

| POLICY: | DELIVERY OF TRAINING |
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| NVR Ref: | Standard 1 |
| IBI Ref: | IBI-1-D 1 |
| Purpose | To establish and maintain a system for the delivery of training programs by the Institute. |
| Scope | <p>This Policy/Procedure covers tools for assessment, providing documentation to students during training, and the sequence and requirements of documenting training. It does not cover enrolment of students, training preparation, assessment processes, recognition of prior learning or issuing of results.</p> <p>This Policy/Procedure also relates to Procedure – OH&S at External Training Facilities.</p> |
| Responsibilities | <p>The CEO will determine the procedures and requirements for conducting training programs.</p> <p>Trainers will be responsible for ensuring the procedures are followed during training.</p> |

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| PROCEDURE: | DELIVERY OF TRAINING |
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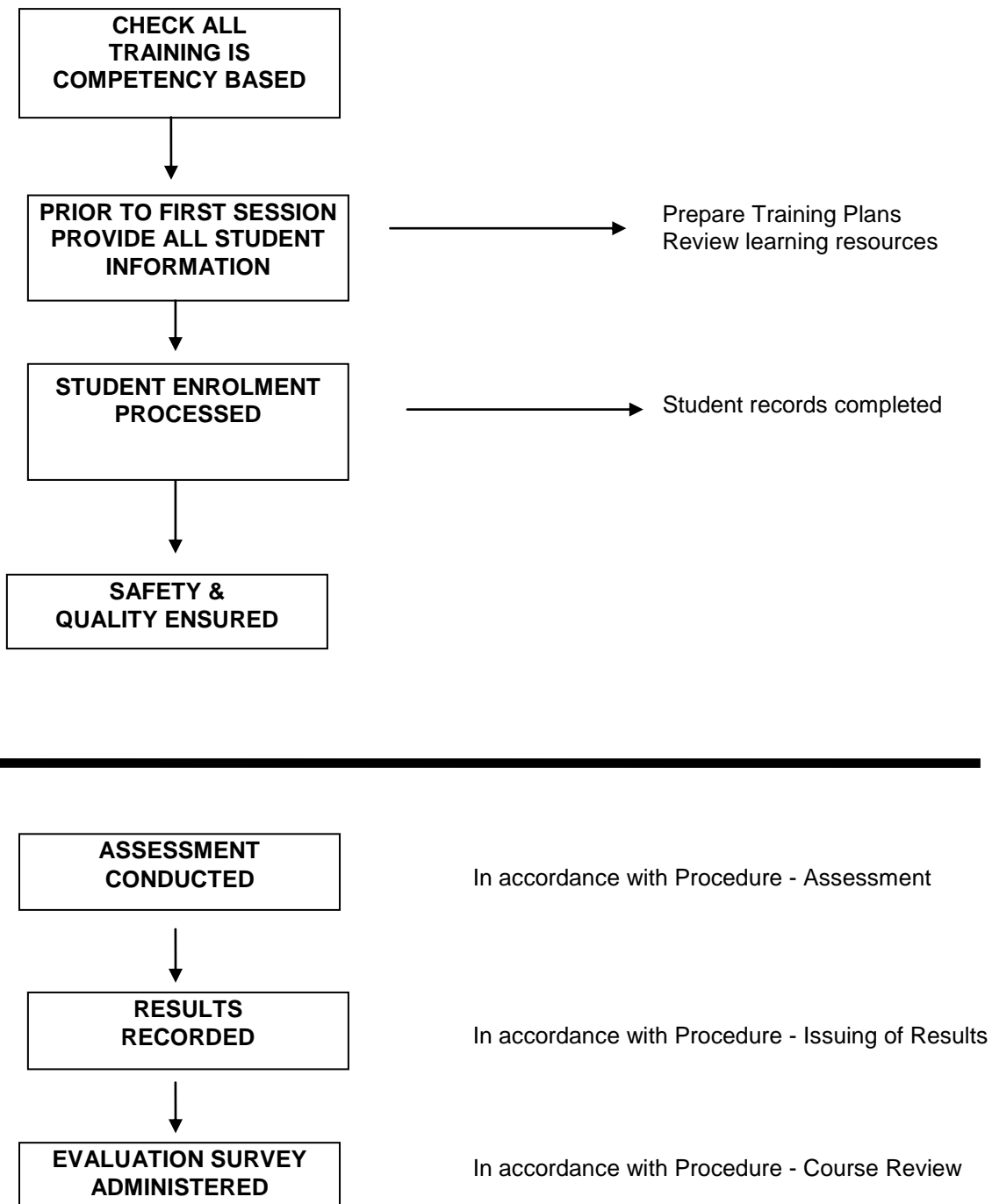
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| Action/Method | <ul style="list-style-type: none"> • All training conducted by the Institute will be competency based. • Upon offering a course of training, the CEO will review: <ul style="list-style-type: none"> <i>Delivery and assessment resources</i> (Times, location and other details of training will be formalised with reference to Procedure - Training Preparation) • The Student Administration Manager, prior to commencement of each course, will provide students with COURSE INFORMATION, including: <ul style="list-style-type: none"> - All course information (competencies / notional times) - Enrolment forms - Payment information - Student Information Guide - A letter addressing the following: <ul style="list-style-type: none"> • Details of certification to be gained • Credit transfer and RPL • Cost of program / course • Payment methods(if not covered by Skills Victoria) • Other relevant information • The trainer will meet with students at mutually agreeable times and for sufficient time periods, not exceeding the nominal hours of the course, or for times designated at the direction of the CEO. • Training will only be conducted in designated areas or online in line with Procedure – Occupational Health & Safety Requirements. • Plans will be completed, if required, and filed in accordance with Procedure - Control of Records. • The