



Policies and Procedures
For AQTF07

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Essential Standards for Registration

Policy and Procedures for Standard 1

This policy has been developed to enable Worldwide Institute of Training to demonstrate that it provides quality training and assessment across all of its operations and through regular monitoring is acting upon relevant data for the purpose of continuous improvement.

To demonstrate that the RTO's approach to continuous improvement is systematic, involves staff, clients and other stakeholders, and uses qualitative and/or quantitative data to determine the need for improvements to training and assessment, the following policies have been developed.

To enable RTO to demonstrate a sound understanding of their operations, the Equinox Internal Audit has been completed.

Policy Element 1.1

RTO will collect, analyse and act on relevant data for continuous improvement of training and assessment.

Procedures Element 1.1

To enable Worldwide Institute of Training to identify and act upon continuous improvement issues related to training and assessment, major stakeholders will be surveyed. Relevant data will be then collected, analysed and acted upon.

Major stakeholders:

Students

through evaluation process as outlined below

through the exit survey at the time of departure from the course (regardless of when the student departs)

six months after completion of a course

Industry – every six months nominated industry representatives will be surveyed as outlined below

Course Evaluation

Students will be given opportunity to evaluate the course in which they are enrolled using course evaluation form of Worldwide Institute of Training. Short courses (six weeks or less) will be evaluated at the end of the course. Longer courses will be evaluated mid way through the semester and end of semester.

Results will be documented in the [relevant data collection form](#), and submitted with [Action Form](#) – containing recommendations for improvements to the Training manager for final decision and implementation. The changes implemented will be subsequently reviewed and adjusted if deemed necessary.

Exit survey– on exiting.

When a student exits from a course (regardless of whether the course has been completed or not) they will be requested to complete the [Exit survey](#). Administration staff will collect the data from these surveys twice a year in [January and June](#). The results will be recorded in the [relevant feedback collection form](#). Administration will document any recommendations for change on the [Action Form](#) and submit it to the Training Manager for final decision and implementation. The changes implemented will be subsequently reviewed and adjusted if deemed necessary.

Past student survey – six months after completion of course of study

In [July and December](#) each year, the data from past student surveys will be collected and analysed. The results will be documented in the relevant [feedback collection form](#). Administration staff will analyse the data, document recommendations for change on the [Action Form](#) and submit it to the Training Manager for final decision and implementation. The changes implemented will be subsequently reviewed and adjusted if deemed necessary.

Industry Survey – every six months

Worldwide Institute of Training has established a relationship with industry representatives and will liaise with them to ensure training and assessment provided continues to meet industry standards. To ensure Worldwide Institute of Training continues to train and assess to industry standards, these industries will be invited to participate in a survey to be conducted in [April and October](#) each year.

Administration staff will distribute the industry survey form to nominated industry representatives, collect the surveys and enter the results into the [relevant data collection form](#). They will then analyse the data and document recommendations for change on the [Action Form](#) which will be submitted to the Training Manager for final decision and implementation. The changes implemented will be subsequently reviewed and adjusted if deemed necessary.

Course Evaluation – as determined by course delivery

Assessment Process – as determined by course delivery

Students will be given opportunity to assess effectiveness of the assessment process through the [Assessment Feedback Questionnaire](#).

This form will be distributed by the assessor as directed by the training manager.

The surveys will be filed. Every [July and November](#) the data will be entered into the relevant [data collection form](#). Administration staff will collect the surveys; enter the results into the relevant data collection form. They will then analyse the data and document recommendations for change on the [Action Form](#) and submit it to the Training Manager for final decision and implementation. The changes implemented will be subsequently reviewed and adjusted if deemed necessary.

Assessment Validation must be conducted with all vocations every [October](#).

A person from each vocational area will be nominated as spokesperson. They will be responsible for selecting two assessments from each level offered by Worldwide Institute of Training and forward these to all participants at least ten days prior to the meeting.

