POLICY:	DELIVERY OF TRAINING
2015 VET Standards:	**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	This Policy/Procedure covers tools for assessment, providing documentation to students during training, the sequence and requirements of TAS Documentation. It does not cover enrolment of students, training preparation, assessment processes, recognition of prior learning or issuing of results. This Policy/Procedure also relates to Procedure – OH&S at External Training Facilities.
Responsibilities	The CEO/RTO Manager will determine the procedures and requirements for conducting training programs in accordance with the TAS Documentation. Trainers will be responsible for ensuring the procedures are followed during training.
Defintions	TAS Documentation means ☐ Delivery and Assessment Strategy (Training and Assessment Strategy) (TAS) ☐ Lesson plans ☐ Practical training tasks ☐ Theory and practical assessments ☐ Mapping ☐ Validation and moderation ☐ Industry engagement report

PROCEDURE:	DELIVERY OF TRAINING
2015 VET Standards:	**Standard 1**
IBI Ref:	**IBI-1-D 1**

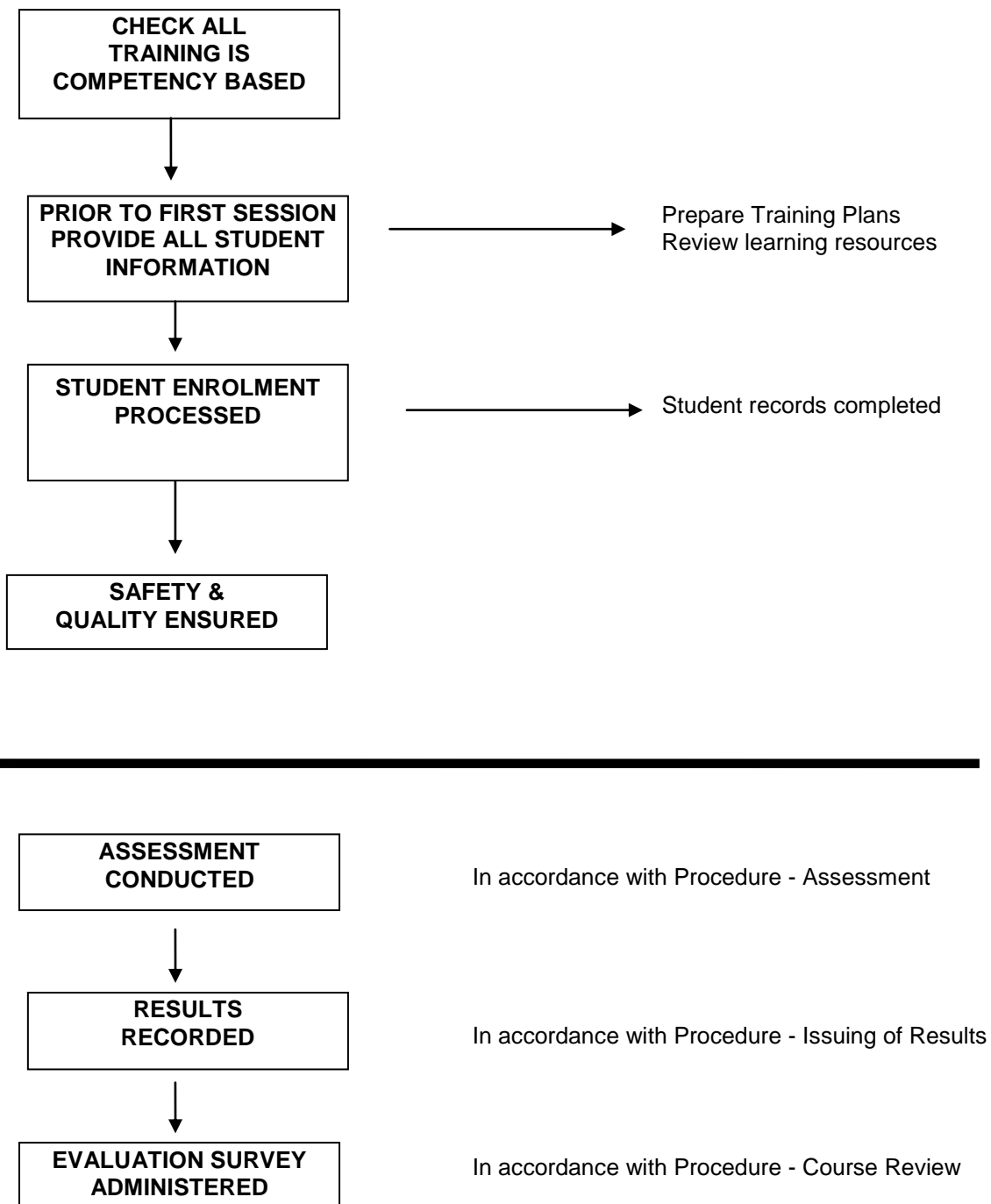| **Action/Method**	• All training conducted by the Institute will be competency based and delivered in accordance with the TAS Documentation.
	• Upon offering a course of training, the CEO will review:
	Delivery and assessment resources
	(Times, location and other details of training will be formalised with reference to Procedure - Training Preparation)
	• The Student Administration Manager and/or Authorised Delegate, prior to commencement of each course, will provide students with **COURSE INFORMATION**, including:
	- *All course information (competencies / notional times)*
	- *Pre-training review and enrolment documentation*
	- *Enrolment forms*
	- *Payment information*
	- *Student Information Guide*
	- *A letter addressing the following:*
	· *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:
	· *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.

Action/Method (cont)	• 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. **REFERENCES** The following are referred to or used in conjunction with the Delivery of Training Procedure: • *OH&S at External Training Facilities Procedure* • *Assessment Procedure* • *Issuing of Results Procedure* • *Course Review Procedure* • *Complaints and Appeals Procedure* • *Records Management, Maintenance and Security Procedure* • *Workplace Health & Safety for Training* • *Training Preparation Procedure* The following forms/documents are used with this procedure: • *Activity Record Sheets and/or training plans* • *Enrolment Forms* • *Checklists* • *Student Contact Records* • *Assessment plans and tools* • *Delivery resources* • *Records of Assessment* • *Student Satisfaction Survey* • *Student Evaluation of Teaching*

Procedure: DELIVERY OF TRAINING   **APPENDIX A**

DELIVERY OF TRAINING - FLOWCHART

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┌─────────────────────┐
│   CHECK ALL         │
│   TRAINING IS       │
│   COMPETENCY BASED  │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ PRIOR TO FIRST      │ ──────────────▶   Prepare Training Plans
│ SESSION PROVIDE ALL │                   Review learning resources
│ STUDENT INFORMATION │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│  STUDENT ENROLMENT  │ ──────────────▶   Student records completed
│     PROCESSED       │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│     SAFETY &        │
│  QUALITY ENSURED    │
└─────────────────────┘
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┌─────────────────────┐
│    ASSESSMENT       │          In accordance with Procedure - Assessment
│    CONDUCTED        │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│     RESULTS         │          In accordance with Procedure - Issuing of Results
│     RECORDED        │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ EVALUATION SURVEY   │          In accordance with Procedure - Course Review
│   ADMINISTERED      │
└─────────────────────┘
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VERSION CONTROL

Review/ amendment history
Policy Approved by: Chief Executive Officer / RTO Manager
Responsible Officer: Chief Executive Officer / RTO Manager
Next Policy Review Date: July 2018

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	July 2015	No material change
4.0	July 2016	No material change
5.0	June 2017	No Material change