

North Rockhampton State High School

VET Policies & Procedures

(Vocational Education and Training)



NORTH ROCKHAMPTON STATE HIGH SCHOOL

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Duty Statements

Principal (CEO)

The principal, known as the Chief Executive Officer (CEO) of a Registered Training Authority (RTO), is legally responsible and accountable for all operations and signs a statutory declaration (available via the VET application in the QCAA Portal) indicating that they:

- have read and understood the Vocational Education and Training Quality Framework (VQF)
- accept responsibility for ensuring the school RTO complies with the VQF and other applicable conditions of registration
- ensure that the school RTO will cooperate with the Queensland Curriculum and Assessment Authority (QCAA) as delegate for the Australian Skills Quality Authority (ASQA)
- understand that the QCAA, as delegate for ASQA, may impose conditions or administrative sanctions on the registration of the school RTO, and that
- ASQA may impose conditions, or administrative or financial sanctions on the registration of the school RTO.

In delegating their governance responsibilities, principals/CEOs must ensure that staff are fully aware of their RTO-related roles and responsibilities.

These include, but are not limited to, the following key duties:

- Provide leadership and advocate for the delivery of quality VET within the school curriculum.
- Ratify all policies and procedures documents for RTO operations.
- Ensure that the RTO has adequate and effective governance arrangements, including
 - allocation of sufficient authority to the RTO manager for the management system to be responsive to the needs of students, staff and VET stakeholders
 - the environment in which the RTO operates and complies with the RTO standards.
- Meet regularly with the RTO manager to stay informed of RTO operations.
- Complete the *Annual Declaration on Compliance* form, which is distributed to all school RTOs by QCAA.
- Submit appropriate signed documentation as required by the due dates published in the Senior Education Profile (SEP) calendar, via the VET application in the QCAA Portal.
- Ensure all VET student data is collected and reported accurately via the QCAA Portal and kept up to date for all students engaged in VET in Years 10, 11 and 12.
- Ensure that risks are appropriately managed in all areas of operation of the RTO, including succession planning.
- Develop and maintain a strategic plan (through the Annual Improvement Plan) in reference to VET requirements for the school.

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Head of Department Senior Schooling (RTO Manager)

- Ensure that the RTO operations comply with the VET Quality Framework (VQF) which includes the standards for Registered Training Organisations 2015.
- Assist in the development, implementation and review of North Rockhampton State High School's policies and procedures as they relate to its running as a Registered Training Organisation (RTO).
- Act as the liaison with QCAA with regards to the school's Scope of Registration and status as an RTO.
- Manage the registration process for VET related subjects.
- Manage subject specific VET Internal Reviews, the VET Internal Audit and participate in External Audit processes.
- Prepare and submit the *Annual Declaration on Compliance* to provide the QCAA with accurate and timely information regarding registration and compliance.
- Develop and maintain a strategic plan (through the Annual Improvement Plan) in reference to VET requirements for the school.
- Assist in the implementation, understanding of and compliance with, relevant legislation and regulations.
- Oversee the implementation and review of subject specific record management procedures, in line with school wide policies and in accordance with the Department of Education's (DoE) Retention of Student Records and Results Policy.
- Implement and maintain a process for the management of complaints/appeals concerning the manner in which North Rockhampton State High School conducts its responsibilities as an RTO (including maintaining North Rockhampton State High School's Register of Complaints).
- Assist in the implementation, understanding of and compliance with, processes for recognising external competencies - as well as issuing competencies to outside agencies.
- Ensure students are aware of North Rockhampton State High School policies regarding Recognition of a Qualification issued by another RTO.
- Implement and maintain (where relevant) appropriate Agreements/Partnerships with training organisations delivering training to on behalf of North Rockhampton State High School by way of ensuring appropriate Agreements are documented and entered onto the School's Register of Partnerships and Agreements.
- Assist in the development, implementation and review of a policy and process for addressing Access and Equity and Client Service.
- Develop, implement and review a process for disseminating information to students (ie VET Student Handbook and Induction).
- Ensure written permission is gained from all parents or guardians of students under 18 years of age via dissemination and collection of the Student/Parent Consent Forms, annually.
- Where a consent to disclosure of information is granted, record details on the school's Register of Consent.

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- Endorse the marketing/advertising of VET Qualifications with accuracy and integrity and in accordance with North Rockhampton State High School's advertising and marketing procedure prior to the final approval by the Deputy Principal.
- Provide an applicable staff induction process to ensure the understanding of staff requirements under the VET Quality Framework.
- Keep appropriate records of staff participation in the induction process (Attendance List).
- Oversee, with the HODs and Principal (where not delegated), a subject specific professional development plan for each VET Teacher to ensure VET Teachers maintain their training and assessment competency and currency and their vocational competency and currency.
- Endorse the professional development applications of VET Staff (particularly VET Teachers) to ensure that they are meeting HRM requirements (both training and assessment and vocational competence and currency).
- Oversee and review with teachers and HODs, all RTO Training and Assessment Strategies (TAS).
- Oversee and review with VET teachers, their quality assurance processes for reviewing assessment.
- Oversee and endorse the implementation of appropriate validation strategies including the provision of an appropriate validation meeting form (within the Central Queensland VET Cluster).
- Oversee and encourage an understanding of RPL processes with staff and students.
- Implement, maintain and review an annual Continuous Improvement Schedule.
- Collect this data (including interviewing learners regularly and analysing the root cause of complaints should they occur) on a regular basis in order to analyse for relevance to possible improvement to:
 - Compilation of the School's Quality Indicators
 - All aspects of training
 - Professional development of staff
 - Assessment
 - Appropriateness of training methods
 - Selection of competencies in qualifications.
- Keep records of all data and associated changes made as a method of continuous improvement.
- Maintain a copy of data regarding competencies (where QCAA does not have an agreement with the school).
- Use logos appropriately in accordance with the NRT Logo Specifications.
- Act as the nominated responsible Access and Equity Officer.
- Act as the nominated Complaints and Appeals Officer.
- Maintain records of students' attendance at Work Experience and completion of necessary attendance report alongside AO Senior Schooling.

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VET Coordinator

- Support VET teachers with the knowledge and skills required to deliver VET in a manner compliant with ASQA/QCAA.
- Lead professional development sessions and coach staff (individually and in groups) with the goal to increase staff capacity regarding:
 - VET knowledge and understanding
 - Compliance understanding and capacity
 - Assessment tasks – engaging, relevant, real world and compliant.
 - TAS development and maintenance – the importance of frequently referring to training.gov.au – training package to scope to TAS to assessment tasks to One School mark book.
 - Staff profiles – development, maintenance, updating.
 - Use of One School mark books.
 - Industry engagement – frequency, purpose, importance.
- Manage the implementation and review of subject specific record management procedures, in line with school wide policies and in accordance with the Department of Education’s (DoE) Retention of Student Records and Results Policy.
- Annually disseminate, collect and report on the following school:
 - VET Questionnaire - Students, staff, parents, employers (where relevant)
 - National tools for the collection of data for the Quality Indicators (reporting on results of the VET Questionnaires can be recorded via the Quality Indicator Survey and Summary).
- Maintain records of staff industry release alongside completion and lodgement of WorkCover insurance forms during release dates.
- Manage and review with teachers and HODs, all RTO Training and Assessment Strategies (TAS).
- Attend the Central Queensland VET Cluster to liaise, increase VET knowledge and form partnerships.
- Develop strategies to streamline the electronic storage of VET documentation – communicate and upskill VET staff with requirements of storage.
- Maintain current Register of Documents as a record management process for North Rockhampton State High School, utilising version control.
- Collect and keep on file, current and accurate copies of Staff Profiles and RTO specific documentation (ie TAS, Assessment Items, etc).
- Maintain effective storage systems including files of PD delivered at meetings and inductions.
- Implement and oversee the process and maintenance of records associated with confidentiality of student information.
- Develop, implement and review processes for the inclusion of accurate information to be included in the Subject Handbook for senior students.
- Lead VET Induction sessions annually.

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- Lead VET meetings in the regular meeting cycle.
- Assist the RTO Manager/RTO Manager/HOD SS with internal reviews annually.
- Assist the RTO Manager/RTO Manager/HOD SS with external reviews as required.

Senior School Administrative Officer

- Enter VET student results into the school's QCAA Student Management system as required in the QCAA SEP Calendar via the QCAA Portal in a timely and efficient manner.
- Assist the Business Services Manager with maintaining an enrolment system which clearly identifies students undertaking VET and the specific VET subjects being undertaken (NB: this is done by default by simply entering students enrolled in VET through QCAA Student Management)
- Ensuring all students enrolling in VET have a USI. USI is entered and verified in OneSchool, then uploaded into QCAA Student Management.
- Issue Certificates and Statements of Attainments to students who have met all course requirements and have a verified USI. All VET certification is issued within 30 calendar days of students being assessed as meeting the requirements of the program.
- Enter information on Register of Certificates Issued.
- Maintain records of students' attendance at Work Experience including completion of attendance report.

