

Registered Training Organisation (RTO) Guidelines

CONTROLLED DOCUMENT

Registered Training Organisation (RTO) Guidelines

Summary					
Transgrid Training is a Registered Training Organisation (RTO) accredited under the Australian Skills Quality Authority (ASQA). These guidelines are to be used with the listed resources, to ensure that Transgrid Training meets the Standards for Registered Training Organisations (RTOs) 2015.					
Revision no:	6	TRIM No:	D2005/03663	Approval/ Review Date:	29 May 2024
Business function:	People & Culture			Document type:	Guidelines
Lumea circulation:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>			
Process owner:	GM of Talent and Capability				
Author:	Paul Bulatao, RTO Specialist				
Reviewers:	David Moore, Technical Capability Delivery Team Leader Broughton Webb, Technical Capability Manager and CEO of RTO				
Approver:	Broughton Webb, Technical Capability Manager, Acting GM of Talent and Capability				

A printed copy of this document may not be the current version. Please refer to the Controlled and Business Practice Documents section in The Wire to verify the current version.

Contents

1. Purpose	4
2. Scope	4
3. Roles and Responsibilities	5
3.1. RTO Chief Executive Officer.....	5
3.2. RTO Specialist.....	5
3.3. Training Delivery Team Leader.....	7
3.4. Qualifications of Training and Assessor Staff	8
4. Induction	8
4.1. RTO Staff Induction.....	8
4.2. Learner Induction	8
5. Financial Management	8
6. Risk Management	8
7. Administration and Records Management	8
8. Marketing, Advertising and Recruitment	9
9. Access & Equity	9
10. Recognition	9
11. Transitioning Scope of Registration to Revised Training Packages	10
12. Course Fees and Additional fees	10
12.1. Fees Payable.....	10
12.2. Schedule of Fees and Charges.....	10
12.3. Giving Notice of Enrolment Cancellation.....	11
13. Refund Policy	11
14. Continuous Improvement	11
15. Industry Engagement and Consultation	12
19. Privacy	13

20. Legislative Requirements 13

21. Accountability..... 14

22. Implementation 14

23. Change from previous revision 15

24. References 15

1. Purpose

Transgrid Training is a Registered Training Organisation (RTO code: 90385) accredited under the Australian Skills Quality Authority (ASQA). These guidelines are to be used with the listed resources, to ensure that Transgrid Training meets the Standards for Registered Training Organisations (RTOs) 2015.

2. Scope

The scope of this procedure applies to all training delivered on behalf of the Transgrid Training.

Key terms and definitions relating to the corporate-wide procedure

Term	Definition
ASQA	<p>Australian Skills Quality Authority</p> <p>The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector. The role of ASQA regulates courses and training providers to ensure nationally approved quality standards are met and the reputation of Australia's VET system is maintained through effective national regulation.</p>
RTO	<p>Registered Training Organisation</p> <p>Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications and must adhere to the Standards for Registered Training Organisations (RTOs) 2015. National Code No: 90385.</p>
VET	<p>Vocational Education and Training</p> <p>Vocational education and training (VET) refer to education and training that focuses on delivering practical skills and knowledge required for specific industries.</p>
AQF	<p>Australian Qualifications Framework</p> <p>The AQF previously the Australian Qualification Training Framework (AQTF) is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training section into a set of single comprehensive national qualifications.</p>
Learner	<p>A worker engaged with Transgrid Training can be:</p> <ul style="list-style-type: none"> a) An employee, or b) A contractor or subcontractor, or c) An employee of a contractor or sub-contractor, or d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking, or e) An apprentice or trainee
RPL	<p>Recognition of Prior Learning</p> <p>An assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.</p>
CT	Credit Transfer

Term	Definition
	Credit Transfer recognises your previously completed studies, which may allow for entry into a qualification and/or provide credit towards the qualification
ESI	Electricity Supply Industry

3. Roles and Responsibilities

3.1. RTO Chief Executive Officer

Role:

The role of the RTO Chief Executive Officer is to provide business and educational leadership to all staff and Learners relevant to products and services offered by Transgrid Training. The Chief Executive Officer is ultimately responsible for organisational governance and compliance.

