

Policy Rationale

This policy outlines the commitment of CCAE as an organization to its personnel and the reciprocal obligations on staff to abide by CCAE's Rules of Association, observe and respect the decisions of the Board of Management/Centre Manager and carry out the tasks assigned to them in an orderly and professional manner for the betterment of all CCAE clients.

Policy Aims

CCAIE will provide support to staff in the performance of their duties and staff are to use their skills/talents to develop a quality training and educational learning environment that meets the needs of student clients and business clients.

- Provide/maintain a training/learning environment compliant with legislation and State Training requirements free from discrimination and/or sexual harassment, courteous and respectful of all persons.
- Comply with all laws relevant to the operation of training premises including OHS and fire safety regulations.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Procedure – CCAE Commitment to Staff

CCAIE will ensure appropriate ethical policies and practices are in place to achieve successful delivery of planned programs and services within Commonwealth and State legislative and common law constraints and responsibilities. In particular CCAIE will:

- Apply a sound ethical approach to decision-making, good governance, management practices and accountability.
- Maintain adequate and appropriate insurance including public liability and Work Cover.
- Maintain financial records in accordance with the requirements of the funding bodies and the taxation department.
- Provide funding bodies with annual audited statements. An independent auditor will conduct audits.
- Advise VRQA in writing within 10 working days of any change to information in the Registration/Endorsement application.
- Allow VRQA or its agent's access to training records, delivery, locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay VRQA all recognition fees within 30 days of these fees being due and payable.

To operate in an appropriate/ethical manner and achieve successful delivery of programs and services CCAIE will ensure:

- Each member of staff is familiar with CCAIE policies.
- Staff are provided with opportunities to engage in appropriate professional development and training.
- Staff have demonstrated competencies at least to the level of those being delivered.
- Staff have C-IV in TAA/TAE10 Competency Standards and that industrial experience is current and relevant to the particular courses/Training Packages or modules/units of competence that they are involved in delivering.
- Responsibility for management of RPL applications/assessments are undertaken by trainers with relevant expertise.
- Responsibility for management and coordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by persons with relevant qualifications and experience.
- That cultural diversity within the community and CCAIE clients is encouraged and sensitively handled.

Procedure – CCAE Commitment to Clients/Trainees

Trainees will be engaged in a manner consistent with National Training Package and Skills Victoria requirements. CCAIE will:

- Ensure all enrolment decisions comply with equal opportunity legislation.
- Maintain systems for confidentially recording student enrolment, attendance, completion, assessment outcomes (including RPL/CT), results, qualifications issued, grievances and the archiving of records.
- Ensure a current copy of accredited course curriculum/endorsed Training Package and information regarding program of study, availability of learning resources and appropriate support services are available to clients.
- Ensure training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for customising courses.
- Obtain written permission from copyright owners prior to course delivery for use in customised courses.
- Supply Skills Victoria with delivery details for each qualification and unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with AVETMISS
- In the event CCAIE ceases operations, all student results, dating from the time CCAIE became registered, will be sent to the Office of Employment, Training and Tertiary Education on computer disk.

Procedure - Commitment to Client Satisfaction and Continuous Improvement

- CCAE is committed to providing a quality service and focus on continuous improvement. We seek feedback from trainees for incorporation into future programs and will adopt a quality assurance and improvement system which includes clearly documents procedures for managing and monitoring all training operations and reviewing student/client satisfaction.
- Customer satisfaction is a prime focus for CCAE, and is paramount in contacts with the public and learning outcomes. To this end CCAE will conduct client satisfaction surveys twice within each course – one at 50% and one at 90% course completion.
- Assessment is conducted within a quality assurance framework by qualified assessors involving industry-endorsed guidelines underpinned by an appeals process and leads to the issuing of a Qualification or Statement of Attainment recognised under AQF to indicate competency against endorsed industry/enterprise competency standards.
- The CCAE's assessment processes are valid, reliable, flexible and fair and incorporate:
 - ✚ A 'Report and Record system for documenting learning outcome assessments including for RPL/CT
 - ✚ A broad range of skill/knowledge to integrate same with practical application to demonstrate competency
 - ✚ Judgements to determine competence that are made on evidence gathered on a number of occasions
 - ✚ Monitored and reviewed assessment processes to ensure consistency in the interpretation of evidence
 - ✚ Assessments in both on-the-job and off-the-job components of training and equitable for all clients
 - ✚ Opportunities for clients to challenge assessment decisions, with provision for reassessment

Procedure - Commitment to Qualification Compliance with Staff and Clients

CCAIE issues Certificates and/or Statements of Attainment to clients who satisfactorily complete requirements of the accredited courses/endorsed Training Packages in its Scope of Registration. Certificates/Statements of Attainment will include the following:

- ✚ Name of the provider as shown on the Certificate of Registration.
- ✚ Name of the person receiving the qualification.
- ✚ Name of the course/Training Package qualification as shown on the Scope of Registration.
- ✚ Date issued.
- ✚ Authorised signatory of the Registered Training Organisation. Imprint certificates with the nationally recognised training logo (NTIS and VRQA logos) where courses are nationally recognised.
- ✚ Identify actual units of competency achieved.
- ✚ Acceptance of the Certificates/Statements of Attainment awarded by any other Registered Training Organisation.

Procedure – Staff Commitment to CCAE

CCAIE Administrative Staff will assist Personnel to plan activities and conduct courses. Personnel are expected to demonstrate a degree of autonomy and self-reliance in the planning/conduct of their activities. We rely on Personnel to act as ambassadors for CCAIE and ask for co-operation in the following:

- Do not seek to use CCAIE information, assets or intellectual property, for personal gain.
- Maintain confidentiality with all information on course participants and organisational discussions and decisions.
- Discuss with Manager if you feel there may be a conflict between working with CCAIE and other employment opportunities.
- If complaints are made to you convey them immediately to the Manager.
- Refer media/ publicity inquiries regarding the CCAIE direct to the Manager and staff not to make media interviews/comments or write on behalf of the CCAIE without prior approval from the Manager or Board of Management.
- Monitor the student lounge and classrooms to ensure both are left clean/tidy after your class has finished.
- Course booklets and/or instructional handouts are appreciated by participants. If applicable to your course the Administrative Staff will process and photocopy for you. However, please be sure that your draft is available with at least 3 days notice.
- Personnel are supplied with lockable draws for personal effects.

Evaluation – Probationary Review

- This policy will be reviewed bi-annually.

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