include:

- The name Fire Industry Training (FiT) Ltd, and the legal name of third-party;
- The start and end date, or review date, of the agreement;
- Clauses detailing FiT's obligations under the agreement;
- Clauses detailing the obligations of the third-party;
- The mechanisms through which FiT will systematically monitor the third-party;
- Any record-keeping procedures which apply e.g. in relation to completed learner assessments, or implemented marketing materials;
- Any FiT obligations, or obligations of the third-party, relating to VET FEE-HELP, government-funded subsidies, or other financial support;
- Detail of arrangements for commission or fees to be retained by the third-party; and
- Clauses requiring the third-party to cooperate with ASQA and to provide accurate responses to requests about delivery of services and in the conduct of audits.

The detail of the agreement will necessarily be substantially different depending on the services being contracted. FiT divides third-party agreements into three categories:

1. Delivery of training and assessment services;
2. Delivery of brokering (marketing and recruitment) services; and
3. Delivery of other services.

FiT will maintain a template agreement to be used in the implementation of all three of these agreement types as they are required.

Declaration to ASQA and State Based Funding Contracts

(Standard 8.3)

FIT will notify ASQA of the commencement or completion of any third-party agreement in relation to its responsibilities as an RTO. This includes any “training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners”, and excludes any “services such as student counselling, mediation or ICT support”, as detailed in the Standards.

The declaration will be made by the Chief Executive Officer, or their elected delegate, using the ASQA approved method. The initial declaration of the commencement of a third-party agreement will be made as soon as practicable after the agreement is signed, and no later than 30 days after the commencement of the agreement and information is to be submitted to the state based funding body as stipulated in the relevant contract.

When a third-party agreement is terminated, the declaration will be made by the Chief Executive Officer, or their elected delegate, using the ASQA approved method within 30 days of the termination.

Monitoring of third-party

(Standard 2.4 and reference to Standard 2.1)

To ensure that all third party are complying with the Standards and the terms of their agreement, FIT will undertake monitoring activities regularly and routinely. The nature of these monitoring activities will differ depending on the services being provided, however at a minimum they will be conducted at least 6 monthly to monitor and evaluate current and emerging risks to the quality and compliance to individual contracts. A copy is to be circulated and signed off by the Executive officer of both Fit and the Third Party. It is detailed in the written agreement with the third-party of all requirements and expectations, and the Chief Executive Officer will ensure that adequate resources are provided to undertake these monitoring activities.

Where monitoring determines that the terms of the agreement are not being complied with, or where there is possible contravention of the Standards, this will be grounds for the dissolution of the third-party agreement.

Change to third-party services

(reference to Standard 5.4)

When there is a change to a third-party agreement, including the commencement or termination of an agreement, notification will be made to the following stakeholders:

- Regulator
- State Funding bodies
- Learners

Each notification will occur in terms as stipulated by the regulator or relevant funding contract, and to the learner as soon as is practical, but at a minimum prior to the change of provider circumstances occurring. This includes for removal of doubt, Brokering services, partnership with another RTO with a Funding Contract with the Department, and the change of control of the Third Party including Disallowed persons all are regarded as requiring a notification of the Department. For more information on the methods used to keep learner informed of changes within the RTO, refer to the [R3 Changes to Services Policy](#).

Complaints and appeals

(reference to Standards 6.1, 6.2)

FiT has a complaints policy in place which allows a learner, or any other party, to make a formal complaint regarding the operations of the RTO, including activities undertaken on its behalf by a third-party. FiT also has an appeals policy in place which allows a learner to appeal any decision made by FiT, including decisions made on its behalf by a third-party. All learners, clients, and others involved with FiT will be made aware that they have the right to make a complaint or lodge an appeal if they feel it is necessary. For more details regarding the complaints and appeals process, refer to the [S7 Complaints and Appeals Policy](#).

