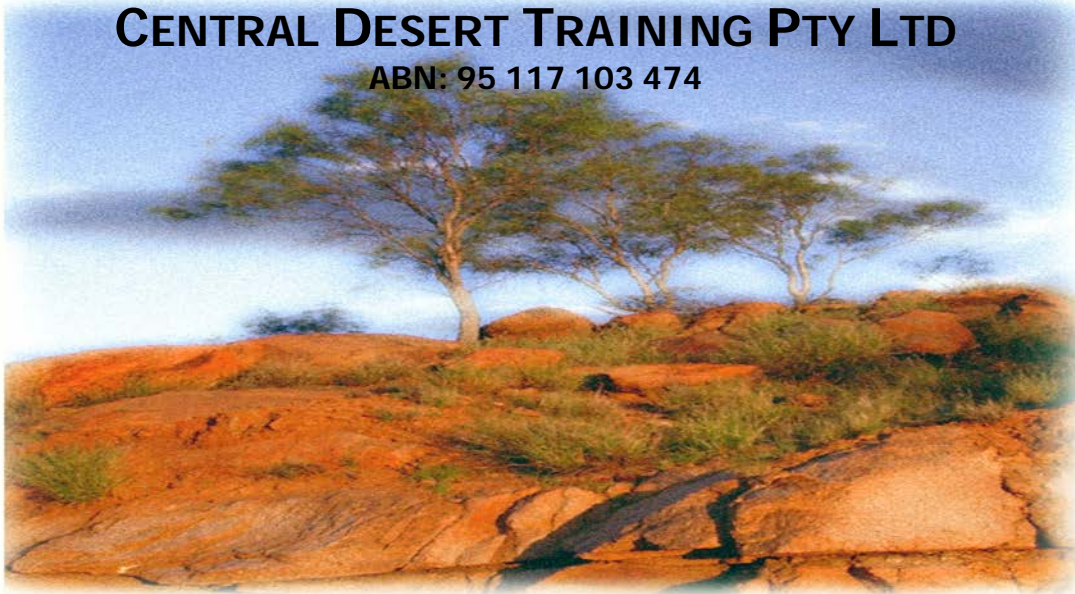


CENTRAL DESERT TRAINING PTY LTD
ABN: 95 117 103 474



Indigenous Training Specialists

Central Desert Training Pty Ltd Policy and Procedure Manual 2011

Revision 4

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Central Desert Training Pty Ltd 	Central Desert Training Pty Ltd Policy and Procedure Manual		
	Version: 4	Approved by: Director	
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CDT01: Code of Practice

POLICIES & PROCEDURES -

Central Desert Training Pty Ltd has a commitment to organisational excellence and continuous improvement. Our company's mission statement, strategic plan, processes and policies are developed to best serve the evolving needs of our clients in conjunction with improvements in mentoring and training and assessment methodology.

Legislative Requirements

Central Desert Training Pty Ltd will meet all legislative requirements of the State and Federal governments in regard to the following areas of legislation:

- Occupational Health & Safety
[NT Worksafe](#)
[OCCUPATIONAL HEALTH AND SAFETY ACT 2004 including July 2010 changes](#)
[Workplace Health and Safety Act - Northern Territory of Australia](#)
- Workplace harassment, victimization and bullying
[Human Rights and Equal Opportunity Commission Website](#)
- Anti-discrimination
[Anti Discrimination Act](#)
- Vocational Education and Training
[VET legislation](#)
- Privacy
[Federal Privacy Legislation Index](#)

In particular, Central Desert Training Pty Ltd proudly upholds Affirmative Action and Anti-Discrimination Acts as central to our own core policies and workplace philosophy. Copies of the relevant legislation can be obtained upon request to Central Desert Training Pty Ltd and are available on the internet following the links above.

Access and Equity


All students and other clients will be dealt with at all times in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with Anti-Discrimination and Access and Equity principles.

Central Desert Training specialises in training for Indigenous people from remote and urban communities and is well versed in providing an inclusive learning culture for Indigenous students. We use a client-centred approach to learning, taking into account individual differences in language and cultural backgrounds, literacy and numeracy needs and socioeconomic backgrounds. We are experienced in supporting, encouraging and valuing individual contributions and creating opportunities for participation and success.

Central Desert Training Pty Ltd maintains a policy of 'reasonable adjustment' to procedures, activities and assessment to ensure the student is able to participate in the program and have any special needs accommodated wherever possible.

National Recognition

As a Registered Training Organisation, Central Desert Training Pty Ltd has agreed to operate within the principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the AQF Qualifications and Statements of Attainments issued by other Registered Training Organisations (RTO).

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Quality Management Focus

Central Desert Training Pty Ltd has a commitment to providing a quality service and a focus on continuous improvement. We actively seek, encourage and value feedback from students, staff and employers for incorporation into future programs, products and services.

Client Service

Central Desert Training Pty Ltd has adopted policies and management practices which maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of students.

Central Desert Training Pty Ltd will maintain a learning environment that fosters independence and is conducive to the success of students.

Central Desert Training Pty Ltd has the capacity to deliver the Nationally Recognised Training courses which it has on its Scope Of Registration, provide adequate facilities and use methods and materials appropriate to the learning needs of students.

Central Desert Training Pty Ltd will monitor and assess the performance and progress of its students according to the AQTF policies and procedures.

We have sound management practices, supported by a procedures based Quality Assurance processes, to ensure effective client service. In particular, we have departmental and Quality Assurance based client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaints Policy, an Appeals Policy, an Access and Equity Policy, a policy in which we refer students or employers requiring welfare and guidance services to appropriately trained staff. Where necessary, appropriate and approved support arrangements will be made for those clients requiring literacy and numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our student and employer information will ensure that students and employers will be aware of all of our relevant policies including any approved fees and charges, course content and assessment procedures prior to their signing Training Agreements.

Management and Administration

Central Desert Training Pty Ltd has policies and management strategies, which ensure sound financial and administrative practices. Management safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal upon their request according to the records management and Client Access policy and procedure CDT10. Central Desert Training Pty Ltd has adequate insurance policies, including Work Cover, Public Liability and Professional Indemnity.


