

POLICY & PROCEDURE

**INDUSTRY CONSULTATION
AND ENGAGEMENT**

Contents

1.	Purpose	2
2.	Scope.....	2
3.	Policy Statement.....	2
4.	Procedures	3
5.	Responsibilities.....	5
	Compliance, monitoring and review	5
	Reporting	5
	Records management	5
6.	Definitions	5
	Terms and definitions	5
7.	Related Legislation & Documents	5
8.	Feedback	6
9.	Approval and Review Details.....	6

1. Purpose

- 1.1 The purpose of this policy is to outline the approach used by Allens Training Pty Ltd Registered Training Organisation 90909 (the RTO) to engage and consult with industry to ensure the relevance of:
- Its training and assessment strategies, practices and resources; and
 - The current industry skill requirements of its trainers and assessors

2. Scope

- 2.1 This policy relates to Allens Training Pty Ltd RTO 90909, its VET trainers and assessors and employed staff including training and assessors engaged through third party arrangements, delivering VET training products on behalf of Allens Training Pty Ltd.

3. Policy Statement

As an RTO, Allens Training Pty Ltd recognises the importance of industry engagement and consultation in delivering high quality education and training to learners. The policy statement for industry engagement and consultation is as follows:

- 3.1 The RTO is committed to building strong partnerships with industry partners and stakeholders and to using industry feedback to continuously improve our training programs.
- 3.2 The RTO actively seeks input and feedback from industry partners, technical experts and stakeholders to ensure that training programs are relevant, up to date and meets the needs of industry.
- 3.3 The RTO establishes and maintains working relationships with industry bodies, employers and professional associations to promote collaboration and knowledge sharing, and to facilitate the development of work-integrated learning opportunities.
- 3.4 Industry feedback and data inform the design, development and review of training programs and ensures that prospective learners and graduates have the necessary knowledge and skills to meet industry standards and requirements.

- 3.5 The RTO regularly engages with industry to identify emerging trends and changes in the industry landscape and to update training programs accordingly.
- 3.6 The RTO regularly engages with peak bodies, skills councils and other professional organisations to identify changes relevant to our training programs.
- 3.7 The RTO actively involves industry representatives in the assessment and validation of our training programs to ensure that they meet industry standards and requirements against the training package.
- 3.8 The RTO provides opportunities for our trainers and assessors to maintain their industry currency and knowledge by participating in industry events, conferences and training programs including annual PD VET and Industry based courses undertaken through Training Desk. For further information please refer to the RTOs Training PD & Currency Policy.
- 3.9 Training programs are reviewed and updated regularly to reflect changes in industry standards and requirements.
- 3.10 Any continuous improvement needs identified through industry engagement and consultation will be actioned as part of our continuous improvement strategy. For more information, please refer to the Continuous Improvement Policy.

4. Procedures

Industry Engagement and Planning

4.1 Planning and development can be initiated by:

- Business strategy for growth in a relevant area
- Request for the development of a new training product by third party or internal stakeholder
- Contract tender
- Change in training package or accredited courses.

During the planning phase of a training program and its Training and Assessment Strategy (TAS), the operations and course development team actively seek industry feedback as to the range of information required to develop the training product. During this phase, industry advice should also be sought on the streams and electives to be offered as part of the EOI for new additions to scope and for resource and planning applications for additions (new and continuing) and transfers to scope.

At a minimum, industry engagement at the planning stage for training products involves the CEO, General Manager Operations, General Manager Regulatory Compliance, Course Development and Compliance Manager, third party making the request (if relevant), technical specialists i.e. paramedical, nursing or industry specialist, at least three employers, which represent a range of enterprise types, locations and student cohorts.

4.2 It is the role of General Manager Operations and Course Development and Compliance Manager and/or Team Leaders to ensure that the industry engagement strategy seeks to represent a broad range of industry stakeholders, taking into account regional, geographical and community differences between delivery sites.

Industry Engagement and TAS Design

4.3 During the design phase of the Training and Assessment Strategy (TAS), the course development team plans the strategy for obtaining industry advice on electives, contexts, methods, resources and current industry skills to deliver training and conduct assessment. It is critical that the proposed training and assessment strategy (TAS) for training products is aligned to current methods, technology, products and performance expectations for specified workplace tasks. Industry should also provide advice on the selection of elective units.

4.4 Industry engagement in the design of the TAS involves stakeholders across all sites the training product will be delivered. It is the role of Course Development and Compliance Manager and team leaders to ensure that

the industry engagement strategy seeks to represent a cross section of industry stakeholders, taking into account regional, geographical and community differences between delivery sites. The TAS should also demonstrate how the training and assessment for each student cohort has been developed through effective consultation with industry.

The course development team will utilise the Training Desk Industry Consultation Project feature when seeking feedback from technical experts within industry for each development project.

- 4.5 During the design phase of a training product, the course development team gathers and stores all the documented evidence of industry engagement in Training Desk. This evidence must demonstrate that the RTO has used the outcome of industry engagement over time to ensure the relevance of the training and assessment strategies, practices and resources and the current industry skills of VET trainers and assessors. Given that industry engagement methods or approaches differ from industry to industry, the types of evidence kept will vary. However, it is important to note that ASQA will not accept generic templates that are signed off by industry representatives as adequate demonstration that the training and assessment strategy was informed by industry.