The position of RTO Chief Executive Officer is held by a Senior Leader nominated by the Executive General Manager/People, Culture

Main duties

- Ensure compliance with all relevant standards and directives.
- Ensure effective systems to communicate and monitor RTO activities and compliance, ensure that the policies and procedures are circulated, understood and implemented consistently throughout the RTO;
- Identify and analyse legislative and regulatory requirements and implement a risk management approach to guide how Transgrid Training conducts operations to comply with these requirements.
- Review the RTO's compliance with the VET Quality Framework and Standards for VET Accredited Courses at least annually;
- Approve marketing material.

Personally undertake all formal communication with Registering Authority;

- Establish and monitor information management arrangement to ensure Transgrid Training has a records and data management system that guarantees access, integrity and accuracy;
- Implement and monitor arrangements to engage with industry to ensure training and assessment services are aligned with industry requirements; and
- Keep informed of changes in the VET industry including changing regulatory requirements and changes to endorsed training packages.

3.2. RTO Specialist

Role:

D2005/03663, Registered Training Organisation (RTO) Guidelines, Registered Training Organisation (RTO) Guidelines Revision 6

The role of RTO Specialist to oversee the management of Transgrid Training, corporate governance and quality systems relevant to products and services offered by Transgrid Training. This involves monitoring compliance with quality standards and codes, learner administration and records management, reporting requirements, etc.

The position of RTO Specialist is held by a member of the Talent and Capabiltiy Team nominated by the CEO.

Main duties

- Ensure that the RTO complies with the VET Quality Framework and Standards for VET Accredited Courses for Registered Training Organisations across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
- Ensure that the RTO provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
- Apply to the registering body that has registered it for any variation to scope of registration;
- Provide details, upon the request of the registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;
- Provide the registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to the RTO's system or staffing profile, relocation of the RTO, financial difficulties, activities in other states or territories and transfer of client records); and
- Conduct an internal audit of the RTO's compliance with the VET Quality Framework and Standards for VET Accredited Courses for Registered Training Organisations at least annually.
- Maintain an awareness of legislative and regulatory requirements and monitor the risks associated with compliance.
- Keep informed of changes in the VET industry including changing regulatory requirements and changes to endorsed training packages.
- Coordinate internal Standards for Registered Training Organisations audit program to monitor the compliance of Transgrid Training operation.
- Oversee the maintenance of RTO Data to ensure the accuracy and integrity of operational training data.
- Prepare and submit reports to ASQA. These reports will include AVETMISS reports, Quality Indicator Reports, training activity reports and others as directed.
- Coordinate the administration of continuous improvement data collection. This predominately relates to Quality Indicator Surveys which must be issued to Learners and employers, collected, entered and reported.
- Coordinate Transgrid Training systematic approach to continuous improvement.
- Implement and monitor compliance with Transgrid Training version control system to ensure documents being used in the delivery of services are the most current and approved version.

- Implement and monitor arrangements to store and archive records in accordance with Transgrid Training records retention policy. This is to include arrangements to back-up electronic data into a secure off-site location.
- Liaise with Transgrid Training staff to coordinate the flow of documentation to ensure Learner records and operational data is kept accurate and up to date.

3.3. Training Delivery Team Leader

Role:

The Training Delivery Team Leader is to prepare and deliver safe and effective training and assessment to Learners enrolled in Transgrid Training's RTO programs. They provide suitable training support services to complement Learners' individual needs.

The position of RTO Training Delivery Team Leader is held by member of the Technical Capabilities Team or other Business Groups within Transgrid Training nominated by the CEO.

Main duties:

- Comply with the RTO Governance Charter, Learner Handbook, Training Procedure, and this guideline.
- Ensure training and assessment is facilitated in strict accordance with the course strategies designed and provided by Training staff.
- Ensure training and assessment sessions are planned with the required resources available to support the delivery.
- Ensure that the delivery and coordination of training is in accordance with the requirements of the training strategy using training methods that progressively instil knowledge and skills into Learners.
- Ensure that assessments are conducted in accordance with the principles of assessment and the designated assessment strategy.
- Undertake own professional development activities to continue to develop competence and currency of skills and knowledge. Update Transgrid Training professional development register to provide a true record of professional development and currency.
- Contribute to Transgrid Training systematic approach to continuous improvement. This includes identifying opportunities for improvement and acting responsively to implement agreed improvements.
- Participate in Transgrid Training assessment moderation and validation activities to promote fair and reliable assessment and to maintain the alignment of assessment activities and materials with industry expectations and training package requirements.
- Contribute to the development of training and assessment materials when required.
- Maintain equipment and training aids to ensure they are serviceable and safe for operation.
- Ensure that for all training activities the safety of Learners is the first consideration before any other priority or activity.
- Ensure that appropriate housekeeping measures are observed, and, that training facilities are maintained in a clean and tidy state.