On the appointed day, participants will collaborate and complete the [Assessment Validation Tool](#). Recommendations for change will be documented and handed to the Training Manager or their appointed representative will assess results and arrange for adjustments to be made as considered appropriate.

Policy Element 1.2

Worldwide Institute of Training will ensure that Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.

Procedures Element 1.2

Before a course is delivered, a training and assessment strategy will be developed in consultation with industry. If the course has been delivered previously, the relevant Training and Assessment Strategy document will be accessed and reviewed.

At the commencement of a training course, the relevant [training and assessment strategy](#) will be accessed, or developed as the case may be in consultation with industry. The developer will document results of industry consultation on the [Industry Input for T&A Strategy](#). In the first instance its contents will be checked against the requirements of the current training package to ensure that accurate and up-to-date information about delivery and assessment is available to all concerned.

To ensure consistency, the [Training and Assessment Strategy Template](#) must be used at all times when a new strategy is to be developed.

The completed document must contain the following information:

- Opportunities for consultation with industry or enterprises, from time to time
- information about the work environment (for example shifts or seasonal changes to schedules) that will affect delivery and assessment
- preferences about the way in which a qualification is delivered
- characteristics of the target group that need to be accommodated in training and assessment.
- industry skills councils
- relevant prior training and/or employment
- learning styles
- physical or intellectual ability
- language, literacy and numeracy levels
- location
- cultural or ethnic background
- socio-economic factors.
- how units are packaged to meet qualification requirements
- how pre-requisites and co-requisites are included
- the mode of delivery to be used (for example, online, classroom, on-the-job)
- the learning approaches or styles that will be used to suit the needs of learners
- how the needs of groups or individual learners will be met (for example, reasonable adjustment in assessment)
- a Recognition of Prior Learning (RPL) strategy,
- Resources specified in each training and assessment
- the trainer and assessor competencies that are required
- the facilities and equipment that will need to be available or accessed, including industry placement arrangements
- simulated work environments to be used
- support staff or resources that may be required to meet the needs of learners
- agreements for the use of resources and facilities.
- specific entry requirements, where these are noted in the Training Package or accredited course

- assessment guidelines and qualification packaging rules
- required trainer and assessor competencies
- assessment evidence requirements specified in the units of competency or modules.

As evidence of review of training and assessment strategies copies of the following documentation will be stored with the relevant training and assessment strategy:

- revised training and assessment strategies and training programs
- data on consultations with trainers and assessors, learners, enterprise clients, industry organisations and, where relevant, licensing bodies; and the actions taken in response to such consultations
- records of staff meetings about training and assessment strategies and training programs, and the agreed actions.

Once the training and assessment strategy has been approved, [session plans](#) will be developed demonstrating how, when and where training will be conducted.

Policy Element 1.3

Worldwide Institute of Training will ensure that staff, facilities, equipment and training and assessment materials used are consistent with industry standards across all of its operations.

Procedures Element 1.3

To ensure consistency throughout all of its operations Worldwide Institute of Training will, at least once a year conduct systematic monitoring by reviewing training methods in conjunction with the relevant [training and assessment strategy document](#) and complete a [training session monitoring form](#). Any inconsistencies or needs for improvement that arise will be noted on the monitoring form discussed with the trainer, documented in the [Table for Review of Training Programs](#) and immediate rectification or adjustment made.

Trainers must hold Certificate IV in Training and Assessment – or equivalent
Assessors must hold TAAASS401C, TAAASS402C and TAAASS404B

Trainers and assessors must have a minimum of five years industry experience. Furthermore, they must continue to maintain industry currency by engaging in activities that will enable them to maintain currency. Worldwide Institute of Training will assist them by collaboratively developing a [professional development plan](#)

that will include an outline of how they intend to maintain industry currency in the future. Ad hoc attendance at seminars, workshops or other professional activities will not be considered demonstration of industry currency by Worldwide Institute of Training.