Central Desert Training's director will ensure that we comply with the AQTF 2010 Essential Standards for Registration and any national guidelines approved by the National Quality Council. This applies to all of the operations within our Scope Of Registration, as listed on the National Training Information Service.

Marketing and Advertising

Central Desert Training Pty Ltd markets our vocational, education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

Central Desert Training Pty Ltd has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Central Desert Training Pty Ltd Quality Assurance processes and commitment to continuous improvement ensure that adequate facilities, equipment and training materials will be utilised at all times to ensure that the learning environment is conducive to the success of the students.

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Continuous Improvement

In addition to the strategies outlined in this document to continually improve policies and procedures, Central Desert Training Pty Ltd will strive to continually improve all management systems by reviewing all policies and procedures at least annually. Continuous Improvement meetings will be open to all staff, lecturers, assessors and stakeholders engaged in projects executed by the company. All Continuous Improvement meetings will be minuted. Minutes will be distributed to all staff, lecturers and assessors engaged by Central Desert Training Pty Ltd.

Central Desert Training undertakes to collect statistical data on student performance and feedback evaluations, in order to analyse this data and identify areas required for adjustment or improvement.

Staff will develop their training and assessment competencies to improve their capacity to deliver our services. We will ensure membership of all relevant training and representative organisations and distribute all newsletters to staff, lecturers and assessors.

Interactions with the registering body

Central Desert Training's director will ensure that the RTO cooperates with its registering body


- in the conduct of audits and the monitoring of its operations
- by providing accurate and timely data relevant to measures of its performance
- by providing information about significant changes to its operations
- in the retention, archiving, retrieval and transfer of records consistent with its registering body's requirements

Transition to training packages / expiry of accredited courses

Central Desert Training will manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. Central Desert Training will also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.

Sanctions

Central Desert Training Pty Ltd will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of the Code or Supporting Regulatory Requirements, we may have our registration as a Registered Training Organisation withdrawn.

Central Desert Training Pty Ltd 	CDT02: Access & Equity Policy and Procedure		
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CDT02: Access & Equity Policy and Procedure

POLICY

Central Desert Training Pty Ltd is fully committed to Access and Equity across the full range of services that we offer within the constraints of current work location and available resources. The Access and Equity policy as identified for mentoring and vocational education and training will be continuously implemented and reviewed for areas of improvement.

Consequently, Central Desert Training Pty Ltd will make every endeavour to meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines.


Central Desert Training Pty Ltd staff and contractors will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives by working very closely with relevant government organisations, employers and trainees. We will implement customer oriented programs and target the specific identified needs of our target clientele.

PROCEDURE

We will achieve the above through:

- Being aware of our Industry and community needs through participation in a number of organisations throughout the community;
- Marketing our services in a non-discriminatory, inclusive and welcoming manner;
- Ensuring that we do not discriminate against potential clients with special needs in giving access to our full range of services;
- Applying approved government policies that assist the client by waiving additional prohibitive costs and charges or sourcing additional funding where required;
- Ensuring access and equity issues are considered during curriculum and assessment development;
- Providing access to professional development to assist trainers and managers who deliver or assess courses for under-represented groups; so that Trainers can develop additional skills to work with clients with differing learning requirements; and
- Formulating, implementing and reviewing our operational policies and strategic plans and subsequently evaluating the aims, objectives and delivery of our programs and services on a structured, scheduled, as well as on-going basis.

Central Desert Training Pty Ltd 	CDT03: Grievance/Complaint policy and procedure		
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CDT03: Grievance/Complaint policy and procedure

Central Desert Training Pty Ltd has a fair and equitable process for dealing with client complaints. The following policy and procedures are designed to allow for the effective and timely reporting and follow up of complaints from clients of training courses or training programs conducted by Central Desert Training Pty Ltd.

DEFINITION

- A person can lodge a complaint against a process that is adopted or followed by Central Desert Training Pty Ltd.
- A person is also able to lodge an appeal against a decision made by Central Desert Training Pty Ltd that affects them. (Refer CDT04: Appeal Policy and procedure)


POLICY

Central Desert Training Pty Ltd will meet the needs of all clients and will actively seek feedback on the range of services provided via a range of methods. However, if we fail to satisfy a client in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the client and the management of Central Desert Training Pty Ltd. If a client is dissatisfied with a decision made by a Central Desert Training Pty Ltd staff member or contractor, then we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information. Please refer to Central Desert Training Pty Ltd's Appeal policy and procedure, CDT04, for procedures relating to lodging appeals to assessment decisions.

The following procedures are to be followed:

Student Procedure


1. In the first instance, where a client feels that they are dissatisfied with some aspect of the service provided by Central Desert Training Pty Ltd staff or contractors, it is suggested that they speak with the person in charge of delivering the service in an attempt to resolve the problem.
2. In the situation where a client feels uncomfortable or unable to approach the Central Desert Training Pty Ltd staff member, they may be able to speak directly with the Director of the RTO. It is intended that the issues of concern be resolved at the lowest staffing level with minimal impact.
3. If the situation cannot be resolved, the client is advised to make a formal complaint by recording their issues in writing, if they choose.
4. The client will be advised both verbally and in writing of the outcome of the written complaint. In most situations the complaint should be resolved within one (1) week.
5. If the client is dissatisfied with the outcome of the complaint, the client is advised that they may make an appeal against the decision made by Central Desert Training Pty Ltd to an independent mediator.

Central Desert Training Pty Ltd 	CDT03: Grievance/Complaint policy and procedure		
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Office Procedure

1. The Projects Manager is to record details of the complaint in the Customer Complaint and Appeals Register and file the complaint in the complaints folder, or, make a judgment to pass the complaint to the Director for reviewing.
2. At the discretion of the Director, a nominated staff member may be asked to explore all aspects of the complaint to that point, regardless of whether a formal complaint is received.
3. If the client follows up with a written complaint, the complaint is to be given to the Projects Manager and handed to the Director for review.
4. The nominated staff member is to advise the client both verbally and in writing of the outcome of the complaint. In most situations the complaint should be resolved within one (1) week.
5. If the client is dissatisfied with the outcome of the complaint, the client is to be advised that they may make an appeal against the decision made by Central Desert Training Pty Ltd to an independent mediator.

