

Policy Aims

Ensure that CCAE staff conduct internal **AQTF Audits** and, via moderation sessions based on their findings, develop improvement strategies to ensure CCAE is compliant in all AQTF Standards.

Policy Outline

CCAЕ operations will, for the purposes of this policy, be divided into Industry Area Teams.

Each trainer working in an Industry Area Team will, with colleagues, undertake a review of their C-DAS documentation, training qualifications register, training resources and materials, training procedures and practices in terms of each of the AQTF standards set out below:

Standard 1: The RTO provides quality training and assessment across all its operations

- 1:1 – The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment
- 1:2 – Strategies for training and assessment meet the requirements of the relevant training package or accredited course and are developed in consultation with industry.
- 1:3 – Staff, facilities, equipment, training and assessment materials used by the RTO are consistent with the requirements of the training package or accredited course and the RTO’s own training and assessment strategies.
- 1:4 – Training and assessment is delivered by trainers and assessors who:
 - a. have the necessary training and assessment competencies as determined by the NQC or its successors
 - b. have the relevant vocational competencies at least to the level being delivered or assessed
 - c. can demonstrate current industry skills directly relevant to the training/assessment being undertaken
 - d. continue to develop their VET knowledge/skills as well as their industry currency and trainer/assessor competence
- 1:5 – Assessment including Recognition of Prior Learning (RPL)
 - a. meets the requirements of the relevant training package or accredited course
 - b. is conducted in accordance with the principles of assessment and the rules of evidence
 - c. meets workplace and, where relevant, regulatory requirements
 - d. is systematically validated

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

- 2:1 – The RTO establishes the needs of clients, and delivers services to meet these needs
- 2:2 – The RTO continuously improves client services by collecting, analysing and acting on relevant data.
- 2:3 – Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided and their rights and obligations.
- 2:4 – Employers and other parties who contribute to each learner’s training and assessment are engaged in the development, delivery and monitoring of learning and assessment.
- 2:5 – Learners receive training, assessment and support services that meet their individual needs.
- 2:6 – Learners have timely access to current and accurate records of their participation and progress.
- 2:7 – The RTO provides appropriate mechanisms and services for learners to have complaints and appeals are addressed efficiently and effectively.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.

- 3:1 – The RTO’s management of its operations ensures clients receive the services detailed in their agreement with the RTO.
- 3:2 – The RTO uses a systematic and continuous improvement approach to the management of operations.
- 3:3 – The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.
- 3:4 – The RTO manages records to ensure their accuracy and integrity

Each trainer working within an Industry Area Team will, together with their relevant Industry Area Team colleagues, make a presentation at a staff moderation session of their AQTF Compliance findings:

- ✚ Identifying the Standards where they are compliant and evidence to support such findings
- ✚ Identifying the Standards where they are not compliant and making suggestions for improvement.
- ✚ Identifying a timeline within which they will, be inclusive of client consultation, develop a proposal to remedy the identified concerns through CCAE’s continuous improvement procedures.

Procedure

✦ CCAE Industry Area Teams are:

Community Services
Education Services
Commercial Services

- ✦ Each Industry Area Team will be allocated one term within which to conduct an AQTF Internal Audit.
- ✦ Each Industry Area Team will, in the term allocated to them, perform an AQTF Internal Audit against the 3 AQTF Standards and sub-sets contained therein.
- ✦ Time will be set aside each term in the Staff Meeting Schedule for all staff to attend a moderation session where an Industry Area Team will provide a compliance presentation to all staff and for their findings to be moderated by staff.
- ✦ At the moderation session the Industry Area Team must present evidence of their compliance and non-compliance with each Standard and the sub-sets contained therein.
- ✦ Areas of non-compliance are to be identified, suggestions for improvement provided by the Industry Area Team to be moderated by the assembled staff and other alternatives generated from discussion.
- ✦ The Industry Area Team then has one term in which to present CCAE Manager and Board of Management with AQTF compliant solutions to the previously identified areas of non-compliance.
- ✦ In Term 3 each year, the AQTF Internal Audit findings from the Industry Area Teams will be subject to a review by all staff as part of the planning process for the forthcoming year of operations.
- ✦ Any AQTF Internal Audit changes arising out of moderation sessions that apply across the entire College will be directed in the following term by CCAE Manager.

Evaluation

This policy will be reviewed bi-annually.