

## **RTO Staff Competence**

### **Policy:**

To ensure that Berendale School RTO meets the AQTF 2010 Standards for Registered Training Organisation.

All Berendale School RTO staff will be competent to perform their RTO functions. Berendale School encourages ongoing personal development (see staff policies). Berendale School RTO trainers/assessors will be encouraged to undertake TAE10 Training and Assessment qualifications as soon as possible.

Each member of the RTO's staff who is involved in training, assessment or client service is competent for the functions they perform.

The RTO's induction program and materials for new staff must contain information, where relevant to their job role, on each of the following:

- Training Packages
- Competency-based training and assessment
- VET requirements and policies
- Requirements for apprenticeships/traineeships
- Staff responsibilities for access and equity

### **How is this done?**

- Including the above in the induction session
- Ensuring that new staff receive the above materials at induction

### **Assessments:**

Assessments will be conducted by industry experience and qualified trainers/assessors in consultation with the RTO Manager. These experts will have the assessment competencies and/or vocational competencies as outlined in AQTF2010.

### **Client Service:**

The RTO Manager will recommend to the CEO any training required for staff who provide client service based participant surveys, client complaints and observation.

Training requirements are reviewed annually in conjunction with performance appraisals.

**Procedure:**

On employment the policy and procedure folder will be available on line and in hard copy to all trainers. Trainers are required to read the policy and procedures prior to the first meeting date.

**At first meeting:**

- Check for questions regarding policy and procedure.
- Follow up queries re: policy and procedure either individually or at subsequent meeting as appropriate.