Deputy Principal

- Maintain communication with the Head of Department of Senior School (RTO Manager/HOD SS) and VET Coordinator regarding VET qualifications on offer each school year.
- Assist the RTO Manager/HOD SS in the management of issues arising as they relate to the school's status as an RTO.
- Liaise with the RTO Manager/HOD SS regarding the provision of appropriate financial, human and administrative resources where necessary in order to ensure compliance with the Australian Qualifications Framework (AQF).
- Approve the final version of any advertising/marketing of VET Qualifications (inclusion of information in the Subject Handbook for senior students) with accuracy and integrity and in accordance with the school's advertising and marketing procedure.
- Approve and support the applications for professional development of VET Staff to ensure that teachers remain current in their VET field.
- Develop and maintain a strategic plan (through the Annual Improvement Plan) in reference to VET requirements for the school.

Business Services Manager

- Maintain a financial records system.

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- Ensure that the RTO complies with its financial management policies and maintains Public Liability Insurance.
- Monitor and report on compliance with financial management policies and procedures, for review and as a basis for improvement.
- When requested, provide QCAA with a formal assurance that the RTO has sound financial management standards for matters relating to the RTO's scope of registration and scale of operations.
- Document and implement systems to protect any fees paid in advance.
- Ensure the school has a fair and reasonable refund policy.

Curriculum Head of Department

- Maintain communication flow with RTO Manager/HOD SS and VET Coordinator regarding VET issues.
- Proactively engage in VET Internal Reviews & External Audit processes.
- Develop and plan high quality assessment, oversee the applicable process for the review of overall assessment processes for the RTO with the relevant teachers.
- Organise and participate in validation processes and report findings to RTO Manager/HOD SS and VET Coordinator.
- Organise and participate in industry engagement and report findings to RTO Manager/HOD SS and VET Coordinator.
- Discuss validation and industry feedback with RTO Manager/HOD SS and VET Coordinator and teachers.
- Ensure that validation and industry feedback is acted upon by relevant teachers.
- Participate (where required) in the complaints/appeals processes.
- Manage the implementation, understanding of and compliance with, relevant legislation and regulations, with appropriate staff for relevant qualifications.
- Develop, implement and monitor a departmental budget with respect to VET offerings.
- Ensure that teachers maintain effective record keeping as per the ASQA retention requirements for completed student assessment items.
- Implement and review effective reporting and data management practices.
- Oversee and ensure the maintenance of effective and current records eg Student Profiles or similar.
- Review with the RTO Manager/HOD SS and VET Coordinator the process for disseminating information to students (ie VET Student Handbook).
- Assist with the supply of correct and adequate information to the RTO Manager/HOD SS in regards to course content for inclusion in the Senior Learning Options Booklet.
- Ensure that VET teachers maintain and update their individual Staff Profiles, and Training and Assessment Strategy.
- Participate (where required) in the school's RPL processes.
- Develop, implement and review with RTO Manager/HOD SS and Deputy Principal ethical and accurate marketing products/materials related to VET courses offered.

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- Ensure that the faculty plans for the transition to new/revised training packages are endorsed.
- Identify PD requirements for VET Teachers and provide information to RTO Manager/HOD SS and VET Coordinator.

VET Trainer/Assessor (Teacher)

- Proactively implement school developed policies and procedures as per the North Rockhampton State High School Vet Policies and Procedures Manual.
- Proactively engage in Validation/Moderation Meetings, VET Internal Reviews, VET Internal Audit and External Review processes, when required.
- Create and maintain a current staff profile, including maintaining currency and equivalent vocational competency to the relevant qualification.
- Develop training and assessment strategies and practices.
- Liaise with industry partnerships for advice about training and assessment strategy and practices to reflect current industry practices.
- Develop assessment tools and instruments.
- Participate in systematic validation of assessment practices and judgments.
- Participate in the complaints/appeals processes on an as-needed basis.
- Be aware of and implement relevant legislation.
- Maintain a current progress sheet or profile of each student's progress towards and achievement of competencies. Provide associated data when necessary to the Administrative Officer for Senior School for entry onto QCAA Student Management.
- Be aware of and implement school procedures regarding Recognition of Qualifications issued by other RTOs.
- Make reasonable adjustment to programs, to cater for individual differences.
- Develop, implement and review appropriate Training and Assessment Strategies annually.
- Seek industry input and/or endorsement of Training and Assessment Strategies and assessment items.
- Assist HODs in developing and planning high quality assessment.
- Provide adequate and appropriate feedback to students on assessment.
- Ensure that the faculty plans for the transition to new/revised Training Packages are endorsed.
- Assist HODs in developing subject specific information that can be utilised in the preparation of the annual Subject Handbook for senior students.
- Complete a VET Teacher Induction Checklist and a VET Staff Acknowledgement Form.
- Assist the RTO Manager/HOD SS and VET Coordinator with the dissemination and collection of:
 - VET Student/Parent Consent Form
 - VET Questionnaire – Students
 - National tools for the collection of data for the Quality Indicators.

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Legal and Financial Management

Policy statement

North Rockhampton State High School complies with relevant Commonwealth and State legislation, as well as regulatory requirements that are relevant to its operations as an RTO and its scope of registration.

Commonwealth legislation (available at www.comlaw.gov.au):

- *Copyright Act 1968*
- *Privacy Act 1988.*

State legislation (available at www.legislation.qld.gov.au):

- *Anti-Discrimination Act 1991*
- *Child Protection Act 1999*
- *Vocational Education, Training and Employment Act 2000, Chapter 4: Vocational placement*
- *Workplace Health and Safety Act 1995.*

North Rockhampton State High School holds public liability insurance as well as demonstrates that it is financially viable at all times, as also required by Education Queensland and the Non-State Schools Accreditation Board.

While many of the obligations are covered by the requirements of Education Queensland/the Non-State School Accreditation Board and the Queensland College of Teachers, North Rockhampton State High School includes statements in this policy and procedures document acknowledging compliance.

ASQA has waived the requirement for schools seeking registration and renewal of registration with QCAA as delegate of ASQA to submit to an assessment of financial viability. The waiver is granted on the grounds that the financial viability risk for Queensland's secondary school is considered low.

This policy will be reviewed annually as part of continuous improvement processes.

Legislation procedure

The Principal will ultimately be responsible for ensuring that North Rockhampton State High School complies with the VQF and relevant Commonwealth and State legislation, as well as regulatory requirements relevant to RTO operations.

Under delegation from the Principal, the RTO Manager/HOD SS and VET Coordinator of North Rockhampton State High School ensure that staff and students are fully informed of the requirements that affect their duties or participation in VET. This will happen via staff VET handbooks, student VET handbooks, and information on the internet, intranet and North Rockhampton State High School network.

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Insurance procedure

The Principal will ultimately be responsible for ensuring that North Rockhampton State High School complies with the VQF.

North Rockhampton State High School holds public liability insurance (as required by Education Queensland and the Non-State Schools Accreditation Board). A copy of the Certificate of Insurance is available on North Rockhampton State High School network at G: /Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance/Policies Procedures and Forms.

Financial management procedure

The Principal will ultimately be responsible for ensuring that North Rockhampton State High School complies with the VQF.

North Rockhampton State High School demonstrates that it is financially viable at all times during the period of its registration (as covered by the requirements of Education Queensland and the Non-State Schools Accreditation Board).

The following fee information is provided to each client throughout the enrolment (VET Student Handbook) and/or subject selection processes (Senior Subject Selection Booklet):

- the total amount of all fees, including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid, and any non-refundable deposit/administration fee;
- the nature of the guarantee the organisation will give to complete the training and/or assessment once the student has started study in their chosen qualification or course;
- the fees and charges for additional services, including such items as the issuing of a replacement qualification or statement of attainment, and the options available to students who are deemed not yet competent upon completion of training and assessment;
- the organisation's refund policy.

With regards to collecting fees in advance from students:

- when North Rockhampton State High School collects fees in advance, it will comply with Option 1: the RTO is administered by a State, Territory or Commonwealth government agency. This is covered by the requirements of Education Queensland and the Non-State Schools Accreditation Board.

Financial accounts are certified by a qualified accountant at least annually (as covered by the requirements of Education Queensland and the Non-State Schools Accreditation Board).