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Formation of Third-Party Agreements	Develop, approve, and implement a written agreement for the provision of services on behalf of the RTO by third-party
Declaring Third-Party Agreements to ASQA	Undertake the appropriate declarations to ASQA on the implementation or dissolution of a Third-Party agreement
Monitoring of Third Party Agreements	Undertake monitoring activities, and continuous improvement or rectification action is required, on a service delivery agreement with a third-party

Supporting Forms and Documents

Document Identifier	Name
Various	Third-Party Agreements
Emails	ASQA Declarations

Evidence

To Evidence	Source
Written agreements	Third-Party Agreements
Declaration to ASQA	ASQA Declarations
Monitoring of third-party	Document Review

Version Control

Version #	Date	Changes
3.0	03/10/22	Update, including monitoring of TPA
1.1	21/09/18	Reviewed.
1.0	27/10/17	First release

--- End of Policy ---

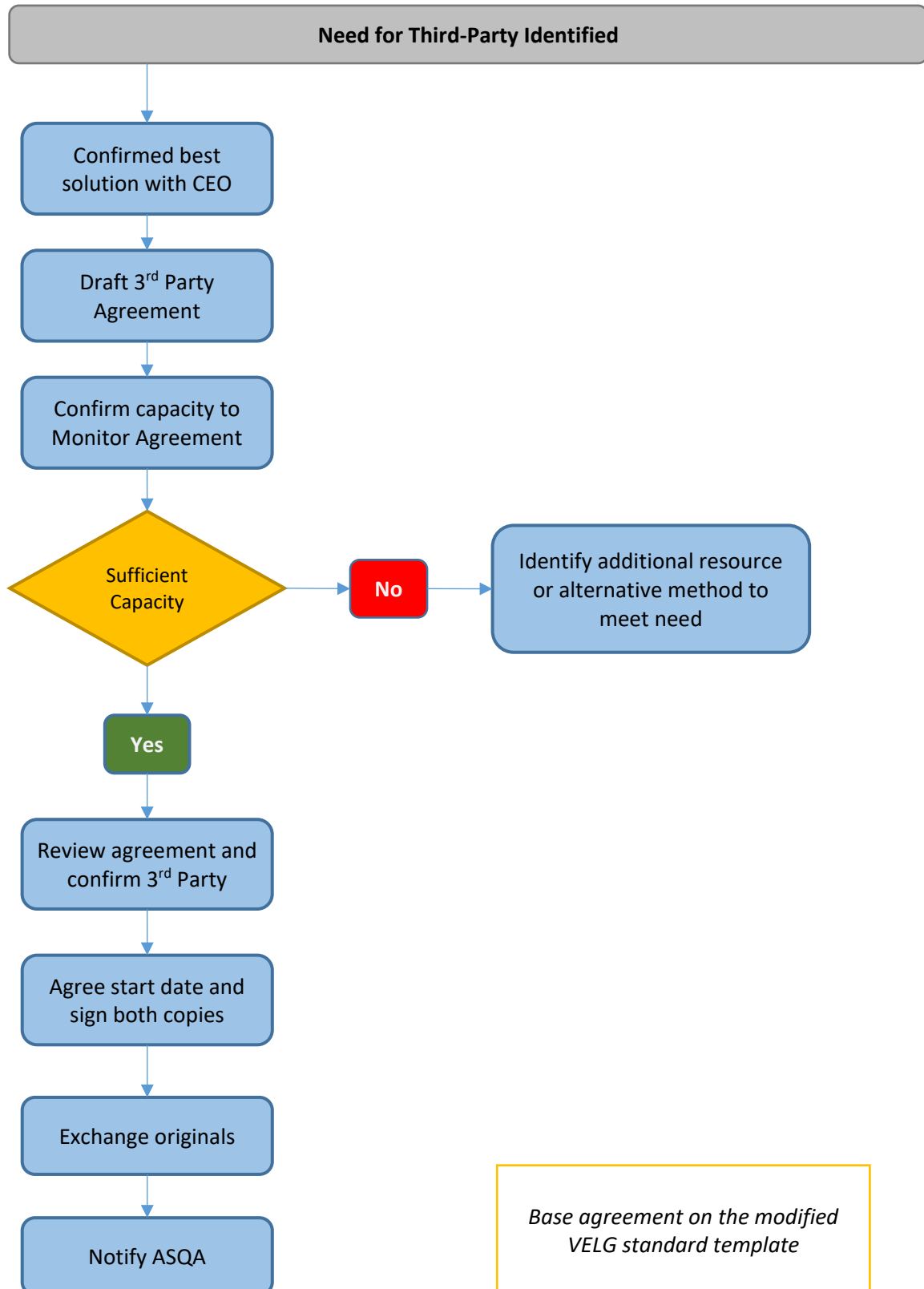
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Creation of Third-Party Agreement – *Training Manager, CEO*



Monitoring performance against Third-Party Agreement – *Training Manager, CEO*

