

## Industry Engagement Policy

### Policy Statement

Systematically engages with the industry for all accredited training delivered under its scope of registration. This ensures that Certified Training Resources Australia delivers relevant and current training and assessment in all training programs.

In order to meet the training needs of the industry, Certified Training Resources Australia ensures that:

1. Training and assessment practices are relevant to the needs of industry and informed by industry engagement.
2. A range of strategies are implemented for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of:
  - a. its training and assessment strategies, practices and resources;
  - b. the current industry skills of its trainers and assessors.
3. Assessments are conducted in an environment that simulates the real – life working environment where the skills and knowledge obtained as part of the course would be performed, with all relevant equipment and resources of that working environment.
4. Trainers and assessors conduct industry engagement to maintain vocational competence and to comply with the requirements for SRTOs 2015.

### Industry Engagement Methods

Certified Training Resources Australia conducts industry engagement through a range of methods including, but not limited to:

1. industry engagement surveys with industry stakeholders;
2. trainer and assessor professional development;
3. industry market surveys and analysis;
4. workplace observations;
5. memberships in industry groups and associations;
6. consultation with industry skills councils.

The processes for conducting, recording, analysing and implementing the feedback obtained through industry engagement are outlined in the Certified Training Resources Australia industry engagement procedural document.

### Industry Engagement Activities

#### 1. Industry Consultation

Certified Training Resources Australia's Training Manager conducts the Industry Consultation at least once a year or as needed, particularly when there are relevant industry changes. This is to ensure that training and assessment strategies remain industry current, RTO practices are in line with industry standards, and training resources and equipment are updated and complete. This is conducted by Certified Training Resources Australia using the Industry Consultation form.

#### 2. Trainer Industry Engagement Consultation

Certified Training Resources Australia trainers and assessors conduct industry engagement consultation in each course area. Information gathered is used to enhance current programs and for the development of new programs that meet identified industry needs. This is recorded using Certified

Training Resources Australia's Trainer Industry Engagement Log. Certified Training Resources Australia's trainers and assessors are required to actively engage with industry to ensure that Certified Training Resources Australia's training programs are relevant to the industry needs. Trainers and assessors are required to complete an activity report annually for each course or qualification they deliver.

### 3. **Trainer and Assessor Professional Development**

Certified Training Resources Australia trainers and assessors conduct industry engagement to maintain their vocational competence and to comply with the requirements for SRTOs 2015. Trainer and assessor industry engagement activities maybe, but is not limited to any of the following methods:

#### a. **Industry Events**

Participation in professional development activities ensures that trainers and assessors maintain current industry skills, knowledge and experience in their vocational qualifications. This is necessary to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Certified Training Resources Australia requires full-time and part-time training and assessment employees to attend professional development activities to maintain vocation currency in both their training and assessment qualifications and any other industry specific qualifications.

All training and assessment employees are required to attend professional development activities such as, but not limited to, industry specific events, seminars, workshops, short courses, and internal or external professional development days.

#### b. **Industry Placement**

Certified Training Resources Australia trainer and assessor industry placement program ensure that trainers and assessors maintain current industry skills, knowledge and experience. This is necessary to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Certified Training Resources Australia requires full-time and part-time employees to update their industry currency through employment, industry placement and/or other work-related industry activities. Trainers and assessors must engage with industry across all vocational areas through paid and/or other leave to attend industry currency programs. Details of these industry currency activities are recorded in their trainer profiles. Information and knowledge gained during these placements is retained through the Certified Training Resources Australia's **Industry Placement Activity Log**.

### 4. **Industry Market Analysis**

Certified Training Resources Australia conducts market research and analysis as needed to obtain useful information about industry trends and opportunities. The market research process includes, but is not limited to:

- a. gathering skilling trends and sector reports;
- b. identifying in-demand qualifications and training needs;
- c. understanding the current market environment.

This information is provided to Management to inform decisions on launching new courses and additions of qualifications to scope.