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If the registering body reasonably deems it necessary, North Rockhampton State High School will provide a full audit report on its financial accounts from a qualified and independent accountant. This is also covered by the requirements of Education Queensland and the Non-State Schools Accreditation Board.

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Assessment Validation

Standard 1 – The RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meeting the requirements of training packages and VET accredited courses.

All assessment instruments are reviewed and validated to ensure that:

- They are clearly aligned to the units of competency requirements;
- The evidence gathering techniques are in line with the recommendations;
- There is sufficient information regarding context and conditions;
- Sufficient instructions are provided to both the assessor and the students;
- There is sufficient detail regarding how evidence is collected and the basis on which assessment decisions are made;
- Supporting documentation and manuals are appropriately referenced and included;
- Assessment processes and tools meet principles of assessment and evidence guide requirements.

Assessment validation procedures

Validation will occur annually during term four for all qualifications delivered at North Rockhampton State High School. An external VET educational support organisation will facilitate the validation process with key staff from North Rockhampton State High School for relevant qualifications. Other validation arrangements for qualifications not catered for by the external organisation will be made by the RTO Manager/HOD SS and Curriculum HODs. Key staff will include at least one current trainer/assessor for each qualification. Written evidence of the validation process is kept and acted upon as part of the continuous improvement process. This feedback will be reviewed with RTO Manager/HOD SS, Principal, Curriculum HODs and relevant teachers, then used in the development of the next TAS document. Feedback and specific details of the validation will be detailed in the individual TAS documents and in validation records. By year 3 of the current 5 year cycle at least 50% of the qualifications on scope will have been validated.

Factors considered in determining the level of risk associated with validation include:

- Level of qualification;
- Length of time qualification has been on our scope;
- Experience of trainer/assessor/supervised trainer;
- Performance indicators;
- Student feedback;
- Outdoor activities involved;
- Use of machinery;
- Requirement of licences;
- Activities involved with high risk.

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Systematic plan for validation

Qualification	Date of validation	Who will lead the validation	Level of risk (Low, medium or high)	% and number of competencies and student folios to be validated
BSB10115 Certificate I in Business			•	Total assessment tools – % recommended – Tools to be validated –
BSB20115 Certificate II in Business			•	Total assessment tools – % recommended – Tools to be validated –
FSK20113 Certificate II in Skills for Work and Vocational Pathways			•	Total assessment tools – % recommended – Tools to be validated –
SIS10115 Certificate I in Sport and Recreation			•	Total assessment tools – % recommended – Tools to be validated –
SIT10216 Certificate I in Hospitality			•	Total assessment tools – % recommended – Tools to be validated –
SIT20316 Certificate II in Hospitality			•	Total assessment tools – % recommended – Tools to be validated –
SIT30616 Certificate III in Hospitality			•	Total assessment tools – % recommended – Tools to be validated –

Certification and the USI

Standard 3 – The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

North Rockhampton State High School only issues AQF qualifications and Statements of Attainment within its scope of registration that certify the achievement of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses. All qualifications and statements of attainment issued by North Rockhampton State High School will be recorded in the “Register of Qualifications Issued”.

Students successfully achieving all qualification requirements will be provided with a Qualification and record of results within 30 days of completion of the qualification. These can contribute up to 4 credit points towards a student’s QCE, in the core category (based on a Cert II qualification).

Students who achieve at least one unit (but not the full qualification) will receive a Statement of Attainment. Partial completion of a qualification may provide a pro-rata contribution toward the QCE (students successfully completing 25% of a Cert II are eligible for 1 of the 4 credit points).

Unique Student Identifier (USI)

From 1 January 2014, any student enrolling in a VET qualification or course, will be required to provide the RTO with their USI on enrolment. From this date, VET qualifications and statements of attainments will not be able to be issued to students without a USI.

USI number procedures

Students supply USI number to the Youth Support Coordinator who verifies the USI number on OneSchool which is a secure site. Once verified, the USI number is put into Student Management for inclusion on the students’ Learning Account.

Reprint of Certificates and Statements of Attainment

Student is required to supply proof of identity. If family name has changed since certificate was issued, student will need to supply additional information as proof of identity, e.g. a marriage certificate or name change certificate. There will be an associated cost of \$10 for this service to cover Administration time and expenses.

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Complaints and Appeals

Standard 6 – Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Policy statement

Any person wishing to make a complaint or request an appeal against North Rockhampton State High School shall have access to the complaints and appeals procedure. **Complaints** arise when a client is dissatisfied with an aspect of North Rockhampton State High School's services, and requires action to be taken to resolve the matter. **Appeals** arise when a client is dissatisfied with a decision that North Rockhampton State High School has made.

A **complaint** can be made to North Rockhampton State High School regarding the conduct of:

- The school RTO, its trainers, assessors or other school RTO staff;
- Students of the RTO;
- Any third parties providing services on behalf of North Rockhampton State High School (if relevant).

An **appeal** can be made to North Rockhampton State High School to request a review of a decision, including assessment decisions.

North Rockhampton State High School will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be acknowledged in writing and heard and decided on within 15 working days of receiving the written complaint or appeal.

If North Rockhampton State High School considers more than 15 working days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

Complaints and appeals procedures

Clients with either a complaint or appeal have access to the following procedures:

Informal complaint:

- a) The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of North Rockhampton State High School, e.g. the teacher, who will make a decision and record the outcome of the complaint.

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- b) Person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the relevant Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the complaint.
- c) Person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a 'formal complaint'.

Formal complaint:

- a) Formal complaints may only proceed after the informal complaint procedure has been finalised.
- b) The complaint and its outcome shall be recorded in writing on the Complaints and Appeals Record Form – located at G/Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance.
- c) On receipt of a formal complaint the Principal shall convene an independent panel to hear the complaint; this shall be the 'Complaints and Appeals Committee'.
- d) The Complaints & Appeals Committee shall not have had previous involvement with the complainant and should include representatives of:
 - The Principal
 - The teaching staff
 - An independent person.
- e) The complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- f) The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- g) The Complaints & Appeals Committee will make a decision on the complaint.
- h) The Complaints & Appeals Committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision via the Complaints and Appeals Record Form.
- i) The RTO Manager/HOD SS will keep a Register of Complaints which documents all formal complaints and their resolution.

Informal appeal:

- a) The initial stage of any appeal shall be for the appellant to communicate directly with the operational representative of North Rockhampton State High School, e.g. the teacher, who will make a decision and record the outcome of the appeal.
- b) Person(s) dissatisfied with the outcome of the appeal to the teacher may then make a request to the relevant Head of Department (HOD) or equivalent, who will make a decision and record the outcome of the appeal.

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- c) Person(s) dissatisfied with the outcome of the appeal to the relevant HOD may initiate a 'formal appeal'.

Formal appeal:

- a) Formal appeals may only proceed after the informal appeal procedure has been finalised.
- j) The appeal and its outcome shall be recorded in writing on the Complaints and Appeals Record Form – located at G/Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance.
- b) On receipt of a formal appeal the Principal shall convene an independent panel to hear the appeal; this shall be the 'Complaints and Appeals Committee'.
- c) The Complaints & Appeals Committee shall not have had previous involvement with the appellant and should include representatives of:
 - The Principal
 - The teaching staff
 - An independent person.
- d) The appellant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- e) The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- f) The Complaints and Appeals Committee will make a decision on the appeal.
- g) The Complaints and Appeals Committee will communicate its decision on the appeal to all parties in writing within 5 working days of making its decision via the Complaints and Appeals Record Form.
- h) The RTO Manager/HOD SS will keep a Register of Complaints and Appeals which documents all formal complaints and appeals and their resolution.

The root cause of any complaint or appeal will be included in the North Rockhampton State High School continuous improvement processes.

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Governance, Data and Administration

Standard 7 – The RTO has effective governance and administration arrangements in place.

Standard 8 – The RTO cooperates with the VET regulator and is legally compliant at all times.

Policy statement

North Rockhampton State High School ensures that it adheres to the obligations of the governance, data provision requirements and administration arrangements with the National VET Regulator i.e. the QCAA as delegate for ASQA as outlined in the VET Quality Framework (VQF).

The Principal (as the chief executive officer) of North Rockhampton State High School is ultimately responsible for ensuring that the school RTO complies with the VQF. This applies to all of the operations within North Rockhampton State High School's scope of registration, as listed on the National Register.

The Principal ensures that its high managerial agent, the RTO Manager/HOD SS is vested with sufficient authority to ensure compliance with the VQF.

While many of the obligations are covered by the requirements of Education Queensland/the Non-State School Accreditation Board and the Queensland College of Teachers, North Rockhampton State High School includes statements in this policy and procedures document acknowledging compliance.