It is not necessary that all of the preceding steps are taken if the complaint appears to be satisfactorily resolved at any earlier stage, or if a step is considered to be inappropriate to the circumstances surrounding that complaint.

Central Desert Training Pty Ltd 	CDT04: Assessment Appeal Policy and Procedure		
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CDT04: Assessment Appeal Policy and Procedure

Central Desert Training Pty Ltd has a fair and equitable process for dealing with appeals to assessment decisions. The following policy and procedure is designed to allow for the effective and timely reporting and follow up of appeals from clients of training courses or training programs regarding assessments conducted by Central Desert Training Pty Ltd.

DEFINITION: A person can lodge a complaint against a process that is adopted or followed by Central Desert Training Pty Ltd. (Refer to Grievance-Complaints Policy and procedure: CDT03)

A person is also able to lodge an appeal against a decision on an assessment made by Central Desert Training Pty Ltd

In addition, the Complaints policy as a whole will be made known to students at the time of enrolment and a member of staff will be identified to students as the reference person for such matters.

POLICY

Central Desert Training Pty Ltd will meet the needs of all clients and will actively seek feedback on the range of services provided via a range of methods. If a client is dissatisfied with an assessment decision made by Central Desert Training Pty Ltd staff members or contractors, we are happy to consider their issues, offer feedback, seek additional information, and if appropriate amend the original decision based on the new information.

If we fail to satisfy a client in any area of service, then we are happy to discuss their issue and concerns and take appropriate steps to rectify the area of concern to a level mutually agreed by the client and the management of CDT. Please refer to CDT03: Grievance/Complaint policy and procedure.


SCOPE

Where a client considers that a decision made on any assessment is not what the client expected, they will have the opportunity to discuss the decision and the decision making process with the decision maker. If the situation cannot be resolved then the client is advised that an appeal should be lodged against the decision by formally presenting his or her case in writing.

PROCEDURE

The following procedure is to be followed with regard to appeals to a decision or assessment:

1. In the interests of continuing harmonious working relationships between staff and students, no discussion of the issues should occur outside this process and privacy of the parties will be respected at all times.
2. Appeals regarding assessment decisions are to be submitted in writing on the Assessment Appeals Form: PAR03. Additional copies of the Assessment Appeals Form and the Assessment Policy and Process will be issued immediately upon receipt of notification from the student.
3. Once a written assessment appeal is received, the appeal is to be recorded before referring to the assessor concerned. The Projects Manager will then arrange to refer the matter to a mutually agreed upon Appeals Committee for evaluation of the evidence and for decision.
4. A meeting time and process will be arranged between the parties to resolve the matter. Each party to the dispute will be offered the opportunity to formally present their case. They may bring a support person with them to this meeting. A letter will be sent to the complainant recording the outcome of this meeting.
5. The review of the appeal, based on additional information, or clarification of existing data is to be conducted within fourteen (14) days of the date the appeal was lodged.
6. The Projects Manager is to complete the Appeals Form and provide written notification of the outcome, including the reasons for the decision to the client within seven (7) days of date of a decision being made on the appeal. The Projects Manager will also verbally follow up the outcome with the client within (7) days of written notification being sent.

Central Desert Training Pty Ltd 	CDT05: Code of Conduct – Management and Employees		
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CDT05: Code of Conduct - Management and Employees

Personal Responsibility

Central Desert Training Pty Ltd Management is committed to being honest, behaving with integrity and giving superior service. This can only be achieved through the commitment of management and employees. Obligations and responsibilities fall equally on Central Desert Training Pty Ltd Management and its employees.

In adhering to the code of conduct management will:

- Respect every employee's dignity, rights, freedoms and legitimate individual needs;
- Provide a working environment that is safe, challenging and rewarding;
- Recognise the work of each employee;
- Reinforce the CDT's commitment to the highest standards in business and professional ethics;
- Obey the law.

In adhering to the code of conduct, as employees we will:

- Treat members, the public and fellow employees with honesty, courtesy and respect;
- Respect and safeguard the property of members, Central Desert Training Pty Ltd Management and fellow workers;
- Maintain confidentiality of all customers, Central Desert Training Pty Ltd or other parties' information gained through our work;
- Perform our duties to the best of our individual abilities taking into account our own and other employee's skills, experience, qualifications and position;
- Conduct ourselves in a safe, responsible and effective manner;
- Ensure our personal business and financial interests do not conflict with our duty to Central Desert Training Pty Ltd;
- Work within CDT's policies, procedures and rules;
- Obey the law

As staff, we publicly represent Central Desert Training Pty Ltd at all times, regardless of our own personal views on decisions made by Central Desert Training Pty Ltd and/or the management. With all managers and employees undertaking these obligations and responsibilities, the workplace, job satisfaction and performance will benefit and assist in the attainment of Central Desert Training Pty Ltd's goals for the benefit of its clients and the community as a whole.


PROCEDURE FOR BREACH OF CODE OF CONDUCT

Where an employee of Central Desert Training has breached the code of conduct the following procedure will be used to address the issue with the staff member:

The first breach will result in a verbal warning being issued to the employee
The second breach will result in the first written warning being issued to the employee
The third breach will result in a second written warning being issued to the employee
The fourth breach will result in the employee being dismissed

Where disciplinary issues are serious we can escalate the process and issue a first and final written warning.

All warnings remain active for a period of 24 months.

Central Desert Training Pty Ltd 	CDT06: Fees and Charges Policy		
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CDT06: Fees and Charges Policy

1. FEE FOR SERVICE COURSES

(a) Short Courses (Non-accredited)

Students are required to pay fees for their training as per the signed Enrolment Form. Should a student cancel or withdraw, they may be entitled to a refund as detailed in our Refund Policy.

For short courses costing under \$1,000 that are non-accredited payment is required in advance (unless special arrangements have been made and approved by management). By enrolling in a short course (i.e. 1 or 2 days), the client agrees to advise Central Desert Training Pty Ltd no later than 5 working days prior to the scheduled date if they are unable to attend or of any changes to the enrolment. If the client is unable to attend they will be given the opportunity to reschedule to the next available course.