Industry Engagement and TAS Implementation

- 4.6 During the implementation phase of the training product and TAS, the training and assessment practices are monitored to ensure that training and assessment continues to meet industry needs. The type of feedback that is sought from industry during implementation includes:

- teaching and learning strategies;
- student survey feedback;
- post course interviews with industry clients and employers;
- teaching, learning and assessment resources;
- expectations for the current industry skills and knowledge of VET trainers and assessors; and
- new and innovative areas where technology and/or techniques change rapidly.

- 4.7 Industry experts may also be invited by the Course Development and Compliance Manager or team leader to participate in assessment validation. The selection of industry representatives relates to the type of assessment to be validated. Whilst it is not always feasible to include industry representatives in every assessment validation, their involvement is essential where significant changes are made to the assessment strategy and tools.

Industry Engagement and TAS Review

- 4.8 During the review phase of a training product, the RTO engages with relevant industry stakeholders to review the provision of training and assessment.

Post Course Industry Engagement

- 4.9 During the review phase of a course delivered, client services and/or third party compliance team engages with relevant industry stakeholders, students and employers to review the provision of training and assessment.

Retaining Evidence of Industry Engagement

- 4.10 As industry engagement is an ongoing activity throughout the TAS cycle, the RTO retains evidence of recent and historic engagement. Such evidence must show both industry engagement activities and outcomes. Such documentation demonstrates that the RTO consistently engages with industry across all training products. All documents must be kept in Training Desk.
- 4.11 It is the responsibility of the General Manager Regulatory Compliance to monitor the levels of industry engagement in consultation with operations and course development teams.

5. Responsibilities

- 5.1 The General Manager Regulatory Compliance is responsible for the implementation and management of the Industry Consultation and Engagement Policy. The CEO will be fully informed throughout the process.

Compliance, monitoring and review

- 5.2 The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring, and ensuring compliance with this policy.

Reporting

- 5.3 No additional reporting is required.

Records management

- 5.4 Employees must maintain all records in Training Desk relevant to administering this policy securely.

6. Definitions

Terms and definitions

Addition means non-equivalent changes to Training Package products;

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course;

Assessment tools means the instrument used to collect evidence and make judgements for an entire unit of competency or a cluster of units. An assessment tool includes the following components: context and conditions of assessment, tasks to be administered to the student, an outline of the evidence to be gathered from the candidate; and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules). This term also takes in the administration, recording and reporting requirements, and may address a cluster of competencies as applicable for holistic assessment.

Assessment validation means the quality review of the assessment tools, processes, practices, and judgements;

Australian Skills Quality Authority (ASQA) means the national regulator for VET in Australia. ASQA regulates courses and training providers;

Post-assessment validation means the ongoing process, which checks that the assessment tools produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made;

Current industry skills mean the knowledge, skills and experience required by appropriately qualified VET trainers and assessors to ensure that their training and assessment is based on current industry practices and meets the needs of industry. Current industry skills may be informed through discussions with industry and may include but is not limited to:

- having knowledge of and/or experience using the latest techniques and processes;
- possessing a high level of product knowledge; understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- being customer/client-oriented; possessing formal industry and training qualifications;
- and training content that reflects current industry practice.

Industry means the bodies that have a stake in the services provided by the RTO. These can include but are not limited to:

- specific enterprise/industry clients, e.g. employers;
- group training organisations;
- industry organisations;
- industry regulators;
- industry skills councils or committees;

- industry training advisory bodies;
- training advisory councils, occupational licensing bodies and unions.

Industry engagement means an ongoing activity where the information obtained is systematically used to develop and review the training and assessment strategies used in VET provisions. Strategies may include, but are not limited to: partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs; involving employer nominees in industry advisory committees and/or reference groups; embedding staff within enterprises; networking in an ongoing way with industry networks, peak bodies and/or employers; developing networks of relevant employers and industry representatives to participate in assessment validation; and exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.

Industry regulator means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation;

Regulation means any rule endorsed by government where there is an expectation of compliance;

Regulatory Standards means the Standards for Registered Training Organisations (RTOs) or its successor;

RTO means Registered Training Organisation;

Scope of registration means the identified VET Training Products for which the University is registered to deliver and issue AQF certification documentation;

Services include the training, assessment, and related educational and support services and/or any activities related to VET. It does not include services such as student counselling, mediation or information and communications technology (ICT) support;

Training and Assessment Strategy (TAS) means the overarching document that describes the training and assessment of a training product. The strategy comprises multiple documents. However, there will always be consistency between these documents so that the overall strategy is clearly described;

Training product means a VET unit, skill set, or qualification registered with ASQA on the RTOs Scope of Registration;

Transfer means equivalent changes to Training Package products;

VET means Vocational Education and Training;

7. Related Legislation & Documents

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

8. Feedback

8.1 Feedback about this document can be emailed to compliance@allenstraining.com.au.

9. Approval and Review Details

Approval Authority			Next Review Date
CEO			June and December of each year
Version	Effective Date	Author(s)	Description
Draft	11.03.2023	Ferne Robinson	Initial draft for review and approval by Senior Management
V1	31.03.2023	Ferne Robinson	Version 1.0