Governance procedures

The Principal

The Principal ensures compliance with all the VQF requirements by:

- a. Delegating responsibility and sufficient authority for day-to-day RTO operations to the school high managerial agent, the RTO Manager/HOD SS as outlined in the signed delegation statement and duty statement;
- b. Ensuring fortnightly meetings occur between the Principal's Delegate and VET Coordinator to keep informed of those operations, and ensuring minutes of those meetings are taken;
- c. Ensuring that any decision making at the senior management level regarding RTO operations is explicitly informed by trainers' and assessors' experiences, and that this is documented appropriately;
- d. Authorising and signing (where necessary) the appropriate documentation, forms and report data as required by the *Data Provision Requirements*;
- e. Completing a *Fit and Proper Person Requirements Declaration* when required;

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- f. Completing a *Chief Executive Statutory Declaration* when required;
- g. Holding public liability insurance that covers the scope of its operations throughout the registration period.

Executive management team

The school executive management team reviews:

- a. The outcomes of the systematic monitoring and evaluation of the school's RTO training and assessment strategies and practices;
- b. Progress on any actions taken to meet compliance as well as actions taken for course development;
- c. Ongoing compliance with the VQF.

The school executive management team ensures the RTO will act on any opportunities for improvement.

RTO Manager / Head of Department Senior Schooling

The RTO Manager/HOD SS has responsibility and authority for the day-to-day management of the RTO systems including:

- a. Managing operation of the school's RTO status as per the high managerial agent duty statement;
- b. Liaising with the QCAA concerning all aspects of North Rockhampton State High School's RTO status;
- c. Keeping the Principal informed of all matters regarding North Rockhampton State High School's RTO status;
- d. Managing the systematic monitoring of North Rockhampton State High School's training and assessment strategies and practices;
- e. Completing a *Fit and Proper Person Requirements Declaration* when required;
- f. Interacting with the registering body procedures.

The Principal will ultimately be responsible for ensuring that North Rockhampton State High School complies with the VQF. Interactions with the registering body (QCAA) are managed by the RTO Manager/HOD SS.

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QCAA

North Rockhampton State High School will cooperate with the QCAA:

- a. In the conduct of audits and in the monitoring of its operations;
- b. By providing accurate and timely data relevant to measures of its performance (including quality indicator data), which is collected as per policies and procedures and duty statements;
- c. By providing information about substantial changes to its operations (including change of Principal and change of RTO Manager), any event, and information about significant changes to ownership that would significantly affect the school RTO's ability to comply with these standards within 90 calendar days, which also ensures information on <http://training.gov.au> is correct - see Updating RTO details procedure below;
- d. Regarding the retention, archiving, retrieval and transfer of records;
- e. By providing evidence of satisfying the Fit and Proper Person Requirements and Chief Executive Statutory Declaration requirements when necessary;
- f. By submitting the QCAA school RTO verification form when requested, including checking scope of registration details thoroughly to ensure they are accurate;
- g. By completing and submitting the Annual Declaration on Compliance to the QCAA when requested to confirm compliance with the VQF;
- h. Informing the QCAA of any third party agreements via the appropriate notification form within 30 calendar days;
- i. Complying with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations;
- j. By providing any other information as requested in writing by the registering body.

Updating RTO details

As a condition of registration, North Rockhampton State High School must notify the QCAA in writing of any changes to contact details and changes or events that affect the operation of the RTO. An RTO Manager change will require the completion of both a notification of change of provider details and a notification of material change or event.

Provider details change

The RTO Manager/HOD SS, in consultation with all relevant RTO personnel, completes and submits (within 90 calendar days) the *Notification of Change of Provider Details* form to the QCAA regarding the following changes:

- a. Change of details for registration enquiries person on training.gov.au i.e. RTO manager;
- b. Change of public enquiries person on training.gov.au i.e. Deputy Principal responsible for the senior school;

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- c. Changes to any contact details;
- d. Changes to permanent RTO delivery sites.

Material change or events

The RTO Manager/HOD SS, in consultation with all relevant RTO personnel, completes and submits (within 90 calendar days) the *Notification of Material Change or Event* form to the QCAA regarding the following changes:

- a. A changes of Principal i.e. chief executive officer;
- b. A change of RTO manager i.e. high managerial agent;
- c. A change to ownership or legal name;
- d. Significant or unexpected turnover of staff;
- e. Commencement or dissolution of an arrangement with another organisation to conduct training and/or assessment on the RTOs behalf;
- f. Other significant changes to RTO operation.

A change of Principal also requires the submission of a *Fit and Proper Person Requirements Statutory Declaration* and a *Chief Executive Statutory Declaration*.

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Third party arrangements

The RTO Manager/HOD SS, in consultation with all relevant RTO personnel, completes and submits (within 30 calendar days) the *Notification of Third Party Arrangements* form to the QCAA regarding the following events:

- a. Commencement of an arrangement with another organisation to deliver services on the school RTO's behalf (i.e. a new arrangement that has not been previously reported);
- b. Change to reported details of an arrangement with another organisation to deliver services on the school RTO's behalf (i.e. an arrangement that has been previously reported);
- c. Cessation of a previously reported arrangement with another organisation to deliver services on the school RTO's behalf.

Student fee protection

No course delivered under the North Rockhampton State High School RTO requires students to pay fees in excess of \$1500.

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Industry Engagement

Standard 1 – The RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Policy statement

North Rockhampton State High School engages a range of industry representatives who are current in the industry to provide feedback about current qualifications delivered. Consultation provides a clear impact on the strategy for training and assessment and the development of training and assessment materials.

Industry representatives consulted about:

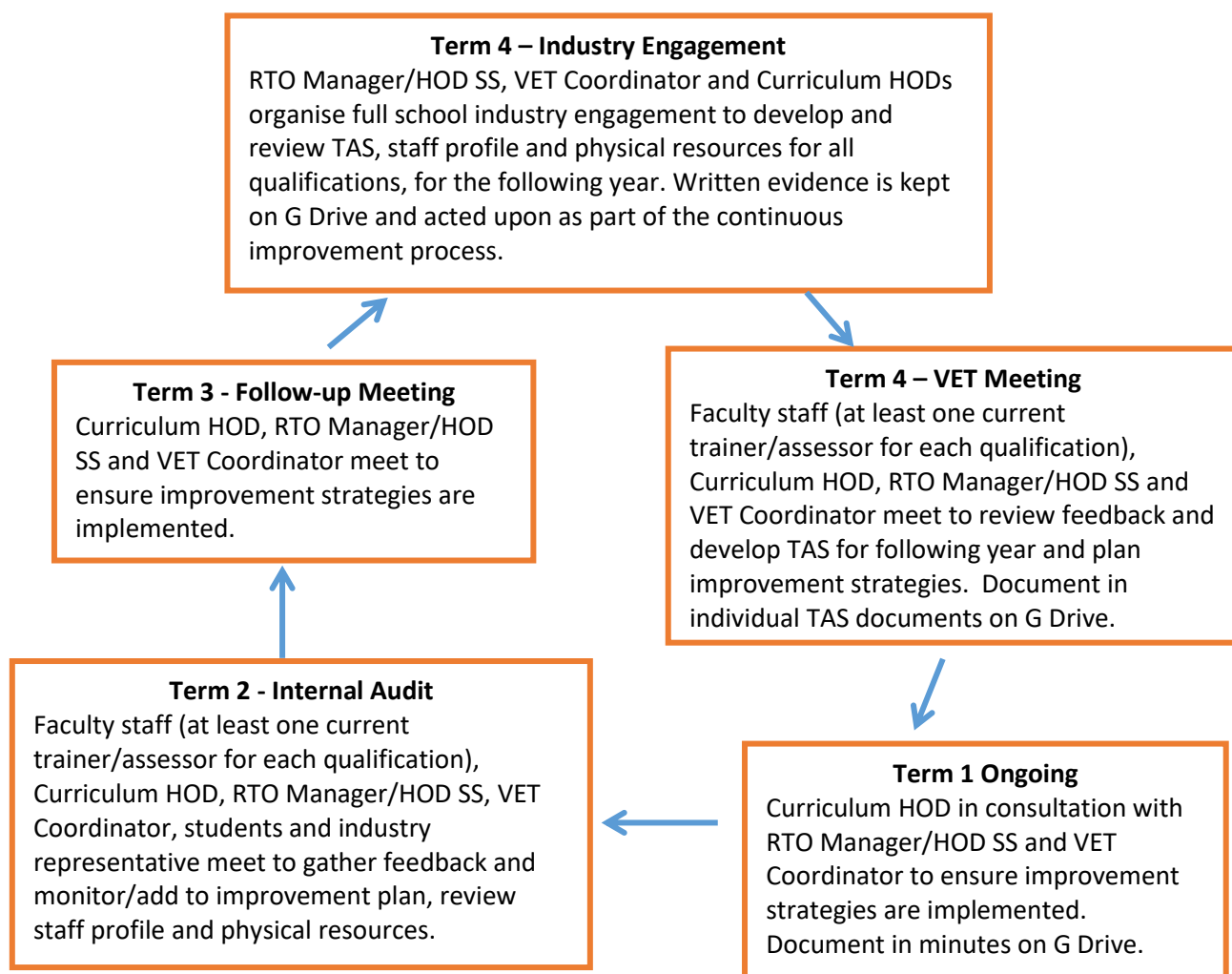
- developing and monitoring the training and assessment strategy;
- developing and monitoring the evidence gathering tasks and assessment;
- skills and knowledge of trainers/assessors;
- appropriateness of the physical resources.

