



**RTO Code: 2293**  
**COURSE INDUCTION**  
**POLICY & PROCEDURE**

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**COURSE INDUCTION**

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DOCUMENTS : Course Induction Checklist

REFERENCES : QA & CI Training & Assessment Policy  
Internal Audit Policy  
Risk Management Policy  
Recognition & Credit Transfer Policy  
Recognition & Credit Transfer Guidelines  
Student Support Policy  
Student Intervention Policy  
Attendance Monitoring Policy  
Academic Progress Policy  
Trainer Qualifications, Training & Assessment Delegations Policy  
VET Quality Framework  
Standards for Registered Training Organisations (RTOs) 2015  
Cwlth.  
National Vocational Education and Training Regulator Act 2011

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DATE

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## **PURPOSE**

The purpose of this document is to provide guidance and information in relation to the induction of students into courses.

This document is to ensure that students are fully informed in relation to their studies with the MTA Group Training Scheme Inc's Registered Training Organisation (MTA RTO).

## **APPLICABLE STANDARDS**

### **Standards for Registered Training Organisations 2015 – Domestic Students**

Made under the National Vocational Education and Training Regulator Act 2011:

**Standard 4 - Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.**

#### ***Clause 4.1***

Provide accurate information to learners about services and qualifications

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- accurately represents the services it provides and the training products on its scope of registration
- includes its RTO Code
- refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained
- uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4
- makes clear where a third party is recruiting prospective learners for the RTO on its behalf
- distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party
- distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO

- includes the title and code of any training product, as published on the National Register, referred to in that information
- only advertises or markets a non-current training product while it remains on the RTO's scope of registration
- only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment, and
- does not guarantee that:
  - a learner will successfully complete a training product on its scope of registration, or
  - a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2, or
  - a learner will obtain a particular employment outcome where this is outside the control of the RTO.

### **Standard 5: Each Learner is Properly Informed and Protected**

#### ***Clause 5.1***

The RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

#### ***Clause 5.2***

The RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - estimated duration
  - expected locations at which it will be provided

- expected modes of delivery
- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
- any work placement arrangements.
- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner's rights, including:
  - details of the RTO's complaints and appeals process required by Standard 6, and
  - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner's obligations:
  - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
  - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
  - any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

### ***Clause 5.3***

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
  - fees that must be paid to the RTO, and
  - payment terms and conditions including deposits and refunds

- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - arrangement is terminated early, or
  - the RTO fails to provide the agreed services.

#### ***Clause 5.4***

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

- in the event that MTA RTO ceases to operate or is under new ownership then the student records will be transferred to either the Australian Skills Quality Authority or its equivalent at the time or to the new owners who will maintain equivalent levels of security and privacy in regards to those records
- the MTA RTO will take all immediate steps possible to advise students of any potential or actual changes regarding MTA RTO ownership and how any change may affect ongoing learning
- the MTA RTO, as required, will advise ASQA and State Training Authorities of any potential or actual changes regarding MTA RTO ownership and identify plans to ensure the ongoing provision of student training access

### **Standard 1: 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**

#### ***Clause 1.7***

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.

## **POLICY**

It is the MTA RTO policy to provide a safe, equitable and effective learning environment with transparent, open and honest communication.

It is MTA RTO's policy to ensure that students are fully conversant with legislative, and MTA RTO's requirements and expectations of them during their time with the RTO.

In addition to the information provided during the course application process, MTA runs a comprehensive course induction to provide students with a deeper understanding of the course structure, the expectations of the student and what they can expect of the RTO.

Course induction covers:

- Emergency Procedures
- Facilities tour
- Key Personnel
- Course structure
- Overview of the training that will be provided
- Support services available to students
- Location of First Aid Kits
- Location of Fire Extinguishers
- Location of Emergency Exits
- Location of Evacuation Points
- Amenities, Water, Tea & Coffee,
- Parking
- Shops
- No Smoking Policy: Smoking is prohibited on MTA premises and venues
- Mobile Phones: should be switched off or silent, and cannot be used during sessions
- Training Course Feedback Forms: At the completion of the training course, please ensure that ALL participants complete our Training Course Feedback forms.
- Refer to MTA Student Handbook
- Code of Practice
- Participants Code of Conduct
- Access & Equity
- RPL and Credit Transfer
- Privacy
- Surveillance Policy
- Complaints & Appeals
- Accidents, Injuries and Critical Incidents
- Support Services & Intervention Strategies

- Commitment Agreement

## **SCOPE**

This policy covers:

- all courses and qualifications delivered by MTA RTO; and
- all courses delivered by a Third Party on behalf of MTA RTO.