- Report non-compliance with legislation or Transgrid Training policies and procedures immediately to the Training Manager.
- Model ethical and professional behaviour to set the benchmark of these qualities for Trainers, Assessors, Learners and others.

3.4. Qualifications of Training and Assessor Staff

Refer to the Training Procedure document Section 7 “Trainers and Assessors Requirements for qualification and Professional Development requirements”.

4. Induction

4.1. RTO Staff Induction

Induction for RTO staff follows the [Transgrid Training Induction process](#). Refer to Induction Procedure for details. Trainers and assessors shall be provided with the Learner Handbook, detailing all rights, responsibilities and sources of information and guidance of the RTO for both training staff and learners. An acknowledgement of receipt of the Learner’s handbook shall be kept on the trainer’s or assessor’s personnel file.

4.2. Learner Induction

Learners shall be provided with a Learner Handbook detailing all rights, responsibilities and sources of information and guidance. An acknowledgement of receipt of the handbook shall be kept on the Learner’s personnel file.

5. Financial Management

The RTO complies with Transgrid Training financial management policies and procedures and when requested will provide the registering body with a formal assurance that the RTO has sound financial management standards for matters related to the RTO’s scope of registration and scale of operations.

6. Risk Management

The RTO will follow the Transgrid Training procedures for managing risks. Additionally, the RTO will use a self-audit process to identify risks and mitigations associated with its operation. Internal audits and an independent audit is conducted annually and can be found in the Training procedure documentation under Continuous Improvements. Risks associated with the operations of the RTO will be recorded in a secure library.

7. Administration and Records Management

Learner and training event records shall be kept as per Training Procedure. In addition, Learner records regarding accredited training and issued national competencies shall be kept in an accessible format for no less than 30 years.

RTO staff records, including but not limited to qualifications and professional development, shall be kept in a secure electronic library, stored in the company's internal drive. All hardcopy records shall be kept in its secure location on the internal company drive.

8. Marketing, Advertising and Recruitment

8.1. Marketing and Advertising

The RTO ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

The RTO will ensure marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The RTO will ensure that:

- A client's written permission will be gained if the RTO intends to use information about them in any marketing materials.
- It provides clients with full details of conditions in any contractual arrangements.
- It accurately represents its training and assessment products and services to prospective clients.
- All advertising and marketing material such as flyers, brochures, media advertising and any online/digital website, social content must be audited before the material is released to the public.
- A document titled "Advertising/ Marketing audit tool" is used as a checklist to review the format and content of the advertising material against the requirements under Standard 4. The draft copy of the proposed marketing/ advertising material must be attached with the form for approval sign off by the RTO Specialist.
- Controlled copies of all advertising materials is maintained in our Quality Manual. These policies also apply to any third-party organisations who may be engaged to promote the course on our behalf.
- If one or more of the requirements listed in the checklist is not met, the material cannot be approved until the issues identified are fixed.

8.2. Memoranda of Understanding (MOU) with other Providers

Transgrid Training will have a written agreement with each organisation that provides training and/or assessment on its behalf. The agreements will meet conditions and standards for registration.

9. Access & Equity

Refer to the Training Procedure document Section 10- "Access & Equity".

10. Recognition

Transgrid Training will recognise Qualifications and/or Statements of Attainment that have been issued by another RTO.

Refer to the Learner Handbook Section 8- "Recognition of Prior Learning and Credit Transfer".

D2005/03663, Registered Training Organisation (RTO) Guidelines, Registered Training Organisation (RTO) Guidelines Revision 6

11. Transitioning Scope of Registration to Revised Training Packages

The RTO will manage its scope of registration to transition from superseded training packages within 12 months of their publication on the national register, this is to ensure that we only deliver currently endorsed training packages and that students are not enrolled in qualifications that adversely affect their opportunities for employment or future studies pathways.