Indicators of effective consultation with industry should include:

- specific examples of continual improvement to resources and delivery;
- statements from industry regarding the skills and knowledge of trainers/assessors;
- statements from industry that the physical environment is representative of the workplace;
- statements from industry that the projects or tasks are realistic;
- statements on the suitability of the Training and Assessment Strategy;
- endorsements by community/industry of the quality and value of the school RTO’s delivery
confidence by industry in employing students from the school RTO.

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Industry engagement and feedback cycle



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Marketing

Standard 4 – Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Policy statement

North Rockhampton State High School ensures that the marketing of AQF qualifications to prospective students is ethical, accurate, accessible and consistent with its scope of registration, and includes North Rockhampton State High School's provider code (30144). All marketing material will include the code and the full title of the qualification or accredited course as listed on the National Register. North Rockhampton State High School will not advertise VET qualifications, accredited courses, or units of competency for which it is seeking registration.

If another person or organisation is delivering training or recruiting students under a third party agreement with North Rockhampton State High School, the *Third Party Arrangements Policy and Procedures* will be applied.

North Rockhampton State High School does not advertise AQF qualifications to prospective students on behalf of other RTOs without their consent.

The NRT logo will be used in marketing material in accordance with its conditions of use specified in Schedule 4 of the Standards.

The Principal (as the chief executive officer) of the school RTO is ultimately responsible for ensuring that the school RTO complies with the VQF. This includes any marketing in print media, electronic media or social networking.

Marketing procedure

All AQF qualification marketing is managed by the RTO Manager/HOD SS.

- a. The induction program for staff includes information about how to ensure that marketing is accurate and is not misleading.
- b. All marketing (including within the Senior Subject Handbook) includes a date of publication and the following statement, 'correct at time of publication but subject to change'.
- c. All marketing or marketing materials are submitted to the RTO Manager/HOD SS for approval. Written permission is obtained by other organisations or people to market qualifications on their behalf.

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- d. The RTO Manager/HOD SS (as delegated by the Principal), will approve all advertising and marketing material referencing VET qualifications and accredited courses (including Senior Subject Handbook), with particular regard to:
- ensuring the NRT logo has been included and that it conforms with the conditions of use;
 - ensuring the correct and current qualification code and title are used and the correct and current units of competency are listed (also see transition procedure);
 - ensuring that all qualifications advertised are within the school's scope of registration (as listed on North Rockhampton State High School RTO scope of registration as supplied by QCAA) and consistent with packaging rules (also see transition procedure);
 - ensuring North Rockhampton State High School has written permission to offer the course from the course owner where it offers any accredited VET courses;
 - ensuring, where materials include a qualification or course provided by another RTO, that the RTO is clearly identified by name and RTO number;
 - including information regarding any entry requirements;
 - including information regarding course outcomes and pathways;
 - including information regarding competency-based assessment and reporting codes used – WTC, CA etc. There will be no A - E LOA for VET qualifications;
 - including information regarding fees, required equipment, workplace visits, work experience, work placement requirements or other legislative requirements;
 - including Head of Department contact details for further information;
 - including references to other VET information e.g. the general VET pages in the Senior Subject Handbook, the location of VET information on the school's website as well as the location of information regarding VET on the student drive;
 - including information about the service agreement, e.g.
This is a two year course. The RTO guarantees that the student will be provided with every opportunity to complete the certificate as per the rights and obligations outlined in the enrolment process and VET information provided on the student drive. Students successfully achieving all qualification requirements will be provided with a qualification and record of results. Students who achieve at least one unit (but not the full qualification) will receive a Statement of Attainment
 - ensuring that information regarding the written agreement between the client and North Rockhampton State High School that describes the training, assessment and client services to be provided, is used on marketing and advertising material, and that all client service information is provided prior to student enrolment on QCAA Student Management System (which is done within the first four weeks of commencement in the course).

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- e. The RTO Manager/HOD SS (as delegated by the Principal) gives the final approval to all VET advertising, regardless of the format or the audience.

Transitioning procedure

The Principal will ultimately be responsible for ensuring that North Rockhampton State High School complies with the VQF.

It is the responsibility of each vocational training area within the school to plan for the transition to new/revised Training Packages as they are endorsed. Each vocational training area must complete an *Application to Change RTO Scope of Registration* available on the QCAA website:

www.qcaa.qld.edu.au/12264.html for new qualifications and units, where required, within four weeks of notification of an update and following the processes outlined in the North Rockhampton State High School *Changing Scope of Registration — VQF Policy and Procedures* document.

Where possible, all students in existing/expiring courses/qualifications will be “transitioned” to the new versions of those qualifications as soon as they have been added to the scope and approved by registering body.

When this is not possible, no new students will be enrolled in the expiring qualification after six months from the publication date of the new Training Package or accredited course (up to 12 months will be permitted in exceptional circumstances and only as approved by the RTO Manager/HOD SS). In addition, the six-month “teach out” after the expiry of the transition period is available for continuing students.

The curriculum Head of Department (in conjunction with trainers/assessors):

- regularly monitor updates to Training Packages through subscriptions to newsletters from the relevant Industry Skills Council (www.isc.org.au) and by checking the training.gov.au website
- liaises with the RTO Manager/HOD SS about what action to take when advised of an update via a QCAA memo or through Training Package monitoring;
- follows the processes outlined in the North Rockhampton State High School *Changing Scope of Registration — VQF Policy and Procedures Document* where it is identified that an *Application to Change RTO Scope of Registration* is required.

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The RTO Manager/HOD SS (as delegated by the Principal), will monitor the transition process, with particular regard to:

- monitoring updates to Training Packages as per annual North Rockhampton State High School RTO quality management system schedule and liaising with relevant Heads of Department;
- forwarding QCAA memos to relevant Heads of Department;
- following up with relevant Heads of Department after four weeks of having forwarded a memo or email regarding an updated Training Package and checking on transition arrangements and on the status of an *Application to Change RTO Scope of Registration* (where necessary);
- following the processes outlined in the North Rockhampton State High School *Changing Scope of Registration — VQF Policy and Procedures Document* where it is identified that an *Application to Change RTO Scope of Registration* is required;
- ensuring that the next cohort of students are enrolled in the new Training Package qualification/s (once they have been added to scope);
- updating advertising and marketing materials and, where necessary, notifying students and parents of changes to previously advertised qualifications and courses;
- updating training and assessment strategies and assessment tools or, where necessary, creating new ones.

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Student Information

Standard 5 – Each learner is properly informed and protected.

Policy statement

North Rockhampton State High School creates an environment of access and equity, and maximises outcomes for its students. North Rockhampton State High School has a policy and procedure regarding client complaints and appeals, as outlined in the Complaints and Appeals — VQF Policy and Procedures.

This policy will be reviewed annually as part of continuous improvement processes.

Responsibilities

Principal:

- ratifies all policies and procedures documents for North Rockhampton State High School RTO operations;
- ratifies all student information documentation, including subject selection and course information.

The Principal is ultimately responsible for ensuring that North Rockhampton State High School complies with the VQF.

RTO Manager/HOD Senior Schooling:

- puts into effect and manages all policies and procedures for North Rockhampton State High School (under delegation from the Principal);
- liaises with the Principal and vocational training areas regarding student information documentation, as well as subject selection and course information;
- is responsible for ensuring all students have an agreement, and are aware of the nature of North Rockhampton State High School's guarantee regarding completing their training and assessment.

Trainers and assessors/teachers:

- operate in accordance with all policies and procedures for North Rockhampton State High School;
- ensure all students have accurate information regarding their agreement and course information.

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Administrative Officer Senior School:

- in conjunction with the RTO Manager/HOD SS, produces documentation in accordance with all policies and procedures for North Rockhampton State High School.

Further details regarding RTO responsibilities are available on the North Rockhampton State High School Duty Statements — VET Guidelines document.