## **DEFINITION**

Accountable Officer	<p>The Accountable Officer is the senior trainer/assessor. They are responsible for the quality of training and assessment and student completion.</p> <p>At the time of publication of this policy the Accountable Officer is Mr Steve Richardson.</p>
Appeal or Complaint	Processes by which students and other stakeholders
Process	may appeal decisions or formally register a complaint.
Refer to the	<i>Complaint Process Policy and Procedure</i> or <i>Appeal Process Policy and Procedure</i> or speak with a staff member for assistance.
RTO Manager	The RTO Manager is responsible for the operations of higher level decision making such as the continuance of students.
Course Induction	The process of providing and clarifying information with newly commencing students in relation to their studies with MTA RTO.
Third Party	A NVR RTO or other appropriate entity or individual with whom MTA RTO contracts the delivery and/or assessment of training on its behalf.

## **PROCEDURE**

This procedure applies to all courses delivered by MTA RTO or on behalf of MTA RTO by a Third Party.

At the commencement of every new course the Course Induction process must be carried out by an experienced Trainer / Assessor.



A Course Induction Checklist has been prepared to assist trainers to address all important aspects of the students' induction.

Trainers should provide:

- clear and complete information related to each of the items identified in the checklist; and
- opportunity for the new students to ask questions and clarify information.

Every student Course Induction Checklist is to be:

- completed and signed by the student;
- collected and co-signed by the Trainer;
- returned to MTA RTO Administration for filing in the student's personal file.

### **Missed Course Induction**

Where a newly commenced student has not attended the Course Induction the Accountable Officer is to be advised.

An appointment will be arranged as soon as possible for the student to either:

- attend an alternate Course Induction for the same qualification; or
- a personal induction.

## **RESPONSIBILITY**

### **Accountable Officer**

It is the responsibility of the Accountable Officer to:

- ensure that the Course Induction Checklist is up to date and in line with the Learning & Assessment Strategy;
- ensure that all Trainer/Assessors are fully aware of:
  - the requirement to conduct a Course Induction,
  - the manner in which is to be conducted and
  - information that must be included;
- conduct adhoc monitoring of:
  - the manner in which Trainer/Assessors conduct Course Induction;

- the Course Induction content delivered by Trainer/Assessors;
- completeness of Course Inductions and Course Induction Checklists.

### **Trainer/Assessors**

It is the responsibility of Trainer/Assessors to ensure that they have all the relevant information required for an Induction and that students are fully informed.

They are to ensure compliance and quality induction processes through:

- delivery of information to and acceptance of questions from students;
- completeness of Course Induction information and Course Induction Checklists; and
- collection and return to Administration of Course Induction Checklists for filing.

### **Third Party**

Third Parties are required to agree to delivering Course Induction in the manner and with the tools determined by MTA RTO.

## **FAILURE TO COMPLY WITH MTA RTO CONDITIONS**

### **Accountable Officer**

If the Accountable Officer is found to not meet the requirements of Course Induction they face disciplinary action which will include performance management and training.

Where the infringement is of a high level e.g. not requiring Trainer/Assessors to conduct Course Induction there will be a high potential for termination of employment.

### **Trainer/Assessor**

If a Trainer or Assessor is found to not meet the requirements of Course Induction they face disciplinary action which will include performance management and training.

Where the infringement is of a high level e.g. not providing Course Induction, there will be a high potential for termination of employment or contract.

### **Third Party**

Where a Third Party is found not to have met the Course Induction requirements of MTA RTO this will immediately result in:

- the immediate replacement of the Trainer/Assessor concerned, or
- suspension of training and assessment by the Third Party;

whilst a full audit of the Third Party's compliance against the Collaborative Agreement is conducted.

Where the full audit indicates that the Third Party's practices are compliant and the Trainer/Assessor contravened policy and practices the suspension of agreement will be lifted and an intense monitoring plan will be implemented.

Where the full audit indicates that the Third Party's practices are not compliant;

- all training and assessment scheduled to be conducted by the Third Party will be terminated;
- verification of competencies for current students will be conducted by MTA RTO and/or its delegate at no cost to the student; and simultaneously
- alternative arrangements for the completion of studies will be made at no cost to the student;
- the Collaborative Agreement will be terminated immediately;
- MTA RTO will advise ASQA of the termination of the Agreement.

## **APPEAL**

MTA RTO Accountable Officer, Trainers and Assessors and Third Parties may avail themselves of the Appeal Process if they believe that MTA RTO's decision is not valid. Please refer to Appeal Policy.