A trainer with the required vocational experience, but who does not hold the required training qualification may, until such times as they acquire the qualification, work under the direct supervision of a person who does hold the qualification and sign the organisation's "[Memorandum of Agreement](#)". The person working under this supervision must report regularly to their supervisor to ensure training and assessment continues to be conducted in accordance with the organisation's requirements.

At the time of appointment, all aspects of the [induction form](#) will be completed – including the [record of competence](#) form. A follow-up interview will be conducted no less than five weeks after appointment. At this appointment, appointee will have opportunity to ask questions relating to their allocated tasks etc.

All staff training and assessing within this organisation will be required to hold Certificate IV in Training and Assessment

In addition, staff training and assessing must be able to demonstrate vocational competency at least to the level being delivered and assessed. All staff engaging in training and/or assessing will submit [industry currency checklist](#) at the beginning of each calendar year.

The information relating to staff qualifications will be stored in the [staff competency matrix](#) which will be reviewed and updated every [March and August](#).

Before commencing training and/or assessment a trainer/assessor who does not hold the required training qualifications must complete a "[Memorandum of Agreement](#)". This agreement will remain in force until such times as the required training has been completed.

Whilst It is not necessary for the supervising person to be present during all training delivery, the trainer/assessor appointed to conduct supervision will provide regular guidance, support and

direction. Until such time as the qualification is acquired, the appointed supervisor will be the person who is accountable for the training/assessment.

At the commencement of a training program, the training and assessment strategy document must be signed by the training manager or their appointed representative, and a copy placed in the course folder.

At the time of the staff performance appraisal, trainers will identify professional development needs for the ensuing twelve months and activities in which they have participated which demonstrate industry currency. Worldwide Institute of Training will support the trainer in their ongoing professional development and industry currency activity in a manner mutually agreed upon, and information will be documented on the individual's Professional Development Plan.

Staff will also be provided with the opportunity to upgrade their industry knowledge through methods identified between the trainer and Worldwide Institute of Training.

Staff are advised of their obligations, rights and responsibilities in the Staff Handbook which they receive as part of the induction process.

Policy for Element 1.4

Worldwide Institute of Training will ensure that training and assessment are conducted by trainers and assessors who:

- a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors
 - b) have the relevant vocational competencies at least to the level being delivered or assessed, and
 - c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.
-

Procedures for Standard 1.4

To ensure trainers remain current with qualifications and industry experience, [performance appraisals](#) will be conducted on a yearly basis, at which time such issues as qualifications, [professional development opportunities](#) and industry experience/licensing (which will be documented on the [record of competence schedule](#)) will be discussed and documented on the [professional development plan](#).

To assist management, trainers will complete a professional development update every January. The results will be reviewed by the training manager and necessary action will be taken. Any additional qualifications achieved in previous twelve months will be documented on the Staff Competency Matrix.

Policy for Element 1.5

Worldwide Institute of Training will ensure Assessment, including Recognition of Prior Learning (RPL):

- a) meets the requirements of the relevant Training Package or accredited course
 - b) is conducted in accordance with the principles of assessment and the rules of evidence
 - c) meets workplace and, where relevant, regulatory requirements.
-

Procedures for Element 1.5

To ensure all assessment is conducted in accordance with the rules of assessment, that is, is valid, reliable, flexible and fair, assessment will be conducted in accordance with the relevant [training and assessment strategy](#) and relevant [assessment guidelines](#).

At the time of enrolment, or at the pre enrolment interview, the client will be offered the opportunity of applying for Recognition of Prior Learning (RPL) or Credit Transfer.

If they are applying for Credit Transfer, they will be provided with the [Application for Credit Transfer](#) form and requested to provide certified copies of their certificate/s.

If they are applying for [Recognition of Prior Learning](#), they will be provided with the Application for Prior Learning form. They will also be provided with the appropriate [RPL Evidence Guide](#) . They will be reminded to have a third party validate their claim on the [Third Party Report](#) and assigned an RPL coach who will guide them through the process.

All assessments must be accompanied by the [assessment cover sheet](#), identifying the methods used for gathering evidence.

