

5. Quality delivery and assessment policy and procedures

(Clause 2.1-2.2)

Policy

Job Training Institute is responsible for ensuring quality training and assessment within our organisation and scope of registration, regardless of any third party arrangements where services are offered on our behalf. JTI has written agreements with any party that recruits students on our behalf...

JTI is responsible for developing, implementing, monitoring and evaluating quality training and assessment strategies and practices that meet training package and VET accredited course requirements.

Evaluating information about performance and using such information to inform quality assurance of services and improve training and assessment is sound business and educational practice. The information used to evaluate JTI performance is relevant to the operating characteristics and business objectives of JTI.

Purpose

The purpose of this policy is to outline the commitment of JTI to providing high quality training services by using approaches to training and assessment that are of best practice standard to the VET sector within Australia.

JTI's aim and commitment is to provide job-ready graduates who are appropriately trained to the level expected by the industry.

Scope

This policy applies to all training delivered by JTI to students enrolled in full or part qualifications.

Quality Training

JTI will ensure that all training services provided are of the highest quality standard possible and are reflective of current industry trends and employer expectations. This is achieved by ensuring that:

1. Training is delivered by appropriately qualified trainers who have industry experience. All trainers at JTI hold the appropriate qualifications and experience as per VET standards and have to attend professional development annually and remain current in the VET sector.
2. All training products used and/or developed meet the requirements of the appropriate Training Package or Course Curriculum Guidelines.
3. All training products used and/or developed are reviewed before use by JTI's personnel for quality, accuracy and currency.
4. All courses are developed in consultation with industry experts.
5. Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and education services provided.

6. Training is delivered flexibly with a variety of options made available to students about the way they learn and the resources they use to achieve competency.
7. The individual learning and support needs of all students are identified upon entry into a course.
8. Trainers regularly participate in moderation and validation of the units and courses at JTI.
9. Validation is carried out according to the validation schedule and timetable.
10. All classes are delivered according the training plan and supporting materials which have been reviewed and approved by the appropriate manager.
11. There is proper division of labour with various departments as per JTI organisation chart
12. JTI use of quality resources for Training and assessment, sourced from reputable publishers like Pearson and validated by JTI staff to ensure compliance with the various training packages.
13. JTI does Internal audits annually to check compliance against VET standards, against funding contracts, against National Code 2007 and the ANMAC standards. Internal audits identify gaps, which are corrected as per the action plan.
14. JTI has a quality assurance department that checks all completed student files for completeness before certificates are issued.
15. Analysis of student feedback is done by the IT department and presented during management meetings.
16. Students are informed of ways to raise their complaints through our Customer relationship management system or to the respective staff members. These complaints are closely monitored by putting automatic emails to senior management if these complaints are not attended to in a given timeframe. Complaints are also addressed during the Managers meetings.
17. Students receive feedback from their trainers through their Learning management System.
18. All students undergo orientation and more recently pre training sessions to ensure they understand the requirements of the course right at the beginning and that the course they are undertaking is the right one for their future career paths.
19. There are monthly /regular management meetings to address issues and challenges that have come up and that affect our quality of services.
20. There are regular trainer meetings to enable trainers to articulate any issues of concern
21. JTI does not deliver training under partnerships and this ensures that we are able to monitor all our training closely
22. HR checks staff files on a regular basis to ensure completeness and staff are on track with their professional development
23. Internal Staff training takes place at JTI according to the training calendar and this ensures staff remain current with the VET sector.
24. Quality Indicators are analysed and discussed at management meetings before being submitted to the regulator.
25. JTI uses a lot of technology to ensure that we remain current and train students that are ready for today's Industry. Some of these include Moodle, Elluminate/Blackboard classrooms, Novacore for documents storage, salesforce as the CRM, among others.
26. Close contacts are maintained with the Industry. JTI work place Coordinator makes regular visits to JTI industry Partners and presents any concerns to the Training Manager or equivalent for actioning.
27. Students with Special Needs receive reasonable adjustments in the assessments. Every student will have access to fair and open assessment. Students with special needs will, where possible, be offered the same opportunities as any other student. As special needs extend to

more than identified physical or learning difficulties, Assessors will to consider a variety of measures to ensure fairness when dealing with students with special needs. Students with special needs may be offered additional time to complete examinations and assessment tasks and will be offered additional academic and personal support.