### 5. **Workplace Observation**

Certified Training Resources Australia engages workplaces in which the skills and knowledge taught in Certified Training Resources Australia's training products are needed. Observations of the work

environment and consultations with supervisors are conducted to evaluate the relevance of Certified Training Resources Australia's training and assessment practices in real-world settings. Where gaps in the training and assessment methods are identified as evidenced in workplace observation, the RTO's practices are refined to better reflect current industry trends.

**6. Memberships in Industry Groups and Associations**

Certified Training Resources Australia ensures its current and ongoing involvement in the industry through memberships in relevant groups, whether formal or informal. Formal methods include memberships in government-endorsed bodies and professional associations. Informal groups may include discussions with industry professionals or ad hoc collectives.

**7. Consultation with Industry Skills Council and Industry Training Advisory Bodies**

Certified Training Resources Australia consults with industry skills councils when required to obtain valuable industry advice to inform development of training and assessment resources and improvements to training and assessment strategies, practices.

Any communication made with industry bodies and skills council will be logged and information and knowledge gained is recorded in the Certified Training Resources Australia Industry Communication Form.

**Procedure**

**Organise and Conduct Industry Engagement Activities**

No.	Person/s Responsible	Steps to take
A. Industry Consultation		
1	Training Manager	(1) Identify industry stakeholder/s and organise a review to gain feedback on: <ol style="list-style-type: none"> <li>the course's training and assessment strategy (TAS)</li> <li>RTO practices</li> <li>teaching, learning, and assessment resources and equipment (required and provided)</li> <li>current industry skills of RTO's trainers and assessors</li> </ol> (2) Provide industry stakeholder/s with a copy of the following: <ol style="list-style-type: none"> <li><b>Training and Assessment Strategy</b> document</li> <li><b>TAS Industry Consultation Form</b> through email for review</li> <li>List of teaching, learning, and assessment resources and equipment (required and provided)</li> <li>trainer and assessor profiles</li> </ol>
2	Industry Stakeholder	(1) Reviews the following: <ol style="list-style-type: none"> <li>training and assessment strategy (TAS)</li> <li>RTO practices</li> <li>teaching, learning, and assessment resources and equipment (required and provided)</li> <li>trainer and assessor profiles</li> </ol> (2) Record all review findings in the Industry Engagement Form.
3	Training Manager	Receives through email the outcomes of the review through the <b>Industry Engagement Form.</b>

B. Trainer Industry Engagement Consultation		
1	Training Manager	<p><b>(1)</b> Periodically meets with Trainer/s to discuss industry engagement activities. Trainers' industry engagement methods may include but are not limited to:</p> <ul style="list-style-type: none"> <li>a. Work site placement/visit</li> <li>b. Phone contact/Verbal interview</li> <li>c. Email or correspondence</li> <li>d. Seminar or Event</li> </ul> <p><b>(2)</b> Assigns Trainer/s to conduct industry engagement activity in a specific course area, qualification or unit. Information sources include but are not limited to:</p> <ul style="list-style-type: none"> <li>a. Industry workplace managers/supervisors</li> <li>b. Fellow trainers in the industry</li> <li>c. Graduates of the course/s for which they are engaging in industry consultation</li> </ul>
2	Trainer / Assessor	<p><b>(1)</b> Gathers information from the industry source, on their assigned course area in terms of the following:</p> <ul style="list-style-type: none"> <li>a. Changes and developments in the industry</li> <li>b. Training and skilling needs</li> <li>c. Regulatory requirements (if applicable)</li> <li>d. Policies and procedures</li> <li>e. Others.</li> </ul> <p><b>(2)</b> Records gathered information into the Trainer Industry Engagement Log.</p>
C. Trainer and Assessor Professional Development		
1	Training Manager / Team	<p><b>(1)</b> Monitor professional development activities available in the industry in order to maintain vocational competence. These may include but are not limited to:</p> <ul style="list-style-type: none"> <li>a. Industry events</li> <li>b. Seminars and workshops</li> <li>c. Short courses</li> <li>d. Industry Placement programs</li> <li>e. Internal professional development initiatives</li> </ul> <p><b>(2)</b> Attend professional development events as required or assigned.</p> <p><b>(3)</b> Record professional development attendance in the Trainer Professional Development Form.</p>
D. Industry Market Analysis		
1	Training Manager / Team	<p><b>(1)</b> Conducts market research and analysis as needed to obtain useful information about industry trends and opportunities. The market research process includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>a. gathering skilling trends and sector reports;</li> <li>b. identifying in-demand qualifications and training needs;</li> <li>c. understanding the current market environment.</li> </ul> <p><b>(2)</b> Reports findings to Management to inform decisions on launching new courses and additions of qualifications to scope.</p>
E. Workplace Observation		