Trainers are required to use the [Candidate Assessment Feedback Questionnaire](#) to gauge the level of satisfaction regarding the assessment processes. . Assessment processes will be evaluated every three months as directed by the training manager.

In [April and September](#) each year, Worldwide Institute of Training will conduct validation of its assessment tools. At this time, assessment tools will be randomly selected from scopes offered by Tanwar Institute of Professional studies, and assessors will be invited to participate in the validation process. The results of these sessions will be documented on the [Assessment Validation Tool](#)

Documentation from consultation with enterprises or industry as documented on the relevant [Training and Assessment Strategy](#) will be used to provide information about assessment requirements relevant to workplaces. Any regulatory or licensing authority requirements that relate to specific units or the qualifications must be met.

Policy and Procedures for Standard 2

This policy has been developed to enable Worldwide Institute of Training to demonstrate that it adheres to principles of access and equity and maximises outcomes for its clients.

To demonstrate that the RTO is committed to the principles of access and equity and continuously improving client services, the following policies have been developed.

Policy for Element 2.1

Worldwide Institute of Training is committed to the principles of access and equity and will demonstrate this by:

- a. Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- b. Demonstrating equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- c. Demonstrating equality of outcome within vocational education and training for all people, without discrimination.
- d. Providing access for all people to appropriate quality vocational education and training programs and services.
- e. Providing increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.

Procedures for Element 2.1

Worldwide Institute of Training will apply the following rules in support of access and equity.

- (a) All staff are to be given fair and reasonable:
 - (1) opportunity to participate in relevant decision making processes; and
 - (2) allocation of resources and services.
- (b) All applicants are to be given fair and reasonable opportunity to attend and complete training.
- (c) Where two or more applicants are assessed equal by order of merit, greater weight is to be given to people from the access and equity target groups.
- (d) Priority between target groups members should be determined on an individual basis and should be given to those members who have suffered the greatest disadvantage.

Worldwide Institute of Training will continuously improve client services by collecting, analysing and acting on relevant data.

To enable Worldwide Institute of Training to identify and act upon continuous improvement issues related to client services, students and staff will be surveyed. The relevant data will then be collected, analysed and acted upon.

Students – through the course evaluation form

[Course Evaluation](#)

Students will be given opportunity to evaluate the course in which they are enrolled using course evaluation form provided by Worldwide Institute of Training. Short courses (six weeks or less) will be evaluated at the end of the course. Longer courses will be evaluated mid way through the semester and end of semester.

Results will be documented in the [relevant data collection form](#), and submitted with [Action Form](#) containing recommendations for improvements to the Training manager for final decision and implementation. The changes implemented will be subsequently reviewed and adjusted if deemed necessary.

Staff – every six months as outlined below

[Staff surveys](#)– *every six months*

In [February and August](#) each year, administration staff will distribute surveys to all current staff (permanent, part time and casual). Administration staff will collect these forms; enter the results into the [relevant data collection form](#). The data will be analysed by Administration staff who will then document recommendations for change on the [Action Form](#) and submit this to the Training Manager for final decision and implementation. The changes implemented will be subsequently reviewed and adjusted if deemed necessary.

Policy for Element 2.2

Before clients enrol or enter into a contract, Worldwide Institute of Training will inform them about the training, assessment and support services that are provided, and about their rights and obligations.

Procedures for Element 2.2

Upon request, a [prospectus](#) will be forwarded to prospective clients. This kit contains the following information:

Enrolment/Refund procedure

[Enrolment form](#)

Training and assessment arrangements
and support services

courses offered by Worldwide Institute of Training

The kit also contains information to inform them of their rights and obligations as students of Worldwide Institute of Training.