By signing the Enrolment Form the client agrees that they will be charged the full fee if they cancel within 5 working days or fail to attend.


(b) Accredited Courses

Students may be required to pay fees for their training as per the signed Enrolment Form. Should a student cancel or withdraw, they may be entitled to a refund as detailed in our Refund Policy CDT08.

Payment is required in advance for short courses costing under \$1,000 (unless special arrangements have been made and approved by management). No advance payments are required for accredited courses costing in excess of \$1,000. Payment Terms are as per the signed Enrolment Form and/or Training Options Sheet. By enrolling in a class, the client agrees to advise Central Desert Training Pty Ltd no later than 5 working days prior to the scheduled date if they are unable to attend or of any changes to enrolment. If the client is unable to attend they will be given the opportunity to reschedule to the next available course.

Late Payment of Tuition Fees

Central Desert Training Pty Ltd reserves the right to apply a late payment fee if fees are not received by the initial due date.

Central Desert Training Pty Ltd 	CDT07: Language, Literacy & Numeracy policy and procedure		
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CDT07: Language, Literacy & Numeracy Policy and procedure

Central Desert Training Pty Ltd has adopted the policy that a basic Language, Literacy and Numeracy Assessment will be carried out on all students enrolled in a full qualification for the purpose of identifying special learning needs. Where necessary and appropriate, adjustments will be made to methods of delivery and assessment to suit the needs of the individual, so that the student has a reasonable chance of success in their training.

Where it is considered that trainees may require some additional support throughout their training this will firstly be provided by Central Desert Training Pty Ltd and secondly they will be referred to an approved training provider for literacy and numeracy support if required.

For students enrolled in short courses, no formal LL&N assessment will be undertaken; however it is the responsibility of the trainer to ensure that they are conscious of individual learning needs of participants and adapt their delivery and assessment methods to suit their needs. Additional assistance will be provided by the trainer where necessary to assist students in successfully completing their course.

Methods Used to Identify Language, Literacy and Numeracy Needs

The methods used by Central Desert Training Pty Ltd to Identify Language, Literacy and Numeracy Needs of students are as follows:

1. Written Language, Literacy and Numeracy Assessment Screening Tool
2. Discussion with the student about prior education and experience
3. Written records of previous skills, education and training
4. Combination of above


Conducting LL&N Assessments

- The initial Language, Literacy and Numeracy assessment is to be conducted prior to or at the time of enrolment.
- The Central Desert Training Pty Ltd Language, Literacy and Numeracy Screening Tool is to be used in the case of all students undertaking a Nationally Recognised Qualification under the Australian Quality Training Framework
- If the initial screen identifies any concerns that the trainer/assessor believes would impact on the student in completing their traineeship/course that the trainer/assessor is unable to make reasonable adjustment for, the student will be advised that they may be required to undertake a Language, Literacy and Numeracy qualification prior to enrolling in the qualification.

Modification of Delivery and Assessment Strategies for Students with LL&N Needs

If a student requires additional support that **can** be provided by the staff at Central Desert Training Pty Ltd then the following process is to be followed:


- The student will be advised that there may be a concern over an area (identify) that may prevent them from effectively completing their course;
- The trainer is to consult with the student on a more suitable mode of training delivery and assessment.
- The trainer is to identify the material to be adapted and make the necessary changes after approval from the Projects Manager.
- Specifically, depending on the vocation training area, methods may include but are not limited to
 - Employing more demonstration activities
 - Offering additional assistance on an individual basis
 - Providing more visual/diagrammatic learning material
 - Using verbal rather than written questioning for assessment

Central Desert Training Pty Ltd 	CDT07: Language, Literacy & Numeracy policy and procedure		
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Referring Students with LL&N Needs

If a student requires additional support that **cannot** be carried out by the staff at Central Desert Training Pty Ltd then the following process is to be followed:

- The student will be advised that there may be a concern over an area that may prevent them from effectively completing their course;
- The student will be referred to alternative training provided by the local TAFE or other appropriate adult education institution;
- The student is to be advised of the process and options that can be followed;
- The trainer will be responsible for carrying out this process, including conducting assessments, seeking input, providing support to the student and helping complete relevant paperwork.

Central Desert Training Pty Ltd 	CDT08: Refund Policy		
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CDT08: Refund Policy

The intent of this policy is to establish a system for ensuring that fee paying students:

- o are made aware that Central Desert Training Pty Ltd has a Refund Policy and eligibility criteria
- o are able to make a claim for partial or full refunds in the event that they withdraw from a unit/s of competency (in the case of state funded trainee's) or from their course before successful completion, providing they meet the eligibility criteria.

The refund policy in place at Central Desert Training Pty Ltd is designed to allow for a fair and equitable refund of monies collected for services booked or delivered. In the case of a student requiring a refund for any reason the following policy applies. Clients are encouraged to contact the Management of Central Desert Training Pty Ltd if they have issues or concerns over the quality of service following procedure CDT03 Grievance/Complaint policy and procedure.

Refunds for students wishing to withdraw are calculated according to each student's individual enrolment agreement and the Fee Payment and Refund that applies to them.

Short Course Cancellation Policy

By enrolling in a short course, the client agrees to advise Central Desert Training Pty Ltd no later than 5 working days prior to the scheduled date if they are unable to attend. If the client is unable to attend they will be given the opportunity to reschedule to the next available course.

By confirming your enrolment and accepting the invoice the client agrees that they will be charged the full fee if they cancel within 5 working days or fail to attend. If more than 5 working days' notice is given, the client is entitled to a full refund

Requests for refunds must be submitted in writing by the student and/or parent or guardian, should they be under 18, and addressed to Central Desert Training Pty Ltd Administration or emailed to info@centraldeserttraining.com.au

Refunds may be taken in the form of a credit note which may be automatically applied to further training.


Applications for refunds will be reviewed and processed within 30 days of the application. Students will have recourse against decisions made regarding refunds via the Grievance Complaint Procedure CDT03.

Assessment only services (Recognition of Prior Learning/Current Competency (RPL/RCC) Refund Policy

Candidates participating in fee-for-service assessment only services will be invoiced as agreed at enrolment. If the applicant cancels prior to completion of recognition services a full refund applies to unit/s where no relevant evidence has been submitted by the applicant for assessment, no assessor directed assessment activities or interview has occurred between the assessor and applicant in relation to the unit/s of competency, and no respective assessment resources have been issued to the applicant by Central Desert Training Pty Ltd.

