

Recruiting, Inducting and Supporting Trainers and Assessors Policy and Procedure

1. PURPOSE

The purpose of this policy and procedure document is to:

- Ensure that JMC Academy RTO always has sufficient qualified and experienced trainers and assessors for its operations
- Detail processes to ensure that suitably qualified and experienced trainers and assessors are engaged to deliver training and/or assessment for the appropriate JMC Academy RTO training product
- Ensure relevant information and support is provided to commencing and continuing trainers and assessors to assist them in achieving the highest standard of performance
- Provide support, encouragement and opportunities for continuing professional development, including opportunities to maintain industry currency, vocational competency and vocational education and training knowledge and skills, and
- Monitor performance from the perspective of *RTO Standards 2015*, JMC Academy RTO policies and procedures, and the needs of its students.

2. SCOPE

This document applies to all trainers and assessors employed by or contracted to JMC Academy RTO.

3. DEFINITIONS

Assessor

An assessor is responsible for determining the competence of students against the requirements of the units of competency, and in accordance with relevant Training and Assessment Strategy and JMC Academy RTOs assessment system.

An assessor can determine whether a student has satisfactorily completed (Competent) or partially completed (Not Yet Competent) the assessment requirements of the units of competency.

Trainer

A trainer is responsible for delivering training as per the relevant Training and Assessment Strategy and in accordance with the JMC Academy RTOs delivery arrangements. In certain stipulated situations, a trainer can collect evidence of competency, but they can never make an assessment decision.

For definitions not listed here please refer to *JMC Academy Glossary*.

4. POLICY AND PROCEDURE

4.1 POLICY

- 4.1.1 JMC Academy RTO ensures its trainers and assessors meet the requirements of relevant clauses of *Standards for RTOs 2015*, and demonstrably exhibit a commitment to the success of JMC Academy RTO's students
- 4.1.2 Trainers and assessors have a critical role in shaping a culture of student success at JMC Academy RTO
- 4.1.3 Recruitment and election processes are transparent, and promote principles of equity
- 4.1.4 Induction demonstrates JMC Academy RTO's commitment to the provision of current and relevant training and assessment

- 4.1.5 Ongoing support and supervision is systemic, productive and constructive
- 4.1.6 Performance review discussions are similarly systemic, productive and constructive

4.2 PROCEDURE

4.2.1 Recruitment

- 4.2.1.1 Position descriptions includes the role, responsibilities, qualifications and experience required and is prepared by the Director of Education and/or the Supervisor/Trainer and Assessor (see 4.2.2 *Selection Criteria* below)
- 4.2.1.2 Positions are advertised internally and/or externally. Advertisements are clear expressions of the requirements of the role, including qualifications, experience, skills and knowledge
- 4.2.1.3 Receipt of all applications is acknowledged in writing (email) by the relevant Campus Manager
- 4.2.1.4 Only those candidates whose applications are complete and sufficiently address selection criteria are invited to interview
- 4.2.1.5 Unsuccessful applicants are notified at this stage that JMC Academy will not be proceeding with their application beyond this point.
- 4.2.1.6 All applications are reviewed by Director of Education and Campus Manager in line with the selection criteria
- 4.2.1.7 A short list of applicants is drawn up for interview
- 4.2.1.8 Campus Manager telephones all applicants prior to interview. The main objectives of this call are to:
 - 4.2.1.8.1 add more intelligence to the screening process,
 - 4.2.1.8.2 confirm candidate's availability (times and dates) for the interview, and
 - 4.2.1.8.3 confirm remuneration.
- 4.2.1.9 The Campus Manager must forward copies of applicant's resume and qualification/testamurs to the Education Team at governance@jmc.edu.au to confirm that the candidates have the necessary level of education and experience to meet the Standards for Registered Training Organisations (RTOs) 2015. The Education Team will inform the Campus Manager of the outcome of the mapping for each candidate.
- 4.2.1.10 Interviews are to be scheduled and conducted within ten (10) working days of application closing date. Applicants are reminded to bring original or certified copies of qualifications, and other documentary evidence to support their application
- 4.2.1.11 An interviewing panel, led by the Campus Manager, is convened of suitable personnel
- 4.2.1.12 At interview, all qualifications are verified either by sighting the original or certified copies.
- 4.2.1.13 All copies of qualifications that are not yet certified will need to be verified by sighting the original prior to JMC Academy certifying same
- 4.2.1.14 The successful applicant is notified by telephone and an offer/contract forwarded (via email)
- 4.2.1.15 Unsuccessful applicants are notified in writing within two (2) working days of the acceptance of the position by the successful applicant, and
- 4.2.1.16 A file will be opened for the successful applicant and the Campus Manager is responsible for ensuring its completeness.

4.2.2 Selection Criteria

- 4.2.2.1 The Director of Education, in consultation with Supervisor/Trainer and Assessor and Campus Managers will ensure that all JMC Academy RTO trainers and assessors are competent for the functions they perform.
- 4.2.2.2 Trainers and assessors will be selected for positions on the basis of skills, qualifications and demonstrated performance relevant to the position under offer. Qualifications must be verified, and competence confirmed prior to appointment.