At the time of enrolment, clients will complete [enrolment form](#). To ensure every step in the enrolment process for certificate courses is undertaken, the procedures will be:

Enrolment Procedure

- Client will be given the opportunity of paying full fees up front or entering into a payment plan. All fees paid in advance will be banked in *Course Fee Account* until commencement of relevant course. At this time the funds will be transferred into the general operating account.
- Refund Policy (page 3 of the enrolment form) outlined below.
- Enrolment Form/Refund Policy signed.
- Receipts will be issued for all monies received and documented on the enrolment form
- Enrolment Form photocopied – original returned to student.
- Copy placed in student file
- Any refunds given will be clearly documented on the student's file and signed by student to verify receipt of refund due, as required in the refund policy.

Special Needs – these will be observed/discussed during the enrolment process. These may include RPL/CT application or support services. If relevant, interview will be arranged. At this interview, [Student Interview Form](#) will be completed. If applicable, [Special Needs Form](#) will be completed and forwarded to Training Manager for action.

Refunds

If an applicant wishes to cancel, a refund will be available (less 15% of the total course cost to cover administration fees), as long as the applicant has given the college 48 hours written notice, prior to commencement of course. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case by case basis.

Should Worldwide Institute of Training need to postpone a course for any reason every effort will be made to reschedule the course within the following two months. If, however, this is not possible, or the rescheduled dates do not suit, participants will be entitled to a full refund.

Policy Element 2.3

Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

Procedures for Element 2.3

Employers and other parties who contribute to each learner's training and assessment will be engaged in the development, delivery and monitoring of training and assessment and such input will be documented on the [industry input for T&A strategy](#).

Prior to the commencement of any course, Worldwide Institute of Training will arrange to discuss strategies with nominated industry representatives, in order to ensure training and assessment content and methods remain relevant to industry needs.

Employers will be included in development of work-related assessment activities. Worldwide Institute of Training staff will collaborate with the nominated representative throughout the duration of the training and assessment period and will seek feedback from workplace representative on their observation of the candidate's performance.

Policy for Element 2.4

Worldwide Institute of Training will ensure that all clients receive training, assessment and support services that meet their individual needs.

Procedures for Element 2.4

Every effort will be made to identify Individual client needs during the enrolment process. Should a student present with special needs, an interview will be arranged. At this interview, [Student Interview Form](#) will be completed. If applicable, [Special Needs Form](#) will be completed and forwarded to the Training Manger for action.

An extensive list of support services available are contained in the [Student Handbook](#). Student will receive a copy of the student handbook at the time of enrolment. The student will sign the front cover of the handbook indicating receipt. A photocopy of the receipted page will be placed in the student file, together with a copy of the consent form. A brief outline of student services is contained in the pre-enrolment kit.

Worldwide Institute of Training wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies will be invited to discuss the issues with their Trainer, or another member of Worldwide Institute of Training staff.

The staff member will ensure that the full resources of Worldwide Institute of Training are made available to ensure that the student achieves the required level of competency in all accredited courses. If Worldwide Institute of Training is unable to provide the assistance required, the student will be referred to a specialist service provider.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Principal who will seek to direct them to the most appropriate person to provide free advice relating to:

- time management
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- caring for oneself

Policy for Element 2.5

Worldwide Institute of Training will ensure that have timely access to current and accurate records of their participation and progress.

Procedures for Element 2.5

To preserve the accuracy and integrity of its student records, and ensure Worldwide Institute of Training is operating in accordance with the requirements of AQTF07, staff will be required to adhere to the following procedures:

Assessment results will be recorded on [Assessment Result Sheet](#) and forwarded to the officer who has the responsibility for recording student results, within forty-eight hours of completion of the assessment.

The officer with this responsibility will ensure that results are recorded in a timely manner so that clients are able to view accurate and up-to-date results within one week of completion of assignment.

All student results will be entered into the electronic [database](#) which will record:
the unit of competency
the result (C/NYC)
date of result

These records will be retained for a period of thirty years

To ensure Worldwide Institute of Training will be able to reproduce any qualification if required, all qualifications/Statements of Attainment issued will contain the following information:

Student Name
Qualification Code and Name
Qualification No
Date of Issue
Units completed
Result and date

These records will be retained for a period of thirty years

Records will be stored in current files for a period of twelve months at which time they will be archived and stored in the organisations archiving system.

