

<b>POLICY:</b>	<b>STAFF CAPABILITY, EDUCATIONAL RESOURCES AND PREMISES</b>
<b>NVR Ref:</b>	<b>Standard 2</b>
<b>MCC Ref:</b>	<b>MCC-2-S 5</b>
<b>Statement</b>	<p>Macquarie Commercial College is committed to providing students with every opportunity to achieve their educational objectives while in Victoria.</p> <p>The Institute's staff are all suitably qualified and experienced for the courses they deliver to students and have all the appropriate educational resources and premises required for those courses.</p>

<b>PROCEDURE:</b>	<b>STAFF CAPABILITY, EDUCATIONAL RESOURCES AND PREMISES</b>								
<b>NVR Ref:</b>	<b>Standard 2</b>								
<b>MCC Ref:</b>	<b>MCC-2-S 5</b>								
<b>Action/Method</b>	<p><b>1. Registration Requirements</b></p> <p>1.1 MCC has suitable staff, educational resources and premises for providing educational services to all students in respect of each of the courses on scope.</p> <p>1.2 All vocational courses are subject to the VET Quality Framework, the quality assurance framework applying to the course.</p> <p>1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or VET accredited course and the RTO's own training and assessment strategies and are developed through effective consultation with industry</p> <p>1.4 The physical premises are located in Geelong.</p> <p><b>2. Training Packages</b></p> <p>2.1 The relevant Training Packages are:</p> <table border="0"> <tr> <td>1.1</td> <td>RII30913</td> </tr> <tr> <td>1.2</td> <td>RII30813</td> </tr> <tr> <td>1.3</td> <td>RII30915</td> </tr> <tr> <td>1.4</td> <td>RII30815</td> </tr> </table> <p><b>3. Training and Assessment</b></p> <p>Standard One          "The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses."          Learners, employers and industry must have confidence in the integrity, currency and value of certification documents issued by RTOs, through high quality training and assessment practices that:</p> <ul style="list-style-type: none"> <li>• meet the requirements of training packages and VET accredited courses;</li> <li>• is responsive to industry and learner needs; and</li> <li>• is delivered by appropriately qualified trainers and assessors with the right support services, facilities and equipment.</li> </ul> <p>The User Guide to the Standards for Registered Training Organisations (RTOs) 2015 outlines the requirement for <b>Trainers:</b></p> <p>From 1 January 2016, trainers and assessors must hold one or more of:</p> <ul style="list-style-type: none"> <li>• <i>Certificate IV in Training and Assessment</i></li> <li>• a qualification in adult education at a diploma or higher level.</li> </ul> <p>Anyone who provides assessment only (i.e. does not deliver training) must hold one or more of:</p> <ul style="list-style-type: none"> <li>• <i>Assessor Skill Set</i></li> <li>• <i>Certificate IV in Training and Assessment</i></li> <li>• a qualification in adult education at a diploma or higher level.</li> </ul> <p>Prior to 1 January 2016, transition arrangements allow trainers and assessors to demonstrate they hold equivalent competencies. (It is the responsibility of your RTO to retain evidence of such equivalence, which may include, for example, a mapping of other qualifications to the <i>Certificate IV in Training and Assessment</i> or a diploma or higher qualification in adult</p>	1.1	RII30913	1.2	RII30813	1.3	RII30915	1.4	RII30815
1.1	RII30913								
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education, or an analysis of how a trainer and assessor's skills and knowledge compares with the qualification.) Such an analysis should include a comparison of how the trainer and assessor's skills and knowledge are equivalent to all of the requirements of the *Certificate IV in Training and Assessment* or a diploma or higher qualification in adult education. Where a trainer and assessor holds a diploma or higher level qualification in adult education, no further analysis is required to be undertaken.

#### **4. Policies and procedures to ensure staffing resources are adequate –**

4.1 MCC has developed a range of policies and procedures to ensure that its staffing resources are adequate which includes:

4.1.1 **Staff Recruitment, Induction, Review and Development Policy**, which divides the main roles for implementing the policy between the CEO, who is responsible for the implementation and recruitment requirements of the policy and the Director of Studies, who is responsible for implementing the induction, professional development and performance management requirements of the policy.

4.1.2 **Training Staff Competencies Policy** which has been developed to ensure that all staff members of MCC involved in training, assessment or client service is competent for the functions that they perform and it is divided into 3 general categories namely:

- a) industry experience and skills;
- b) industry currency; and
- c) training and assessment currency.