Refer to Training Procedure and learner handbook documentation Section 5.4- “Transitioning Training requirements”.

12. Course Fees and Additional fees

Transgrid Training is entitled to charge fees for services provided to Learners undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, textbooks, Learner services and training and assessment services.

12.1. Fees Payable

Fees are payable when a Learner has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 14 days of receiving an invoice from Transgrid Training. Transgrid Training may discontinue training if fees are not paid in accordance with the agreed fee schedule.

Course fees and charges will be published through the Transgrid Training website or in the schedule of fees located in the appendix of the Learner Handbook. ‘In-house’ training requests from customers are quoted individually, on receipt of scope of work.

12.2. Schedule of Fees and Charges

The CEO is responsible for approving Transgrid Training Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- the nature of the guarantee given by Transgrid Training to honour its commitment to deliver services and complete the training and/or assessment once the Learner has commenced study.
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing Learners, group bookings etc.
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to Learners who are deemed not yet competent on completion of training and assessment.

These charges and miscellaneous charges are to be clearly specified in Schedule of Fees in the Appendix Section of the Learner Handbook. It is to be made clear if these services will include GST Payment of course fees.

The payment of the agreed enrolment and tuition course fees is required to gain login access to commence the course. The commencement date of study is when the login details have been issued and the content accessed.

Fees not paid on time will result in a freeze of your enrolment with no access to continue the course. All outstanding fees for a course or unit, including any administration services fees incurred, must be paid before a learner can graduate and be issued with a Certificate or a Statement of Attainment.

12.3. Giving Notice of Enrolment Cancellation

A Learner who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. The Learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

13. Refund Policy

Application for refund of fees will be considered in a fair and equitable manner by the Chief Executive Officer of the RTO (or nominated Transgrid Training employee).

The following refund policy will apply:

- Learners who give notice to cancel their enrolment 14 business days or more prior to the commencement of a program will be entitled to a full refund of fees paid.
- Learners who give notice to cancel their enrolment 13 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Transgrid Training is required to cover the costs of staff and resources which will have already been committed based on the Learners initial intention to undertake the training.
- Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of any fees paid in advance. An exception to this policy is where Transgrid Training fails to fulfil its service agreement and fees are refunded under our guarantee to clients.
- Where refunds are approved, the refund payment must be paid to the Learner within 30 days from the time the Learner gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the Learner.

Refer to the Learner Handbook Section 9.4- "Refund Policy".

14. Continuous Improvement

Continuous Improvement Records may be opened by any member of the RTO staff in response to an assessment appeal, a specific complaint or an identified trend in Learner and employer feedback. Instructions on how to open and process a record should be sought from the RTO specialist. Continuous Improvement activities will be recorded in the RTO Continuous Improvement Register. A schedule of validating units for continuous improvements can be found in the training procedure.

Transgrid Training is a Quality Endorsed Company (ISO 9001 Lic 4067). The Control of Quality Documents procedure describes the Quality Management System that has been implemented to comply with ISO9001.

The RTO will collect feedback from participants, manager's/ team leaders and other relevant stakeholders as outlined in the Training Procedure. Data will be analysed as part of the self-audit, continuous improvement and training package review processes.

Refer to Training Procedure: Section 11: "Continuous improvement guidelines".

15. Industry Engagement and Consultation

Transgrid Training undertakes a range of Industry Engagement and Consultation activities to ensure that our Training and Assessment Strategies are providing high quality graduates. Feedback is captured using Industry Engagement Record and reviewed at the Quality Improvement Meeting (QIM).

Refer to: Industry Consultation and Engagement Plan 2023- 2024.

16. Appeals, Grievances and Complaints

If a complaint is raised and relates specifically to the training and/or assessment services Transgrid Training is providing, the RTO Specialist and CEO Must be notified and the complaint is managed in accordance with Appeals, Grievances and Complaints as documented in the Learner Handbook Section 7.8

If the complaint relates to Anti-Discrimination, Harassment, Bullying and Equal Employment Opportunity, Transgrid's Training Grievance Management and Investigation Process must be adhered. Contact the RTO Specialist to discuss.