This data will be provided in accordance with the AQF and bear the NRT logo in accordance with specifications.

All completed assessment items will be retained by Worldwide Institute of Training for a period of two years. Should this become excessive, evidence for a minimum of ten (10) students or 10% of student body (whichever is greater) enrolled in each unit of competence within each qualification will be retained.

Assessment tools used in each assessment will be retained in each student file. These records will be retained for a period of seven (7) years.

Policy for Element 2.6

Worldwide Institute of Training will ensure that all complaints and appeals received are addressed efficiently and effectively.

Procedures for Element 2.6

Worldwide Institute of Training will deal with any complaint in an effective and timely manner and has processes in place for all students to lodge complaints.

In the event of a complaint of a general nature, the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem.

If the student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support of their Trainer or another staff member who will assist in providing a [Complaint form](#).

All formal complaints must be recorded in writing. This will be passed on to the Principal who will record the complaint in the complaint register and initiate an investigation.

All appeals against an assessment decision must be completed in writing on the [Appeal against Assessment Decision](#) form within fourteen days of notification of the decision. The form will be passed on to the assessor for review and decision. The student will be notified in writing of the decision and provided with opportunity to accept the decision or request the matter be heard by an independent person.

Formal complaints of any nature other than assessment will be documented on [Complaints](#) form provided by Worldwide Institute of Training.

By following procedures outlined in [this](#) policy, *Worldwide Institute of Training* will ensure that all complaints are taken seriously and handled appropriately.

Policy and Procedures for Standard 3

This policy has been developed so that Worldwide Institute of Training can demonstrate that its management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which it operates

Policy for Element 3.1

Worldwide Institute of Training will use a systematic and continuous improvement approach to the management of operations.

Procedures for Element 3.1

To ensure Worldwide Institute of Training management system meets the *AQTF 2007 Essential Standards for Registration*, the *National Guideline for Risk Management* and legislative requirements applicable to Worldwide Institute of Training, staff will be provided with relevant and sufficient documentation relating to its management system, including Worldwide Institute of Training Risk Management System at the time of induction. This information will be updated from time to time and passed on to staff as deemed necessary.

To ensure staff understands their role in maintaining the systems, a follow-up interview will be conducted no less than five weeks after appointment. The purpose of the follow-up interview is to ensure staff know what is required of them in order to meet their responsibilities for implementing the system

Through the systems established and outlined in Standards 1 and 2, Worldwide Institute of Training will be able to demonstrate that the system is systematically monitored and improved.

Staff meetings will be conducted every month and the following issues will be discussed:

- Results of industry consultation
- Issues arising from training sessions
- Good news stories arising from implementation of continuous improvement strategies
- Assessment environments and resources

In [June](#) each year, the training manager or their representative will complete Worldwide Institute of Training [Risk Management Report](#) to ensure risk management system remains compliant with *AQTF Essential Standards for Registration* and the *National Guideline for Risk Management*.

Should data indicate a rating less than “good”, steps will be taken to rectify situation in accordance with report. This report must be signed off by the training manager or their representative within one month of the report being tabled.

To ensure training is conducted in accordance with the standards set by Worldwide Institute of Training, any person or organisation entering into a partnership to conduct training and assessment on behalf of Worldwide Institute of Training, must sign a [Memorandum of Agreement](#) prior to commencement. Amongst other things, this MOU will outline the responsibilities of both parties under AQTF. Details of partnership arrangements will be documented in the [Partnership Register](#).

Unless otherwise agreed, all training and assessment material will be provided by Worldwide Institute of Training. Should the partnering organisation wish to use other materials, they must be approved by Worldwide Institute of Training prior to the commencement of training.

Policy for Element 3.2

Worldwide Institute of Training will monitor training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2007 Essential Standards for Registration.

Procedures for Element 3.2

As part of its monitoring arrangements, a staff member from Worldwide Institute of Training will contact the partnering organisation from time to time and enquire about training results. The partnering organisation must be able to provide up-to-date information on all students enrolled under the partnering arrangements.