Where evidence has been submitted by the applicant for evaluation to a unit/s of competency, and assessment has been undertaken, no refund applies.

Where an applicant has been deemed unsuccessful in an RPL/RCC assessment of a unit/s of competency, the applicant will be offered the option to enrol in the learning program to undertake gap training. The amount paid for a unit/s of competency at enrolment may contribute towards any further costs that would be due to undertake further training.

Central Desert Training Pty Ltd 	CDT09: Recognition of Prior Learning Policy and Procedure		
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CDT09: Recognition of Prior Learning Policy and Procedure (RPL)

Recognition of Prior Learning (RPL) is officially recognised within the Vocational Education and Training system in Australia. It is designed to ensure that a person's prior learning is appropriately recognised and recorded. Prior learning can be of either formal or informal training received either in Australia or in other countries. Central Desert Training Pty Ltd recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO).

RPL looks at identifying the competency standard held by a person as a result of formal and informal training, not how, when or where the learning occurred. Therefore, as long as the skill/competency is still valid and meets the competency being assessed, it does not matter how long ago or where this skill was obtained.

RPL is available to all students wishing to have their existing skills formally recognised.

RPL does not just involve assessment of certificates or statement of results; it can include assessment of a person's current skills when they commence a training program. This form of assessment can take the place of questioning and discussion or demonstration of the skill at the workplace. It is intended that these forms of assessment integrate knowledge and skill with practical application.

Special Consideration

If you believe that you have a special need that may require consideration while being assessed, please highlight this issue on your application form. You do not need to go into detail at this point. However, you may need to discuss your special requirements with the Trainer/Assessor at the time of assessment.


Student Procedure

RPL provides an opportunity for you to have previously acquired skills formally recognised. RPL skills may have been acquired through practical work, life experience, or formal education. In order to have these skills recognised you need to be able to clearly define these skills and provide evidence of your ability. This evidence may take the form of an official certificate, demonstration of skill or previous work samples.

All RPL applications should be submitted within four (4) weeks of course commencement.

1. To formally apply for RPL or Credit Transfer, you will be required to fill out the RPL Application Kit PAR04 and send by mail or hand deliver to Central Desert Training Pty Ltd or to a Central Desert Training Pty Ltd representative.
2. Your trainer/assessor will contact you within 2 weeks to discuss your RPL application and the requirements for assessment through RPL.
3. You will be required to submit evidence and documentation which relates to the competencies being assessed.
4. The actual evidence submitted for RPL must be posted or hand delivered. Faxed evidence is not recommended due to the risk of unclear data or lost data.
5. A mutually agreeable time will be arranged between you and a Central Desert Training Pty Ltd Trainer/Assessor for individual assessment and/or to discuss the results.

NB: Any documentation submitted for RPL will not be returned to the applicant, please ensure that you send copies and not originals.

Central Desert Training Pty Ltd 	CDT09: Recognition of Prior Learning Policy and Procedure		
	Version: 4	Approved by: Director	
	Date: 1/06/2011	Date Approved: 1/06/2011	Next Review: 31/12/2011
Administered by: Projects Manager			

Credit Transfer

Students who have already acquired an officially recognised qualification or Statement of Attainment for one or more Units of Competency may apply for Credit Transfer for those units. Students who wish to gain credit for already acquired training must bring their qualification, statement of attainment or statement of results to a Central Desert Training Pty Ltd representative to be sighted. Once the Credit Transfer is approved, these units will not need to be undertaken.

Office procedure Recognition of Prior Learning


Central Desert Training Pty Ltd has adopted the following procedure for Recognition of Prior Learning.

All RPL applications should be submitted within four (4) weeks of course commencement.

1. An overview of this process is to be discussed with the student at the time of the Initial Consultation. If the student wishes to apply for RPL, the trainer will supply the RPL Application Kit PAR04
2. The applicant is required to gather and submit the RPL evidence to the trainer/assessor within 4 weeks of the date the RPL Application Kit was received. Note: The trainer may allocate additional time if multiple units of competency are being applied for.
3. The actual evidence submitted for RPL must be posted or hand delivered. Faxed evidence is not recommended due to the risk of unclear data or lost data.
4. The trainer/assessor is to assess evidence for units of competency. This is to be done within four (4) weeks of submission date. To assess a request for RPL the trainer/assessor must undertake the following procedures:
5. Students are entitled to feedback on their assessment by way of an interview or by phone. If incomplete evidence is provided then feedback must be given at this time notifying them of the issues and of the expected assessment timeframe.
6. Students have the opportunity to submit further information if their assessment is not approved.
7. Students are to be advised in writing of the final outcome of their assessment within the specified timeframes.
8. If the decision is made to disallow, reasons must be recorded on the RPL application documentation. This information will be available to the student on request.
9. Students have the opportunity to discuss any concerns with the Projects Manager or lodge an appeal against the decision made or a grievance against the process.
10. All evidence relating to the RPL assessment, including certificates and the mapping process is to be kept on file as evidence. A final assessment cover sheet must be attached to all RPL units.

Office Procedure Credit Transfer

1. All students wishing to apply for credit transfer must bring in their original qualification/statement of attainment/statement of results. If they cannot produce the original, certified copies may also be accepted.
2. The trainer is to make copies of the documentation and record the credit transfers issued, in the database.
3. Students are to be advised in writing of the credit transfers they have received.
4. Copies of all documents are to be kept on the student file as evidence.

Central Desert Training Pty Ltd 	CDT10: Records Management Policy and Procedure		
	Version: 4	Approved by: Director	
	Date: 1/06/2011	Date Approved: 1/06/2011	Next Review: 31/12/2011
Administered by: Projects Manager			

CDT10: Records management and client access policy and procedure

Central Desert Training complies with statutory requirements in regards to confidential information obtained from the students and their employers. All personal details are kept in locked filing cabinets and accessed only by authorised staff. No personal information will be given to an unauthorised third party or used for any other purpose without written consent from the student. Statistical information about your enrolment will be provided to Government as part of our funding and reporting requirements. Central Desert Training believes an individual's right to keep their personal information private is highly important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal information.