Refer to the Learner Handbook Section 7.8- "Appeals, Grievances and Complaints".

17. External Review

RTO training staff will be required to involve industry in the provision of its training and assessment services. Industry involvement will be maintained primarily through the external monitoring and audit process performed by ASQA. In addition, the RTO will make use of the following channels to involve industry in the delivery of its training and assessment services:

- Participation in the evaluation of National Training Packages with ASQA if required.
- Participation in the evaluation of specific activity areas with other industry representatives if required.
- Membership of the ESI TDR IRC and associated TAC groups and Jobs and Skills Councils.
- Direct consultation with other industry groups (Distributors, other Transmission Authorities etc.).

18. Internal Monitoring and Review Process

Internal monitoring and reviews are documented and recorded in the appropriate corporate systems. The RTO training staff will:

- Participate in the annual review of the training and assessment strategies.

- Participate in the auditing of the RTO training and assessment functions as required.
- Provide stakeholders with feedback.
- Review feedback at the conclusion of a training program and incorporate any modifications and revisions.

19. Privacy

Transgrid Training is committed to protecting the privacy and confidentiality of Learners' personal information and training records. All personal information and training records are stored securely and not released without the Learner's written consent. Transgrid's Privacy Policy applies to personal information collected through all activities conducted by the Transgrid group of companies, as well as publicly accessible pages on our website <https://www.transgrid.com.au/>.

This [Privacy Policy](#) explains the types of personal information Transgrid collects, where personal information is being sent and how it is kept secure.

20. Legislative Requirements

Transgrid Training are subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to Learners, and relates to the industry in which we conduct training. This legislation is continually being updated and all Transgrid Training representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our services includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Fair Work Act 2009
- Copyright Act 1968

NSW Legislation:

D2005/03663, Registered Training Organisation (RTO) Guidelines, Registered Training Organisation (RTO) Guidelines Revision 6

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1977
- Workplace Injury Management and Workers Compensation Act 1998
- Children and Young Persons (Care and Protection) Act 1998
- Disability Services Act 1993 & Disability Services Regulation 2003
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987

21. Accountability

Title	Responsibilities and Accountabilities
CEO	<ul style="list-style-type: none"> • As RTO Chief Executive Officer, provide business and educational leadership to all staff and Learners relevant to products and services offered by Transgrid Training. • Responsible for organisational governance and compliance
RTO Specialist	<ul style="list-style-type: none"> • As the RTO Compliance Officer, oversee the management of Transgrid corporate governance and quality systems relevant to products and services offered by Transgrid Training. • Monitors compliance with quality standards and codes, Learner administration and records management, reporting requirements
Training Delivery Team Leader	<ul style="list-style-type: none"> • Prepare and deliver safe and effective training and assessment to Learners enrolled in Transgrid Training programs. • Adhere to the Trainer/Assessor responsibilities as set out in the RTO Trainer & Assessor Handbook
Learners	<ul style="list-style-type: none"> • Actively participate in training activities. • Adhere to the Learner responsibilities as set out in the RTO Learner Handbook.

22. Implementation

This procedure will be reviewed by the Training Delivery Team Leader and CEO and will be discussing the items required for the training and assessment items to the trainer and assessors as part of the annual yearly internal audit for the RTO governance policy and guidelines.

23. Change from previous revision

Revision no	Approved by	Amendment
6	Broughton Webb, Technical Capability Manager, Acting GM of Talent and Capability	<ul style="list-style-type: none"> • Transferred to latest procedure Branding template. • Refinements to complement updates in Training Procedure and learner handbook references. • Updated to make clear training assessment requirements. • David Moore review to correct outdated processes and roles of staff.
5	Kersha Levi, Head of Delivery Portfolio Planning	<ul style="list-style-type: none"> • Scheduled review. • Transferred into latest procedure template. • Refinements to complement updates in Training Procedure.
4	Kersha Levi, Manager Field Support	<ul style="list-style-type: none"> • Transferred to latest procedure template. • Detailed fees clause added. • Previous Guideline document no: GD ES G3 001.

24. References

- Training Procedure.
- Learner Handbook.