Training and Assessment strategies will be reviewed as documented in [Element 1.2](#)

Policy for Element 3.3

Worldwide Institute of Training will manage records to ensure their accuracy and integrity.

Procedures for Standard 3.3

To preserve the accuracy and integrity of its student records, and ensure Worldwide Institute of Training is operating in accordance with the requirements of AQTF07, staff will be required to adhere to the following procedures:

Assessment results will be recorded on [Assessment Result Sheet](#) and forwarded to the officer who has the responsibility for recording student results, within forty-eight hours of completion of the assessment.

The officer with this responsibility will ensure that results are recorded in a timely manner so that clients are able to view accurate and up-to-date results within one week of completion of assignment.

All student results will be entered into the electronic data base which will record:
the unit of competency
the result (C/NYC)
date of result

These records will be retained for a period of thirty years

To ensure Worldwide Institute of Training will be able to reproduce any qualification if required, all qualifications/Statements of Attainment issued will contain the following information:

Student Name
Qualification Code and Name
Qualification No
Date of Issue
Units completed
Result and date

These records will be retained for a period of thirty years

This data will be provided in accordance with the AQF and bear the NRT logo in accordance with specifications.

Student results

Records will be stored electronically or I hard copy and will show, for each unit of competency, the result – a notation of competent/not yet competent and the date of the result. All copies will be kept for 30 years.

Qualifications/Statements of Attainment

A record of qualification/statements of attainment listing all units of competency achieved will be issued to each individual student and a copy (electronic or hard copy) will be retained on file. Sufficient information will be retained to enable RTO to reproduce the qualifications/statements of attainment if required. All copies will be retained for a period of 30 years.

Completed assessment items (student's completed work including evidence collected for a RPL process)

During appeal period - Sufficient evidence will be retained so as to justify the decision if there is an appeal. If it is impractical to keep all completed assessment items for every student until after RTO's appeal period, then only the assessor's completed marking guide/criteria/observation checklist for each student for each method of assessment will be retained. During this period all records will be retained

After the appeal period - only the assessor's completed marking guide/criteria/observation checklist for each method of assessment used, for each student will be retained for a period of twelve months. Sufficient evidence will be retained to allow an auditor to form a valid opinion of the standard required by RTO.

The assessor's checklist will also include a summary of feedback provided to the student, the name of the assessor and the date of the assessment. If no checklist is used, the completed assessment item itself will be retained.

(Evidence for a minimum of 10 students or 10% of students – whichever is greater) enrolled in each unit of competency within each qualification. If fewer than 10 students in the cohort, all records will be retained. If students are enrolled in rolling starts, 10 students or 10% of students enrolled over a 12 month period will be retained. The sample retained will be representative of the standard achieved by the cohort of students.

Assessment tools used in each assessment will be retained in each student file. These records will be retained for a period of seven (7) years.

At the conclusion of a course, the appropriate qualification will be issued and details entered in the Qualifications Register. If the student has achieved competency in the full course, a [Certificate](#) will be issued in accordance with AQF requirements. Students are able to download the Employability Skills for the training package qualification they are completing by visiting employabilityskills.training.com.au.

If the student has completed units from a nationally accredited course, a [Statement of Attainment](#) will be issued in accordance with AQF requirements.

Policies for Conditions of Registration

These Policies have been developed to enable Worldwide Institute of Training to demonstrate that it is committed to compliance with the Conditions of Registration. This applies to all of the operations within our scope of registration, as listed on the National Training Information Service.

Policy for Condition of Registration 1

- Governance

To enable Worldwide Institute of Training to demonstrate its commitment to compliance with AQTF 2007 Essential Standards, state legislation, and the Conditions of Registration, Worldwide Institute of Training will ensure that all staff are kept up to date with any relevant changes to legislation or organisational operations.