4.1.3 Consistent with the Training Staff Competencies Policy is a **range of checklists and pro forma documentation** which has been developed for MCC staff including:

- a) Staff Competency Records;
- b) Staff Industry Currency Checklist;
- c) Professional Development Plans;
- d) Assessor Trainer Matrices.

4.1.4 **Documentation for the supervision of beginning staff** who have not yet completed Certificate IV in Training and Assessment including Confidential Supervision Arrangements and a Confidential Supervisor's Report.

4.1.5 **Disability Policy, Access and Equity Policy**, which are designed to promote full and equal participation of all students and staff in MCC and which is provided to staff at induction

4.1.6 **Trainer Mentoring Plan** to ensure that trainers/teachers without the appropriate qualifications are adequately mentored, in order to facilitate quality delivery and assessment processes in accordance with VET Quality Framework requirements;

4.1.7 **Induction Policy and Checklist** which covers training and induction prior to commencement on the first week and day at the Institute at week 5, week 9 and week 12 as well as an Individual Induction Program Proforma; and

4.1.8 **Staff Handbook** outlining aspects of .the Institute, for people involved in the provision of educational services, trainer competency and responsibility, training delivery and course development, requirements under VET Quality Framework , and various State-based legislation, induction, orientation, code of conduct, complaint handling, critical incidents, occupational health and safety, access and equity, privacy etc. (*Refer Staff Handbook - Table of Contents attached*).

4.1.9 **Quality Improvement Methodology** to be used as the basis of performance evaluation and quality improvement which the Institute understands are the critical aspects in the cycle of strategic planning, evaluation, performance reporting and analysis of compliance against government and statutory requirements and industry needs;

4.1.10 **Teaching and Learning Management Plan** which identifies the priorities and goals that will guide the teaching and learning at the Institute over that period. The Teaching and Learning Management Plan has identified 4 broad priority areas being:

- (i) student experience and support for teaching and learning
- (ii) course review and enhancement;
- (iii) multicultural organisational culture; and
- (iv) staff support and award.

The key performance indicators of the Teaching and Learning Management Plan comprise:

- a. attrition, retention and progression rates;
- b. defined student outcomes;
- c. teaching and learning performance achievement; and
- d. applications for awards and grants offered by the ASQA and measured levels of success.

4.2 In addition to the above policies, the Macquarie Commercial College undertakes **ongoing reviews of its staff, including training and administrative, through Student Feedback forms, Staff Feedback Forms, Staff Performance Reviews and Professional Development programs.**

In this regard, MCC staffs develop individual Professional Development Plans which identify the professional development activities relevant to their skill set and may include institution-based activities, research activities, seminars, conferences and practicum experience. Additionally, MCC staffs are conversant in the requirements of the VET Quality Framework.

4.3 All Trainers and Assessors who deliver and assess qualifications have Certificate IV in Assessment and Training or are in the process of completing that qualification.

4.4 Where Trainers are in the process of completing the Certificate IV in Assessment and Training, the Beginner Trainer Staff Development Program incorporates supervision and mentoring structures supervised by the Course Coordinator.

4.5 The requirements under the ESL Framework and the VET Quality Framework are reproduced in MCC Policies and Procedures outlined above, including the Training Staff Competencies Policy, Trainer Mentoring Plans, Quality Improvement Methodology and the Teaching and Learning Management Plan.

4.6 Additionally, all Position Descriptions for Trainers (or Teachers in the case of English language) delivering and assessing courses require, as a minimum, the VET Quality Framework and/or the ESL Framework Staff Competency Requirements.

## **5. Facilities and Resources**

5.1 MCC has adequate education resources including facilities, equipment, learning and library resources and premises as well as appropriate leasing arrangements for its premises to deliver its registered courses.