Related materials

- North Rockhampton State High School Quality Management System outline;
- Other VQF policies and procedures;
- Quality Management System timeline/school calendar;
- Duty statements;
- Senior Subject Handbook;
- Senior schooling enrolment package;
- Senior Education and Training (SET) Planning processes and documentation.

Student services policy

North Rockhampton State High School establishes the needs of students, and delivers services to meet their needs.

North Rockhampton State High School continuously improves student services by collecting, analysing and acting on relevant data.

North Rockhampton State High School's management ensures that students receive the services detailed in their agreement with the RTO.

Student needs procedure

All students have involvement with some or all of the following processes, designed to establish their educational needs:

- SET plans;
- Subject selection processes;
- Guidance services.

The provision of educational services is monitored to ensure they continue to cater for student needs through review of student senior education and training (SET) plans, as per the school

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calendar, and as needed. This includes reviewing “overlaps” where students are enrolled in more than one VET qualification at North Rockhampton State High School or another RTO and the corresponding adjustments to the North Rockhampton State High School scope of registration, training and assessment strategies and student enrolments.

Students have the opportunity to provide feedback to North Rockhampton State High School through informal and formal processes, e.g. school-generated surveys, quality indicators — student engagement surveys.

Student information policy

North Rockhampton State High School ensures that all VET students are properly informed and protected. This policy and procedure document links closely with the marketing policy and procedure.

Through the SET plan process, North Rockhampton State High School ensures that all VET students have been provided with sufficient advice regarding the appropriateness for them of the qualification and/or accredited courses they would like to be enrolled in (as per Standard 5.1). The advice takes into account each student’s existing skills and knowledge prior to the finalisation of subject selection to ensure that students are able to make informed decisions before undertaking training in a VET qualification or accredited course. In addition, students at North Rockhampton State High School have access to support services and guidance services.

North Rockhampton State High School is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date. This includes delivery by a third party on the school RTO’s behalf. Students who enter the course after the start date will have a negotiated package of units that will lead to a Statement of Attainment.

The Principal (as the Chief Executive Officer) of the school RTO is ultimately responsible for ensuring that students (and their parents/carers) are provided with the required information prior to enrolment, including the services they are to receive, their rights and obligations and the RTO’s responsibilities.

North Rockhampton State High School has a separate complaints and appeals policy and procedure. If another person or organisation is providing student information under a third party agreement with the school RTO, the third party arrangements policy and procedures will be applied.

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Student information procedure

The RTO Manager/HOD SS has responsibility and authority for the VET student information systems (under the delegation from the Principal) including:

- a. liaising with the principal and vocational training areas regarding student information documentation, as well as subject selection and course information;
- b. ensuring that subject selection forms and subject transfer forms include the following statement: 'By signing this form, I agree to all of the policies and procedures related to VET that are outlined in all school documentation pertaining to VET';
- c. ensuring the transfer or late enrolment forms include the statement: 'I am aware late enrolment means that my training and assessment agreement is for the negotiated package of units, which will lead to a statement of attainment';
- d. responsibility for ensuring all students have been adequately informed about the appropriateness of the qualification or accredited course and whether it meets students' needs;
- e. responsibility for ensuring all students have been advised regarding their rights and obligations and the RTO's responsibilities;
- f. responsibility for ensuring that the information is provided in print and/or electronic copy;
- g. responsibility for advising students about any changes to agreed services (including third party arrangements);
- h. ensuring that the provision of educational services is monitored to cater for student needs. This includes reviewing 'overlaps' where students are enrolled in more than one VET qualification at the school RTO or another RTO and the corresponding adjustments to the training and assessment strategies, student enrolments and scope of registration (if required).

The Deputy Principal must ensure that:

- a. they liaise with the RTO manager regarding all VET enrolments; and
- b. all subject selection forms have been signed by both the student and the parent/carer.

Students will receive the following information prior to enrolment on the QCAA Student Management System, through the documents and/or activities given in the following table. Check the Quality Management System timeline/school calendar to see the timing of these activities.

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Written information (print or electronic) provided to students and their parents/carers:	School RTO document (and activity where applicable): Documents are hyperlinked.
1. Subject selection and enrolment procedures	Senior Handbook SET plans Student VET Handbook
2. Qualification or accredited course information, including: <ul style="list-style-type: none"> a. code, title, currency of qualification/accredited course (as per training.gov.au) b. code and title of the units of competency to be delivered (as per training.gov.au) c. estimated duration d. training/assessment locations e. mode/s of delivery f. work placement arrangements (if required); g. obligations to the students i.e. being responsible for the quality of the training/assessment, the issuance of certification; h. entry requirements or pre-requisites (if applicable) i. student obligations related to any materials or equipment they must provide; j. requirements the student must meet to successfully complete e.g. apply for a USI, service periods, travel requirements, events or out of school hours functions, k. the student's rights if the RTO (or a third party) closes or ceases to deliver any part of the training course the student is enrolled in; l. details of the RTO's complaints and appeals process; m. third party information (if relevant) i.e. name and contact details of the third party providing the training and/or assessment, and related educational and support services 	Senior Handbook Student VET Handbook School website Public complaints and appeals policy on website Documented complaints and appeals policy and procedure
3. Fee information (if collected directly or through a third party) for each qualification prior to their enrolment in SDCS specifying:	Senior Handbook Student VET Handbook School website

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<ul style="list-style-type: none"> a. fee information (amount, terms/conditions, deposits, refunds); b. student rights as a consumer, including cooling-off period (if applicable); c. student right to obtain a refund if the enrolment is terminated early or services not provided. 	<p>Documented policy regarding student fee protection (if pre-paid fees over \$1 500)</p>
<p>4. How VET qualifications and courses differ from other school courses and criteria-based assessment, by including:</p> <ul style="list-style-type: none"> a. Work-like activities b. Competency-based training and assessment c. Competency standards, which are an industry-determined specification of performance that sets out the skills, knowledge and attitudes required to operate effectively in employment. 	<p>Senior Handbook Student VET Handbook School website</p>
<p>5. Student support, welfare and guidance services</p>	<p>Student VET Handbook School website</p>
<p>6. Recognition of prior learning (RPL) procedures</p>	<p>Student VET Handbook School website</p>
<p>7. Recognition of Australian Qualifications Framework (AQF) credentials, and statements of attainment issued by other RTOs</p>	<p>Student VET Handbook School website Documented certification and the USI policy and procedure</p>
<p>8. School RTO's obligations to the student in regard to providing quality training and assessment, and issuance of AQF certification</p>	<p>e.g. Student handbook; Documented certification and the USI policy and procedure</p>
<p>9. Student's rights if the school RTO or a 3rd party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in. i.e.</p> <ul style="list-style-type: none"> a. The school RTO is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date (including delivery by a 3rd party on the school RTO's behalf). b. Students who enter the course after the start date will have a negotiated package of 	<p>Student VET Handbook School website Documented third party arrangements policy and procedure</p>

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<p>units that will lead to a statement of attainment</p> <p>c. In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement or 3rd party school will not be able to continue delivery, the school RTO will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent.</p>	
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Access and equity guidelines

The access and equity guidelines at North Rockhampton State High School are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to VET subjects. Any matter relating to access and equity will be referred to the RTO Manager/HOD SS, as the designated Access and Equity Officer.

Access and equity guidelines will be implemented through the following strategies:

- The school curriculum, while limited by the available human and physical resources, will provide for a choice of VET subject/s for all students;
- Links with other providers, such as TAFE Institutes will be considered where additional resources are required;
- Access to school-based apprenticeships and traineeships may be available to students within appropriate parameters, such as the pool of available employers;
- Where possible, students will be provided with the opportunity to gain a full Certificate at AQF levels I or II;
- Access to industry specific VET programs will be available to all students regardless of gender or race.

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age,

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etc. This school strives to meet the needs of each student through incorporating access and equity principles and practices which acknowledge the right of all students to equality of opportunity without discrimination.

The following principles of access and equity apply:

1. VET curriculum areas will be adequately resourced, with teachers with the appropriate qualifications, in order to ensure students have quality outcomes;
2. VET training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the ways in which students learn. Students with learning difficulties or impairment will participate with an initial and annual panel meeting with their parent/guardian and relevant school staff to ensure that the training and assessment provided meets their needs;
3. All students will be actively encouraged to participate in VET programmes, irrespective of background/cultural differences;
4. Prior to participating in structured work placement, students will be provided with an induction programme that will equip them with the knowledge to recognise harassment/discrimination should it occur and to ensure they have the strategies to deal with anything like this. Appropriate support will be provided to ensure students are successful in their work placement;
5. Literacy/numeracy is integrated throughout all VET programmes, as well as being delivered separately through your English/literacy and Maths/numeracy programme;
6. This school will openly value all students, irrespective of background/culture/other differences and all students will be made to feel valued through the delivery of appropriate training/assessment methods and support structures;
7. Any complaints in relation to discrimination/harassment will be treated seriously, in line with the School's VET Policies and Procedures: Student Complaints and Appeals.