Central Desert Training will retain learners' records of attainment of units of competence and qualifications for a period of 30 years.

Procedure for student access to their training records

Students are entitled to access personal records held by Central Desert Training about your enrolment.


Students wishing to access their records must make a request in writing to the Projects Manager using the form PAR02 Client Request for copies of VET Information attached to this policy.

Once a written request has been received students are entitled to view all information held on their student file at an agreed time not exceeding 2 weeks after the written application is received.

Copies of student records will not be issued to students without suitable identification being provided. Suitable student identification includes, but is not limited to:

- Confirmation of date of birth
- Confirmation of residential address
- Confirmation of postal address
- Confirmation of telephone number

This information is to be verified against the information held on student enrolment forms before any copies of student information is to be issued. Upon confirmation copies of records are to be provided to students within 7 days.

Central Desert Training Pty Ltd 	PAR02: Client Request for copies of VET information		
	Version: 4	Approved by: Director	
	Date: 1/06/2011	Date Approved: 1/06/2011	Next Review: 31/12/2011
Administered by: Projects Manager			

PAR02: Client Request for copies of VET Information

I _____ hereby request that the Central Desert Training Pty Ltd provide access to my personal VET records. I require the following information:

- reissue of VET certification awarded to me by the Central Desert Training Pty Ltd
The reissue of certificates is charged at \$30 per certificate
- copies of all my VET assessment results gained during training at the Central Desert Training Pty Ltd
- copies of all my personal VET information held on file by the Central Desert Training Pty Ltd

My preferred method of delivery is: (please complete only one method of delivery)

To have a CDT Officer telephone me on _____ and advise me that the documents are ready to be picked up. I will negotiate an appropriate time to collect the documents.

OR

Have a CDT Officer post my VET information to:


Street Address: _____
 Suburb: _____
 Post Code: _____

I understand that Central Desert Training Pty Ltd will require **ten** working days to supply this information to me.

Signed: _____ Date: _____

Name of Officer receiving request: _____
 Date request received: _____
 Name of Officer finalising request: _____
 Date request finalised: _____

Note: this completed form should be placed on the Client Request for Copies of VET Information folder.

Central Desert Training Pty Ltd 	CDT11 Privacy, Confidentiality and Personal Information Records Policy		
	Version: 4	Approved by: Director	
	Date: 1/06/2011	Date Approved: 1/06/2011	Next Review: 31/12/2011
Administered by: Projects Manager			

CDT11: Privacy, Confidentiality and Personal Information Records Policy

Definitions

Personal Information is defined as information recorded in any form, which identifies a person or describes them in a way that their identity can be determined. This includes paper and electronic records, photographs, video recordings etc and includes both facts and opinion, if it is about an identifiable person.

Health Information The Health Records Act 2001 defines 'Health information' as including information or opinion about a person's physical, mental or psychological health that is also classified as personal information. This includes information or opinion about a person's health status, medical history, fitness levels and vital statistics, such as weight and height.

Sensitive Information applies under the Information Privacy Act 2000 and is defined as information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record that is also classified as personal information about an individual.

In this policy we refer to personal information as including health information and sensitive information, unless we specify otherwise.

Policy Statement

We believe your privacy is important. Your personal information will not be disclosed or discussed with any other person without your prior permission, other than authorised under our policy.

This policy states our personal information handling practices, as required by the applicable legislation.


Procedures

Type of personal and health information to be collected

- o We will only collect the information we need and for which we have purpose that is legitimate and related to one of our functions or obligations. The type of information we collect and hold includes (but is not limited to) personal information, including health information, regarding students and participants in our education and activity program. This information is collected in order to comply with funding and service agreements. It is also used for program development and planning.
- o Job applicants, employees and contractors. The information is collected in order to manage the relationship and fulfil our legal obligations.
- o Contact details of other parties with which the company deals.

We collect information on the following identifiers:

- o Tax File Number for all employees related to the deduction and forwarding of tax to the Australian Tax Office. Failure to provide this would result in maximum tax being deducted.
- o HealthCare Card to assess students or participants eligibility for concessions and for planning purposes.
- o Medicare card number to facilitate the provision of medical care if required.
- o Centrelink Reference Number to confirm student/participant eligibility for certain programs

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Personal information provided by individuals will generally be collected by way of forms filled out by students, participants, job applicants, employees, or face to face interviews and telephone calls.

When collecting personal information we will advise individuals from whom we collect information that this Information Collection Statement is available for viewing at the office. If the reason for collecting the information varies from this statement, the statement will be amended to cover the area required while still meeting the privacy principle requirements of HPP 1.4 (Health Records Act 2001) and IPP 1.3 (Information Privacy Act 2000).

Notification of individuals of personal or health information collected

What happens if we receive personal information from a source other than the individual? The person receiving the information will notify the individual to whom the information relates, of the receipt of this information and as part of the notification, will advise that they have a right to request access to the information.


Access will be granted in accordance with the relevant legislation. Please note that the legislation allows us to deny access, in accordance with the limited reasons for denial that are contained in the legislation.

Use of personal information

We will use the personal information we collect for the primary purpose of collection being planning, programming, research and funding purposes. We may also use the information for such secondary purposes that are related to the primary purpose of collection and can be reasonably expected, or to which the individual concerned has consented, ensuring that except as required under the Standards of Registered Training Organisations or by law, information about a client is not disclosed to a third party without the written consent of the client.

The personal information collected and what it is used for in relation to Students/Participants, Job applicants, employees and contractors is set out below:

Personal information and health information collected in relation to:	Primary purpose of collection:	Examples of how the service will use personal information, including sensitive and health information include:
Students/Participants	To manage and administer education program	To comply with requirements of funding and service agreements. For program planning and development purposes
Job applicants, employees, contractors	To assess and (if necessary) to engage the applicant, employees or contractors. To administer the employment or contract	Administering the individual's employment or contract as the case may be; Health and Safety Insurance purposes. Satisfying the company's obligations

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Disclosure of personal information, including health information

We may be required to disclose some personal information held about an individual to:

- Government departments or agencies as part of their legal and funding obligations
- Local Government for planning purposes
- Organisations providing services related to staff entitlements and employment
- Insurance providers in relation to specific claims
- Law enforcement agencies
- Health organisations and/or family in circumstances where the person requires urgent medical assistance and is incapable of giving permission
- Anyone to whom the individual authorises the disclosure of information.