trainer will complete records of attendance at each session, either by completing: <ul style="list-style-type: none"> • Activity Record Sheets and/or training plan for one-on-one training • Class rolls for in-house courses and programs • Students' safety will be considered in all activities undertaken by the trainer. • Quality control will be exercised by all staff during all training. • All assessments and re-assessments of students will be conducted according to the Assessment Procedure. • Any complaints that arise as a result of training will be dealt with in accordance with Procedure – Complaints and Appeals. |
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| <p>Action/Method (cont)</p> | <ul style="list-style-type: none"> • All results will be issued in accordance with Procedure - Issuing of Results. • At the conclusion of a competency or program the trainer will distribute surveys to students in accordance with Procedure – Course Review. <p>REFERENCES</p> <p>The following are referred to or used in conjunction with the Delivery of Training Procedure:</p> <ul style="list-style-type: none"> • <i>OH&S at External Training Facilities Procedure</i> • <i>Assessment Procedure</i> • <i>Issuing of Results Procedure</i> • <i>Course Review Procedure</i> • <i>Complaints and Appeals Procedure</i> • <i>Records Management, Maintenance and Security Procedure</i> • <i>Workplace Health & Safety for Training</i> • <i>Training Preparation Procedure</i> <p>The following forms/documents are used with this procedure:</p> <ul style="list-style-type: none"> • <i>Activity Record Sheets and/or training plans</i> • <i>Enrolment Forms</i> • <i>Checklists</i> • <i>Student Contact Records</i> • <i>Assessment plans and tools</i> • <i>Delivery resources</i> • <i>Records of Assessment</i> • <i>Student Satisfaction Survey</i> • <i>Student Evaluation of Teaching</i> |
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Procedure: DELIVERY OF TRAINING

APPENDIX A

DELIVERY OF TRAINING - FLOWCHART



Review/ Amendment history

Policy Approved by: Chief Executive Officer

Responsible Officer: Chief Executive Officer

Next Policy Review Date: April 2017

| Version | Date | Details |
|----------------|-------------|--|
| 1.0 | July 2014 | Policy issued |
| 2.0 | Dec 2014 | Updated to reflect Standards for Registered Training Organisations (RTOs) 2015 |
| 3.0 | April 2015 | Updated to reflect NVR 2015 Standards |
| 4.0 | April 2016 | No material changes |