4.2.3 Minimum Qualifications, Vocational Competencies, Industry Skills, and Knowledge and Skills in Vocational Training and Learning for Trainers and/or Assessors

All trainers and assessors employed or contracted by JMC Academy RTO must hold the minimum qualification requirements set out in the training packages or accredited course statement, for which they are engaged to teach and assess.

4.2.3.1 Generally speaking, the minimum requirements:

4.2.3.2 For training and assessing are:

4.2.3.2.1 TAE40116 Certificate IV in Training and Assessment, or

4.2.3.2.2 TAE40110 plus TAELN411/401A and TAEASS502/502A/502B, or

4.2.3.2.3 A diploma or higher level qualification in adult education

4.2.3.2.4 TAESS00015 Enterprise Trainer & Assessor Skill Set

4.2.3.3 For training only:

4.2.3.3.1 TAESS00014 Enterprise Trainer – Presenting Skill Set

4.2.3.3.2 TAESS00013 Enterprise Trainer - Mentoring Skill Set

4.2.3.4 For assessing only:

4.2.3.4.1 TAESS00011 Assessor Skill Set

4.2.3.5 Or currently enrolled in TAE40116 Certificate IV in Training and Assessment

4.2.3.6 Plus, all of the below:

4.2.3.6.1 Vocational competencies at least to the level being delivered and/or assessed

4.2.3.6.2 Current industry skills directly relevant to the training and assessment being provided

4.2.3.6.3 Current knowledge and skills in vocational training and learning that informs their training and assessment

4.2.4 Supervision Arrangements

4.2.4.1 Please refer to *JMC Academy RTOs Supervision Arrangements* that have been put in place for different combinations of qualifications and experience.

4.2.5 Evidence of knowledge, skills and experience

4.2.5.1 It is the applicant's responsibility to provide evidence of their knowledge, skills and experience in support of their claim for suitability for a position/contract, including evidence of ongoing development of vocational training

4.2.5.2 Applicants will also be required to complete and sign JMC Academy RTO's skills matrix for each unit of competency they are competent to train and assess

4.2.6 Documentation

4.2.6.1 On signing the letter of offer/contract a file is created which contains:

- Employment contract/written agreement
- Position Description
- Resume
- Verified trainer and/or assessor qualifications, or proof of enrolment in the current Certificate IV in Training and Assessment
- Vocational qualifications
- Signed skills matrix
- Signed Currency Form, including details of industry engagement, vocational teaching and assessment development, currency of vocational skills and knowledge
- Correspondence
- Referee comments
- Working with children check (or equivalent)
- Any other material relevant to the recruitment/selection process.

4.2.6.2 Files are kept in secure location, situated in each Campus Manager's office

4.2.6.3 Electronic copies of files are also accessible only to the CEO and Campus Manager.

4.2.7 Induction, and Supervision Arrangements

- 4.2.7.1 JMC Academy RTO needs commencing and continuing trainers and assessors to be fully informed of their roles and responsibilities, as well as familiarised with policies and procedures, facilities, connected with their peers and formally introduced to their students.
- 4.2.7.2 Diagram 1 *Induction and Supervisory Arrangements* from JMC Academy RTO's *Supervision Arrangements* is reproduced on the following page. Please refer to that document for full details about JMC Academy's Induction and Supervision processes.

Diagram 1

Induction and Supervisory Arrangements

Can Supervise/Can Train/Assess	<p>INDUCTION. Induction sessions are held prior to the commencement of each study period. All trainers/ assessors are required to attend the Induction session, regardless of their length of service with JMC Pty Ltd. The Induction Sessions are coordinated by Campus Managers.</p>	<p>For the duration of the study period, the 'Supervisor' works with the Campus Manager to ensure the training and assessment is occurring as required, and in line with relevant legislation and standards. This includes discussions re: performance of trainers and/or assessors, and student performance. JMC Pty Ltd monitors academic performance of its VET students, and surveys its VET students on their experience at JMC Pty Ltd. This data is used to monitor performance of trainers/assessors and students. Should remedial action be required, the Supervisor and Campus Manager plan and implement appropriate actions/tasks.</p>
Can Train/Assess		<p>For the duration of the study period, this trainer/assessor will be required to attend one scheduled meetings with the Supervisor, and the Supervisor will observe the trainer/assessor in the course of their duties at least once. The purpose of the meeting is to ensure the trainer/assessor is undertaking tasks/activities as required, gauge the performance and progress of students, and to provide feedback/coaching/mentoring as required. The trainer/assessor can call on the support of the Supervisor outside of the scheduled meetings, and as required.</p>
Minimal Supervision		<p>For the duration of the study period, this trainer/assessor will be required to attend two scheduled meetings with the Supervisor, and the Supervisor will observe the trainer/assessor in the course of their duties at least twice. The purpose of the meeting is to ensure the trainer/assessor is undertaking tasks/activities as required, gauge the performance and progress of students, and to provide feedback/coaching/mentoring as required. The trainer/assessor can call on the support of the Supervisor outside of the scheduled meetings, and as required.</p>
Requires Supervision		<p>For the duration of the study period, this trainer/assessor will be required to attend six scheduled meetings with the Supervisor, and the Supervisor will observe the trainer/assessor in the course of their duties at least three times. The purpose of the meeting is to ensure the trainer/assessor is undertaking tasks/activities as required, gauge the performance and progress of students, and to provide feedback/coaching/mentoring as required. The trainer/assessor can call on the support of the Supervisor outside of the scheduled meetings, and as required.</p>