This information is used to evaluate our services and to plan future services. When any information is sent to another agency, such as the Department of Human Services, it is kept secure and it is used for statistical purposes.

Treatment of sensitive information.

Sensitive information will be used and disclosed only for the purpose for which it was collected or directly related secondary purpose, unless the individual agrees otherwise, or the use of disclosure of the sensitive information is allowed by law.

Management and security of information

In order to protect the personal information from misuse, loss, unauthorised access, modification or disclosure, the company and its staff will ensure that in relation to personal information:


- Access will be limited to staff and management who require this information in order to do their jobs
- It will not be left in areas that allow for unauthorised access
- The physical storage of all material will be in a secure cabinet or area
- Computerised records containing personal or health information will require password access. Passwords must be changed periodically and must not be divulged without adequate reason and security measures taken.
- There is security in transmission:
- Emails will only be sent to a person authorised to receive this material
- Faxes will only be sent to a secure fax, which does not allow unauthorised access.
- Telephone. Only limited personal information will be provided over the telephone to persons authorised to receive that information.
- Transfer of information interstate and overseas will only occur with the permission of the person concerned.

Data quality

We will endeavour to ensure that the personal information we hold is accurate, complete, up to date and relevant to our functions or activities.

Access to information and updating personal information

Individuals have the right to ask for access to personal information we hold about them without providing a reason for requesting access.

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Under privacy legislation, an individual has the right to:

- Ask for access to personal information that the service holds about them
- To access this information; and
- To make corrections if they consider the data is not accurate, complete or up to date.

There are some exceptions set out in the Acts where access may be denied in part or in total. Examples of some of the exemptions are where:

- The request is frivolous or vexatious;
- Providing access would have an unreasonable impact on the privacy of other individuals
- Providing access would pose a serious threat to the life or health of any person
- The service is involved in the detection, investigation or remedying of serious improper conduct and providing access would prejudice that.

Process for considering access requests:

A person may seek access to view or update their personal/health information by contacting a staff member. Personal information may be accessed to view and inspect information, take notes or obtain a copy. Requests for access or to update personal information should nominate the type of access required, specify where possible, the information they seek. No reason is required in relation to why the request is made. The person seeking information, if unknown to the staff member, must provide a visible form of identification. The staff member receiving the request will record the request and the date received. Each request will be acknowledged within 14 days, but preferably within 2 working days. Request will be complied with within 30 days (unless the timeline occurs over a period when the service is closed). Access will be provided in line with the Privacy Acts. If the requested information is not given, the reasons for denied access will be given in writing to the person requesting the information.

In accordance with legislation we reserve the right to charge for information provided, in order to cover the costs involved in providing the information.

Anonymity

Wherever it is lawful and practicable, individuals will have the option of not identifying themselves when entering transactions with our service.

Disposal of Information


We will not store personal information longer than necessary. In disposing of personal information we will ensure that it is either shredded or destroyed in such a way that no one can access the information.

Key Responsibilities and Authorities

Central Desert Training Pty Ltd is responsible for ensuring the overall responsibility for the implementation of this policy. Both employees and contractors are responsible for the collection, use, disclosure, access, storage and disposal of information in line with this policy and the Privacy Principles set out in the relevant Acts.

Evaluation

From time to time, we will review and update this Privacy Policy to take account new laws and technology, changes to operations and practices and to make sure it remains appropriate to the changes in the environment in which we operate.

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Confidentiality

Privacy and confidentiality is of utmost importance. Personal situations must not be discussed with people not involved in the situation or required to be involved.


Summary

Personal information including names, addresses and telephone numbers must not be disclosed to persons outside of Central Desert Training other than authorised under our policy.

Photographs and Video Footage

If a person consents to participate in a photo shoot for the company, they must be given a Photographic Consent Form for completion before the shoot may commence. All students are provided with information about consent to use photographs and video footage for promotional purposes on their enrolment form.

The company will only use appropriate media and/or first names for advertising and promoting the company. Collected media may be used on our Internet site.

Central Desert Training Pty Ltd 	CDT12 Policy and procedure for managing and monitoring training and assessments delivered by contractors		
	Version: 4	Approved by: Director	
	Date: 1/06/2011	Date Approved: 1/06/2011	Next Review: 31/12/2011
Administered by: Projects Manager			

CDT12: Policy and procedure for managing and monitoring training and assessment services delivered by contractors

The purpose of this policy and procedure is to establish guidelines for the administration of subcontractors conducting training and assessment on behalf of Central Desert Training. The term “subcontractor” in this policy and procedure is defined as an individual or organisation that enters into a contractual agreement to conduct training and/or assessment on behalf of Central Desert Training Pty Ltd. This policy and procedure does not apply to contractors providing supplies or equipment.

POLICY


Central Desert Training Pty Ltd reserves the right to authorise trainers and assessors to conduct training and assessments on its behalf from time to time in different geographical locations without the presence of Central Desert Training staff. To acquire Central Desert Training’s authority a trainer and/or assessor must first satisfy the director of Central Desert Training that they comply with the all requirements of the AQTF 2010, demonstrate excellence in the skills being delivered and/or assessed and be able to comply with all CDT policies and procedures.

Subcontracted trainers and/or assessors who meet the above criteria and agree to the terms and conditions in the contract and any associated documents may, at the discretion of the director of Central Desert Training, be authorised to offer the qualifications and units of competency on Central Desert Training’s scope in a specified geographical area for the period of time agreed in the contract.

PROCEDURE

The following procedure must be completed prior to any training and/or assessments being conducted on behalf of Central Desert Training Pty Ltd by an individual or organisation.