1	Training Manager / Team	<p><b>(1)</b> Determines potential workplace(s) or organisation(s) in which the skills and knowledge taught in Certified Training Resources Australia's training products are applied in practice. The selected workplace must mirror most, if not all, of the competencies and industry set-up involved in the training products offered by Certified Training Resources Australia.</p> <p><b>(2)</b> Makes contact with the organisation to schedule a workplace visit for observation of industry practices currently implemented by the organisation. A workplace supervisor or manager is highly encouraged to be present during the visit. Aspects of the workplace setting to be observed include but are not limited to:</p> <ol style="list-style-type: none"> <li>Equipment and facilities</li> <li>Competency-based skills and generic skills used in job roles/tasks</li> <li>Standard operating procedures</li> <li>Workplace interaction between Management and Employees</li> <li>OSHA potential risk exposure level</li> </ol> <p><b>(3)</b> Consults with the supervisor during the visit for further information about the workplace/organisation, as needed.</p> <p><b>(4)</b> Records the relevant findings in the Workplace Observation Form.</p>
<b>F. Consultation with Industry Skills Council and Industry Training Advisory Bodies</b>		
1	CEO / Training Manager	<p><b>(1)</b> Periodically meets with Trainer/s to discuss consultations with industry skills councils and/or training advisory boards when required, to obtain valuable industry advice in informing the development of training and assessment resources and improvements to RTO practices.</p> <p><b>(2)</b> Assigns Trainer/s to conduct industry communication with the aforementioned stakeholders or industry representatives.</p>
2	Training Manager or Trainer / Assessor	<p><b>(1)</b> Gathers information from industry skills councils or advisory bodies, on their assigned course area.</p> <p><b>(2)</b> Records gathered information into the Industry Communication Form.</p>

### Evaluate the Review Outcome and Implementation

No.	Person/s Responsible	Steps to take
1	CEO / Training Manager	<p><b>(1)</b> Review the gathered data from the various industry engagement activities done in a given calendar period.</p> <p><b>(2)</b> Evaluate the feedback and recommendation for:</p> <ol style="list-style-type: none"> <li>the relevant training and assessment strategy</li> <li>RTO practices</li> <li>teaching, learning, and assessment resources and equipment</li> <li>trainer and assessor skills and development</li> </ol> <p><b>(3)</b> Where gaps in the training and assessment methods are identified, determine rectifications in Certified Training Resources Australia's practices to better reflect current industry trends.</p> <p><b>(4)</b> Record and assign actionable items to Relevant Staff.</p>
2	Relevant Staff	<p><b>(1)</b> Implement all the changes or improvements recommended by the industry stakeholders.</p> <p><b>(2)</b> Communicate changes to relevant stakeholders for further implementation.</p>

### Retain Evidence

No.	Person/s Responsible	Steps to take
1	Training Manager	<b>(1)</b> Retain all kinds of evidence (recent and non-recent) of engagements with industry stakeholders. This includes consultations and review outcomes.

### Opportunities for Improvement

No.	Person/s Responsible	Steps to take
1	Training Manager / Relevant Staff	<b>(1)</b> Record / lodge any identified continuous improvement opportunity in the Continuous Improvement Register and send the invoice to student / employer. <b>(2)</b> Review the opportunities for improvement related to industry engagement during the Compliance and Continuous Improvement Meetings.

### Monitoring and Improvement

All industry engagement activities are monitored by the Training Manager of Certified Training Resources Australia. Areas for improvement that has been identified are recorded, discussed, actioned upon and evaluated during the continuous improvement and compliance meetings.