4.2.8 Professional Development

- 4.2.8.1 JMC Academy RTO appreciates the necessity for its trainers and assessor to maintain their currency of industry knowledge, vocational skills and knowledge, and vocational training and delivery skills and knowledge, given the importance of contemporary knowledge and skills in the delivery and assessment of students, and in mainlining a contemporary training and assessment system.
- 4.2.8.2 JMC Academy RTO provides opportunities for its trainers and assessors to engage with and participate in a range of activities to support maintaining their currency in the above. These include (but are not limited to):
 - 4.2.8.2.1 Supervision sessions (see Supervision Arrangements)
 - 4.2.8.2.2 Participation in validation and moderation activities
 - 4.2.8.2.3 Representation on the VET C&DC
 - 4.2.8.2.4 Participation in the development of assessments, training activities, training and assessment strategies
 - 4.2.8.2.5 Participating in industry events (exhibitions, seminars, conferences) and sharing experience with peers
 - 4.2.8.2.6 Participation in forums involving peers, sharing/exchanging knowledge and skills
 - 4.2.8.2.7 Undertaking additional training to be eligible for a current Certificate IV in Training and Assessment
 - 4.2.8.2.8 Completing a Certificate IV in Training and Assessment course
 - 4.2.8.2.9 Contributing to the **VET Green Room**.
- 4.2.8.3 For each activity, trainers and assessor are required to update the Trainer and Assessor Matrix with relevant details.

4.2.9 Support for success/monitoring performance

- 4.2.9.1 Supervision sessions (see *Supervision Arrangements*) are scheduled meetings between the Supervisor/Trainer and Assessor and the trainer/assessor.
- 4.2.9.2 These sessions provide both parties an opportunity to discuss a range of topics, as indicated by the *Details of Meeting Activities* form checklist:
 - Discussed training of units of competency/modules/course
 - Input provided by Supervisor into preparing for training
 - Input provided by Supervisor into delivering training (classroom activities/pacing theory, demonstrating and practicing; classroom management)
 - Discussed assessment of units of competency/modules/course
 - Input provided by Supervisor into preparing for assessment
 - Input provided by Supervisor into preparing for assessments, and assessing
 - Input provided by Supervisor on assessment gathering techniques, record keeping
 - Input provided by Supervisor on processes and practices for ensuring academic integrity
 - Discussed participation in assessment validation activities
 - Feedback provided by Supervisor after a scheduled observation of a training session (person can review the effectiveness of own presentation and suggest changes they would make to improve future presentations)
 - Reviewed Standards for RTOs 2015
 - Other:

Outcomes/actions arising/decisions:

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- 4.2.9.3 Meeting notes are stored on the trainer/assessor’s file and provide an ongoing record of performance.

4.2.9.4 The Supervisor/Trainer and Assessor and Campus Manager must consult with the CEO re: any actions requiring formal performance management for employed trainers/assessors

4.2.9.5 The Supervisor/Trainer and Assessor and Campus Manager are authorised to use their discretion with regards to issuing a new or continuing a current contract to a trainer/assessor whose performance is unsatisfactory, and has not improved with counselling and support from the Supervisor/Trainer.

4.2.10 Sufficient suitably qualified and experience trainers and assessors

4.2.10.1 The Campus Manager, in consultation with the Supervisor/Trainer and Assessor is responsible for ensuring JMC Academy RTO has sufficient suitably qualified trainers and assessors to meet requirements.

5. COMPLAINTS and APPEALS

JMC staff may access the Grievance Handling Policy to appeal against any decisions made under this Policy and Procedure document.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY and PROCEDURE

- CEO
- Campus Manager
- Supervisor/Trainer and Assessor
- Trainers/assessors

7. RELATED DOCUMENTS

- JMC Academy Glossary
- JMC Academy RTO Professional Development and Currency Policy
- JMC Academy RTO Risk Management Policy
- JMC Academy VET Supervision Arrangements

8. RELATED LEGISLATION

This Policy and Procedure document supports JMC Academy RTO's compliance with the following legislation:

- Standards for Registered Training Organisations 2015 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for NVR Registered Training Organisations 2012 (Cth)

9. POLICY and PROCEDURE REVIEW DATE

10th September, 2022

10. VERSION CONTROL

Title	<i>Training and Assessment Team Members Policy and Procedure</i>			
Maintained By	Director of Education and/or CEO			
Approving Authority	Director of Education			
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2.08	S. Stanford	Reviewed and updated to ensure current	21/05/2020	Approved