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Student Access to Accurate Records Policy

North Rockhampton State High School is committed to regularly providing students with information regarding their participation and progress.

Accuracy of records procedure

Class teachers maintain accurate and current records of each student's progress towards and achievement of competencies. These records will be forwarded for entry on the QCAA Student Management prior to each of QCAA's advertised collection dates for data. The data recorded on the Student Management System will be printed out and returned to the class teacher/Head of Department (HOD) for checking every term. Once approved as accurate, the Administrative Officer Senior School is notified to this effect.

When the student nears achievement of sufficient competencies for award of the full qualification, the class teacher checks student achievements against the qualification packaging rules. When the student has achieved the requirements for completion of the qualification, the Administrative Officer Senior School is notified to check the "qualification complete" button for that student in that qualification. The data recorded on Student Management System will be printed out and returned to the class teacher/HOD for checking. Once approved as accurate, the Administrative Officer Senior School is notified to this effect.

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Student Access to Records Procedure

Class teachers will provide access to a student's own records at least once each semester, or on request by the student. Towards the end of the qualification, students will/may also be given access to "for checking" Student Management System printouts from the Administrative Officer Senior School. Students will also have access to information regarding any unit achieved through their own online learning account.

Employers contributing to the learner's training and assessment

North Rockhampton State High School places/attempts to place students in workplaces that provide experience in the competencies included in their VET qualifications. This school does not use assessment by work placement supervisors. Students on work placements may record their activities in a workplace experience logbook. The work placement organiser/teacher will seek the cooperation of the workplace supervisor in the sign-off on the accuracy of the student's entries in the log. This log may be used by the assessor to support judgments of competency.

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Recognition of Prior Learning (RPL) and Credit Transfers

All VET students have access to a procedure that gives Recognition of Prior Learning (RPL) or Credit Transfer.

RPL (Recognition of Prior Learning) is the acknowledgement of the skills and knowledge a person has acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.

Credit transfer refers to the granting of credit to students for subjects, modules or units of competency they have completed previously. Institutions or training organisations can grant credit to students for studies or training completed at the same or another institution or training organisation.

If a student believes that they fulfill these requirements they should approach their teacher first, who will bring it to the attention of the HOD. At the beginning of each course, the VET Teacher will be responsible for ensuring that the students are informed of the Recognition of Prior Learning and Credit Transfer procedures. RPL information and forms can be obtained from the VET Teacher or HOD.

Recognition of prior learning policy

All students shall have access to, and will be offered, Recognition of Prior Learning (RPL).

Recognition of prior learning procedure

Each year, the teacher will make students aware of the school's RPL policy via the VET Student Handbook and Induction. Teachers will remind students of this policy at the beginning of each new term and provide opportunities to engage in the RPL process. When approached by a student seeking RPL, teachers will:

- provide the student with copies of an RPL Student Application Form;
- provide the student with information about the types of evidence that can be used to support an RPL application;
- make a prompt decision and notify students of the outcome of the RPL process;
- update the student's records, if RPL is granted;
- students can appeal a decision via the RPL Student Appeals Form.

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Credit transfer policy

Students are required to provide their Statement of Attainment for any qualifications issued by other RTOs prior to being credited with those units of competency at North Rockhampton State High School.

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Systematic Monitoring and Evaluation

Standard 2 – The operations of the RTO are quality assured.

Policy statement

Evaluation / Internal Review/ Internal Audit

Annually, an Internal Review Committee is appointed to undertake a review of North Rockhampton State High School's VET processes and delivery of qualifications. Key staff are involved in the internal review for each qualification and an internal audit of North Rockhampton State High School's RTO functions. These results are reporting results to the Principal.

Curriculum HODs are responsible for monitoring/endorsing actions arising from internal review, industry engagement and validation processes.

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Trainers and Assessors

Standard 1 - The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meeting the requirements of training packages and VET accredited courses.

Policy statement

North Rockhampton State High uses training and assessment practices that are consistent with the requirements of training packages and VET accredited courses and enable each student to meet the requirements.

North Rockhampton State High School ensures all VET trainers and assessors engaged by the school for the delivery of VET qualifications and/or accredited courses meet the requirements of the national standards within the VQF, and retains evidence of this for all trainers and assessors of the school RTO.

Where Training Packages are updated, North Rockhampton State High School ensures all related VET trainers and assessors are able to meet any updated requirements.

Where direct supervision is required, North Rockhampton State High School has a policy and procedure regarding this. Vocationally competent and current trainers without appropriate training and assessment qualifications work under the supervision of a qualified trainer and assessor for the delivery of the qualification. In regard to the assessment, this is always conducted within the National Skills Standards Council (NSSC) Policy Determination.

North Rockhampton State High School also ensures that all VET trainers and assessors are given the opportunity to engage in activities to continue to develop their competence.

This policy will be reviewed annually or as required.

Assessment procedure

Each qualification delivered at North Rockhampton State High has a Training and Assessment Strategy (TAS) which is reviewed on an annual basis. Trainers and assessors of all qualifications ensure they comply with the assessment requirements of their individual training packages and assessment is conducted in accordance with the principles of assessment and rules of evidence detailed in individual TAS documents.

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Responsibilities

Principal:

- Ratifies all policy and procedures documents for North Rockhampton State High School RTO;
- ensures that only trainers and assessors who meet the requirements of Standards are timetabled for VET qualifications and accredited courses;
- liaises with the RTO Manager/HOD SS regarding verifying the competence and currency of VET trainers and assessors;
- takes appropriate action where trainers and assessors are not meeting national standards within the VQF.

The Principal is ultimately responsible for ensuring that North Rockhampton State High School complies with the VQF.

RTO Manager/HOD Senior Schooling:

- Applies and manages all policy and procedures documents for North Rockhampton State High School (under delegation from the Principal);
- liaises with the Principal and vocational training areas' Heads of Department regarding verifying the competence and currency of VET trainers and assessors;
- ensures all VET teachers go through the North Rockhampton State High School VET induction processes;
- ensures all trainers and assessors are engaged in activities that continue to develop their VET knowledge and skills, as well as trainer and assessor competence;
- ensures that trainers and assessors timetabled for VET qualifications and accredited courses meet the national standards within the VQF and have verifiable evidence of this (in conjunction with the principal and the relevant HOD).

Curriculum Heads of Department:

- Operate in accordance with all policy and procedures documents for North Rockhampton State High School;
- ensure that trainers and assessors timetabled for VET qualifications and accredited courses meet the national standards within the VQF and have verifiable evidence of this (in conjunction with the principal and the RTO Manager/HOD SS);
- ensure trainers and assessors can demonstrate current industry skills that are directly relevant to the training and assessment that is being undertaken.

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Trainers and assessors/teachers:

- Operate in accordance with all policy and procedures documents for North Rockhampton State High School.

Administrative Officer Senior School:

- Manages all policy and procedures documents for North Rockhampton State High School in conjunction with the RTO Manager/HOD SS.

Further details regarding RTO responsibilities are available on the North Rockhampton State High School duty statements (VET Staff Handbook).

Related materials:

Standards for Registered Training Organisations (RTOs) 2015

www.comlaw.gov.au/Details/F2013L00167

National Skills Standards Council (NSSC) Determination for trainer and assessor competencies policy:

www.nssc.natese.gov.au/policies/determination_for_trainer_and_assessor_competencies.

Trainer and assessor/teacher procedures:

1. Recruitment and timetabling procedure
2. Induction and update procedure
3. Records-keeping procedure
4. Continuous development of competencies procedure.

Trainer and assessor /teacher recruitment and timetabling procedure:

- North Rockhampton State High School will ensure any advertising for VET trainers and assessors clearly outlines the position description in accordance with the national standards within the VQF.
- North Rockhampton State High School will only recruit trainers and assessors who meet the national standards within the VQF.
- North Rockhampton State High School will only timetable trainers and assessors who meet the national standards within the VQF. Timetabling will only occur once the following has been provided:
 - unit-by-unit verifiable evidence of vocational competence for all units of competency planned for delivery;

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- verifiable evidence of current industry skills directly related to all units of competency planned for delivery;
- Evidence of TAE40116 or allocation of a supervising trainer who has TAE40116 and an initial plan regarding training supervision and co-assessment arrangements.
- Where Training Packages and/or qualifications are updated, North Rockhampton State High School will ensure that currently timetabled trainers and assessors meet any revised requirements by the time they commence delivery as per the timetabling requirements outlined above (transition must be within the 12 months).
- In the event that North Rockhampton State High School does not have a qualified staff member for VET qualifications or accredited courses, the qualification or course will not start. If this occurs after training starts, the North Rockhampton State High School *Risk Management — VQF Policy and Procedures* will be followed.