Policy and Procedures for Condition of Registration 2

- Interactions with the registering body

The chief executive of Worldwide Institute of Training will ensure that it cooperates with its registering body by:

- cooperating to the best of its ability in the conduct of audits and monitoring of its operations. Worldwide Institute of Training has acquired a system that will assist in the provision of this information by providing accurate and timely data relevant to measures of its performance documents within the system have been developed to assist Worldwide Institute of Training in the provision of this information
- by providing information about significant changes to its operations – this will include extending into other States or change of ownership.

Records

To ensure best practice in the retention, archiving, retrieval and transfer of records is consistent with its registering body's requirements, Worldwide Institute of Training has developed an excel spreadsheet which will be able to provide current and up-to-date regarding records retention and disposal.

Policy and Procedures for Condition of Registration 3

– Compliance with legislation

Worldwide Institute of Training keeps up-to-date information on all legislation, Commonwealth, State or Territory legislation and regulatory requirements that are relevant to the operations of this organisation and scope of registration.

Through regular meetings Worldwide Institute of Training will ensure that and clients are fully informed of requirements that affect their duties or participation in vocational education and training.

Staff, and when applicable, students, will be required to sign stating that they have received and understand the information given.

Policy and Procedures for Condition of Registration 4

– Insurance

Worldwide Institute of Training will at all times hold insurance for public liability throughout the period of its registration. To ensure documents are current in all aspects, a review of the documents will be made in [November](#) every year.

Policy and Procedures for Condition of Registration 5

– Financial Management

To enable Worldwide Institute of Training to demonstrate that it protects fees paid in advance and has a fair and reasonable refund arrangement, the following [policies and procedures](#) have been developed.

Refund Policy

If an applicant wishes to cancel, a refund will be available (less 15% of the total course cost to cover administration fees), as long as the applicant has given the college 48 hours notice. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case by case basis.

Should Worldwide Institute of Training need to postpone a course for any reason every effort will be made to reschedule the course within the following two months. If, however, this is not possible, or the rescheduled dates do not suit, participants will be entitled to a full refund.

Fees Paid in Advance Policy

All fees paid in advance will be banked in *Course Fee Account* until commencement of relevant course. At this time the funds will be transferred into the general operating account.

Worldwide Institute of Training has its books certified every twelve months by Fox Financial Services.

Policy and Procedures for Condition of Registration 6

– Certification and issuing of qualifications and statements of attainment

All students who complete a qualification will be issued with a Certificate.

All students who complete some units from a qualification will be issued with a Statement of Attainment.

All qualifications/statements of attainment issued will:

- meet the Australian Qualifications Framework (AQF) requirements
- identify Worldwide Institute of Training by its national provider number from the National Training Information Service
- include the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.

Worldwide Institute of Training will retain all details relating to learners' records of attainment of units of competence and qualifications for a period of 30 years.

Policy and Procedures for Condition of Registration 7

– Recognition of qualifications issued by other RTOs

Worldwide Institute of Training recognises the AQF qualifications and statements of attainment issued by any other RTO.

At the time of enrolment students are given opportunity to identify any Credit Transfer opportunities. If same exist, student is invited to complete Credit Transfer Application. Upon completion of form and provision of certified copy of qualifications/statements of attainment, details are noted in student's records.

Policy and Procedures for Condition of Registration 8

– Accuracy and integrity of marketing

To ensure all marketing and advertising material is ethical, accurate and consistent with scope of registration, all material must be signed off by the Chief Executive Officer or their appointed representative.

Worldwide Institute of Training will ensure that the NRT logo is only used when advertising or marketing nationally accredited courses.

Policy and Procedures for Condition of Registration 9

– Transition to Training Packages/expiry of accredited courses

Transition to Training Packages/expiry of accredited courses

To ensure currency of training packages Worldwide Training Academy will subscribe to VETAB eNews and will affiliate with the relevant Industry Skills Council. Upon notification of release of updated training package, Worldwide Training Academy will immediately put in place teach out strategies to ensure qualifications issued remain consistent with AQTF and AQF Elements..