- 5.2 The facilities, equipment, resources and premises used by MCC are consistent with the relevant requirements of the various Training Packages as well as MCC's own training and assessment strategies.
- 5.3 MCC ensures that all students are provided with suitable facilities and equipment of the highest standard to enable them to achieve their learning goals in a safe environment. MCC provides educational resources for each of the courses it offers in accordance with the Essential Guidelines of the VET Quality Framework. Quality Assurance Frameworks are in place in relation to Learning Resources, Teaching Resources, Lesson Plans, Validation Tools and Assessment Plans.
- MCC's Asset Management Policy and Procedures demonstrate that the Institute has comprehensively catalogued current assets, including:
- 5.4.1 total number of computers;
  - 5.4.2 library
  - 5.4.3 furniture (including: desks, chairs, tables, whiteboards);
  - 5.4.4 salon equipment and facilities;
  - 5.4.5 electronic equipment (including: power point; DVD; training resources);
  - 5.4.6 learner resources; and
  - 5.4.7 staff library resources
- 5.5 To meet the requirements of the VET Quality Framework as well as other registering bodies, regarding facilities and resources required to deliver units of competency and qualifications, the Director of Studies is responsible for ensuring that all requirements are met in terms of learner and trainer resources, assessment resources as well as library, online resources and computer facilities.
- 5.6 MCC has appointed an Academic Advisory Board to ensure all facilities in the delivery of qualifications meet industry standards.
- 5.7 MCC has a dedicated storage area devoted to securely storing equipment, resources and information. All records are stored and maintained in accordance with the Institute's Records Management, Maintenance and Security Policy, to meet legislative requirements.
- 5.8 Student and Staff surveys have been developed to monitor the adequacy of facilities and equipment so that continuous improvements can also be implemented to the resources and facilities.
- 5.9 Facilities comprise:
- 5.9.1 **Reception/Office.** MCC has a fully operational reception area. Facilities and equipment in the reception area include:
    - reception desk
    - cupboards
    - chairs
    - filing cabinets and appropriate filing systems
    - telephone system
    - safety deposit facilities
    - facsimile machine(s)
    - EFTPOS machine
    - computer systems and appropriate software
    - credit card facilities
    - account payment facilities
    - printer
    - photocopier
    - telephone directories
    - general stationary
    - brochures (internal and external services and attractions)

	<p>5.9.2 <b>Safety Equipment</b> - MCC has the following safety equipment:</p> <ul style="list-style-type: none"> <li>• first aid equipment</li> <li>• fire alarms</li> <li>• intruder camera systems</li> <li>• access control systems</li> <li>• locks</li> <li>• door fastenings</li> <li>• lighting</li> <li>• security cabinets</li> </ul> <p><b>5.10 Equipment and Facilities for Financial and Business Services</b></p> <p>5.10.1 MCC has adopted the VET Quality Framework equipment and facilities requirements as specified in the Financial Services Training Packages for the courses it offers.</p> <p>Details of Equipment and Facilities are listed in each Delivery and Assessment Strategy.</p> <p><b>6. Lease of Premises</b></p> <p>6.1 MCC holds a Lease for the facility for the period of 2 years, commencing May 2017. All required consents, including from the landlord, have been approved as evidenced at the execution clause.</p> <p>6.2 The premises, at Geelong, are fully operational and have the relevant approvals.</p> <p>6.3 The total floor space for all students meets VET Quality Framework requirements and was approved by the VRQA in the audit process.</p>

<b>Attached Documentation</b>	<ul style="list-style-type: none"> <li>• Staff Handbook - Table of Contents</li> <li>• Delivery and Assessment Strategy - example</li> <li>• Student Evaluation of Teaching</li> <li>• Student Satisfaction Survey</li> <li>• Staff Satisfaction Survey</li> </ul>
<b>Related Documentation</b>	<p><b><u>Policies/Procedures</u></b></p> <p>MCC Policies and Procedures – VET Quality Framework Policies and Procedures Manual.</p> <p><b><u>Legislation</u></b></p> <p>National Vocational Education and Training Regulator Act 2011  Standards for Registered Training Organisations (RTOs) 2015  OH&amp;S Act 2004  Privacy Act 1988</p> <p><b><u>Other</u></b></p> <p>Continuous Improvement Business Model  Teaching and Learning Management Plan  Staff Development Plan  International Student Handbook  Staff Handbook  VET Quality Framework  Lease Documentation for Premises</p>

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**VERSION CONTROL****Review/ amendment history****Policy Approved by:** Chief Executive Officer**Responsible Officer:** Chief Executive Officer**Next Policy Review Date:** July 2018

<b>Version</b>	<b>Date</b>	<b>Details</b>
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	NOV 2016	Updated to reflect the new Training Packages on scope.
6.0	June 2017	No material change