Trainer and assessor induction and update procedure:

- Timetabling and induction cannot occur until verifiable evidence of vocational competence and current industry skills have been provided.
- The RTO Manager/HOD SS will induct all staff involved with the delivery of VET to North Rockhampton State High School. The induction will occur at the start of each year (as per the VET calendar) as well as when needed throughout the year. The induction procedure will include -
 - components of the VQF;
 - VET qualifications and courses offered in the school;
 - RTO Quality Management System operating within the school and policies and procedures, particularly:
 - trainers and assessors (including professional development);
 - training and assessment strategies and resources;
 - effective industry consultation;
 - training and assessment (including systematic validation processes);
 - student information and client services;
 - continuous improvement;
 - records management:
 - communication procedures and VET meetings schedule;
 - duty statement;
 - industry skills councils, Training Packages and competency-based training and assessment;

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- roles and responsibilities of VET staff including Heads of Department, RTO Manager/HOD SS, VET Coordinator and Administrative Officer Senior School;
- Identification of the supervising trainer who has TAE40116 *Certificate IV in Training and Assessment* (for those vocationally competent and current teachers who do not have TAE40116).
- The RTO Manager/HOD SS will have a VET update meeting with all staff continuing as trainers and assessors at the start of each year, as per the VET calendar. The meeting will include a review of:
 - the components of the VQF;
 - the VET qualifications and courses offered in the school (as per the current scope of registration);
 - recent QCAA VET memos;
 - training.gov.au information that is relevant to North Rockhampton State High School RTO operations;
 - all key North Rockhampton State High School RTO policies and procedures;
 - the trainer and assessor duty statement;
 - the documented verifiable evidence of vocational competence (unit by unit as identified on the current training and assessment strategy/strategies);
 - the verifiable evidence of activities engaged in to maintain current industry skills and knowledge (across all currently delivered units within the last two years);
 - the verifiable evidence of holding TAE40116 *Certificate IV in Training and Assessment* OR verifiable evidence of equivalence to the TAE10 Enterprise Trainer — Mentoring Skill Set (or the Enterprise Trainer — Presenting Skill Set) as well as up-to-date documentation outlining training supervision and co-assessment arrangements;
 - the verifiable evidence of activities engaged in to continue development of general VET knowledge and skills competency based training and assessment;
 - roles and responsibilities of VET staff, including Heads of Department, the RTO Manager/HOD SS, VET Coordinator and Administrative Officer Senior School.
- Heads of Department will support all trainers and assessors of qualifications within their departments with the relevant Training Packages, competency-based assessment, vocational competence, and vocational and industry currency.

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Trainer and assessor records-keeping procedure:

- Trainers and assessors must complete their North Rockhampton State High School Staff Profile, templates saved at G/Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance/Staff Profiles.
- The documentation must include:
 - unit-by-unit verifiable evidence of vocational competence for all units of competency planned for delivery, i.e. listed on the current training and assessment strategy/strategies (confirmation by HOD and RTO Manager/HOD SS that the evidence is verifiable is required);
 - verifiable evidence of current industry skills directly related to all units of competency planned for delivery (confirmation by HOD and RTO Manager/HOD SS that the evidence is verifiable is required);
 - evidence of TAE40116 OR documented equivalence to the TAE10 Enterprise Skill Set Mentoring Skill Set (or the Enterprise Trainer — Presenting Skill Set), as well as the allocation of a supervising trainer who has TAE40116 and up-to-date documentation outlining training supervision and co-assessment arrangements;
 - a plan regarding co-assessment arrangements;
 - verifiable evidence of activities engaged in to ensure continued development of general VET knowledge and skills and competency based training and assessment.
- Trainers and assessors must provide the RTO Manager/HOD SS with evidence of all or any qualifications, certificates, and/or any other relevant evidence used to meet the national standards within the VQF before starting delivery.
- The RTO Manager/HOD SS will scan copies of evidence and save them at G/Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance/Staff Profiles.
- Where trainers and assessors gain additional qualifications or training related to their industry area, they must provide that information to the RTO Manager/HOD SS as well as update their records saved at G/Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance/Staff Profiles.
- Trainers and assessors must complete and maintain current records of their vocational competence (including the updating of their records where Training Packages are updated).
- Trainers and assessors must complete and maintain their North Rockhampton State High School Staff Profile. These documents should be updated at least twice a year and should be saved G/Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance/Staff Profiles.

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Trainer and assessor continuous development of competencies procedure:

- Trainers and assessors must complete and maintain their North Rockhampton State High School Staff Profiles, outlining their own vocational qualifications, training and assessment qualifications AND currency activities in their industry area, as well as VET and training and assessment. Evidence provided must be clearly detailed and verifiable.
- Trainers and assessors are required to review their own currency activities related to training and assessment and vocational currency, and, through their HOD, ask for professional development activities to enable up-skilling and maintenance of both vocational and training and assessment currency.
- When trainers and assessors are engaging in industry placement, they must have discussed with the workplace the areas where they need to demonstrate current industry skills and negotiated relevant activities/experience.
- Trainers and assessors are required to validate and verify the activities they have engaged in with their Head of Department and the RTO Manager/HOD SS, in order to remain current and to continuously develop their competence.
- Trainers and assessors are required to follow North Rockhampton State High School's professional development policy when applying for all professional development activities, including those related to VET.

Supervision policy:

Supervision is required where vocationally competent and industry-current teachers do not have the necessary training and assessment competencies, i.e. TAE40116 *Certificate IV in Training and Assessment*. All vocationally competent and current trainers (teachers) must show equivalence to the TAE10 Enterprise Trainer — Mentoring Skill Set or the Enterprise Trainer — Presenting Skill Set, and this must be verified and retained with all other documentation by the end of the first semester of delivery.

North Rockhampton State High School ensures that supervision arrangements involve the vocationally competent teacher receiving regular and ongoing guidance, direction and leadership from a person designated by North Rockhampton State High School, who has TAE40116 *Certificate IV in Training and Assessment*. The supervising trainer monitors and is accountable for all training delivery. It is not necessary for the supervising person to be present during all training delivery.

North Rockhampton State High School ensures that there is sufficient time in the school timetable for both parties for the supervision of VET training. North Rockhampton State High School also

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ensures that there is sufficient time in the school timetable for both parties where this is required for assessment purposes.

Supervision procedure

North Rockhampton State High School will:

- Appoint a trainer who holds TAE40116 Certificate IV in Training and Assessment to act as the “supervising trainer”;
- Specify the supervising trainer’s duties within their duty statement (VET Teacher Handbook) and the timetable allowances for this;
- Ensure the supervised teacher participates in internal training and assessment professional development, as well as validation and moderation and any relevant continuous improvement processes;
- Encourage and support the supervised teacher to gain the TAE40116 qualification.

The supervising trainer will:

- Help the teacher requiring supervision to find appropriate resources, discuss strategies and give input to training;
- Meet with the teacher requiring supervision at least once per month (or as required by them) to give guidance, direction and leadership and monitor the training;
- Observe training sessions (as required) and give feedback;
- Approve all training materials and the design of all assessment/evidence-gathering tools.

Note that the supervising trainer is accountable for the training delivery.

The RTO Manager/HOD SS will:

- Meet with both the supervising trainer and the supervised teacher each term to review progress;
- Arrange for the approval of all assessment/evidence-gathering tools.

Note that the vocationally competent and current teacher working under supervision is not able to assess students.

Working together to conduct assessment procedure

If a trainer (teacher) is vocationally competent and industry-current but does not have TAE40116 *Certificate IV in Training and Assessment* and is therefore working under supervision, they must co-assess with an assessor who has these competencies.

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- North Rockhampton State High School ensures that there is sufficient time in the school timetable for both parties for the co-assessment.
- The co-assessment arrangement is documented by North Rockhampton State High School through the trainer and assessor records-keeping procedure and saved G/Coredata/Curriculum/Vocational Education/2020 Onwards/VET Compliance, and the person designated by North Rockhampton State High School, who has TAE40116 *Certificate IV in Training and Assessment* will receive information regarding their duties, and sufficient timetable allowances for this.
- In this situation, the person who has TAE40116 *Certificate IV in Training and Assessment* works together with the vocationally competent and industry current trainer (teacher) to conduct the assessment.