- A subcontractor who can execute short term training and/or assessing requirements on behalf of Central Desert Training is identified.
- The appointed trainer and/or assessor to complete a skills matrix for the units to be delivered, submit certified copies of relevant qualifications and any supporting evidence to satisfy requirements under AQTF 2010, to the Projects Manager for approval.
- Upon satisfactory completion of the skills matrix, the projects manager will update the applicable Learning and Assessment Strategy to include the additional trainer and/or assessor under section: Delivery and Assessment Staff. The updated Learning and Assessment Strategy will list an additional trainer and/or assessor for the specific units for which that skill matrix has been approved.
- Project Manager to create staff file for appointed trainer and/or assessor. Completed skills matrix to be placed on staff file.
- Subcontractor to negotiate terms and conditions of contract with the Director of Central Desert Training. Upon agreement of terms and conditions a contract will be executed to provide training and/or assessment services under the authority of Central Desert Training. Roles and responsibilities specified in the agreement could include arrangements for:
 - Ensuring that training and assessment and client services are appropriate and continuously improved
 - Developing, monitoring and reviewing Central Desert Training’s Learning and Assessment Strategies
 - Ensuring that staff, facilities and equipment are in place, as described in Central Desert Training’s Learning and Assessment Strategies
 - Providing information to clients on training, assessment and client support services, and on their rights and responsibilities

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- o Where relevant, ensure that employers and others such as community members state and federal government funding agencies etc are engaged in the development, delivery and monitoring of training and assessment
- o Providing support services to learners
- o Managing records
- o Managing complaints and appeals
- o Developing and implementing systems


Agreements must include monitoring and improvement arrangements. Unless specifically stated in an executed agreement the monitoring and improvement arrangements are:

- o Provide weekly progress reports to the projects manager
- o Provide attendance reports at the conclusion of each week
- o Participate in site visits
- o Participate in Reference Group meetings
- o Undertake assessment validation activities in accordance with the Learning and Assessment Strategy
- o Share responsibility for subcontractor professional development activities
- o Provide client feedback on services and improvements in accordance with RTO requirements
- o Recommend changes to contractual agreements to improve service delivery to clients
- Upon execution of signed agreement the original to be placed on staff file.
- Appointed trainer and/or assessor to complete the Central Desert Training generic induction (LEA06). Copy of signed induction to be placed on staff file.
- Subcontracted trainer and/or assessor to execute agreed training and assessment services.
- Central Desert Training to undertake quality management and improvement of subcontractor activities.

Central Desert Training to monitor and inspect the delivery of training and/or assessments of contractors as per agreed schedule.

QUALITY MANAGEMENT AND IMPROVEMENT OF SUBCONTRACTORS

Subcontractors should carry out their role in training at least as well as the permanent Central Desert Training staff. Any subcontracted provider of training and/or assessment shall be bound by Central Desert training's quality procedures and management systems including Central Desert Training's staff continuous improvement policy. Training and/or assessment services carried out on Central Desert Training's behalf shall be subject to routine monitoring and site visits as per agreement.

Central Desert Training Pty Ltd 	CDT13: Policy and procedure for managing and monitoring unqualified trainers		
	Version: 4	Approved by: Director	
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Administered by: Projects Manager			

CDT13: Policy and procedure for managing and monitoring unqualified trainers

Whilst CDT makes every effort to employ trainers and assessors who are fully qualified to deliver the programs, it recognises there may be occasions when some gaps occur in formal qualifications despite the trainer or assessor being considered suitable by CDT to deliver a program. Therefore CDT has established guidelines for the management and supervision of incompletely qualified trainers conducting training and/or assessment. The purpose of these procedures is to systematically monitor trainers and/or assessors whose competency, including vocational currency, is not fully established due to skill or qualification gaps.

The term “unqualified trainers” in this policy and procedure is defined as a trainer and assessor who:

- a) does not have the necessary training and assessment competencies as determined by the National Quality Council (NQC) or its successors or the Department of Employment, Education and Workplace Relations (DEEWR), or
- b) does not have the relevant vocational competencies at least to the level being delivered or assessed, or
- c) cannot demonstrate current industry skills directly relevant to the training/assessment being undertaken

Direct supervision procedures will be implemented by Central Desert Training for all unqualified trainers.

POLICY

Unqualified trainers and/or assessors must agree to conform to the procedure for managing and monitoring unqualified trainers. Assessments leading to a nationally recognised qualification shall not be made by unqualified assessors. A qualified assessor will be present for all assessments conducted by the unqualified assessor and will have the final sign off of all completed assessments that result in a nationally recognised qualification.

PROCEDURE


The following procedure must be completed prior to any training and/or assessments being conducted by unqualified trainers employed by Central Desert Training Pty Ltd.

Procedure for identifying unqualified trainers and/or assessors delivering Nationally Recognised Training

- All appointed trainers and/or assessors delivering Nationally Recognised Training are required to complete a skills matrix for the units to be delivered, submit certified copies of relevant qualifications and any supporting evidence to satisfy requirements under AQTF 2010, to the Projects Manager for approval. The Project Manager will identify any skills gaps where trainers and/or assessors are unqualified. Where the Project Manager is unable to determine trainer competence against AQTF 2010, the Northern Territory Department of Education and Training (DET) will be approached for final determination.

Procedure for identifying unqualified trainers delivering under the Workplace English Language Literacy (WELL) programme

- All appointed trainers delivering sessions under the Workplace English Language, Literacy (WELL) programme are required to submit certified copies of their relevant qualifications and any supporting evidence to the Project Manager to determine trainers hold minimum qualifications prior to delivery of training. Where the Project Manager is unable determine trainer competence, the Department of Education, Employment and Workplace Relations (DEEWR) will be approached for final determination.

Central Desert Training Pty Ltd 	CDT13: Policy and procedure for managing and monitoring unqualified trainers		
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Completion of training supervision form

Where it has been determined that a trainer and/or assessor is unqualified a direct supervisor will be appointed to monitor any training delivered by unqualified employee. The direct supervisor must hold the relevant competencies as determined by the NQC or DEEWR, and have the relevant vocational competencies at least to the level being delivered and/or assessed and must demonstrate current industry skills directly relevant to the training and/or assessment being undertaken. Direct supervision shall continue until unqualified trainers are no longer unqualified.

A qualified assessor will be present for all assessments conducted by the unqualified assessor assessing qualifications leading to a nationally recognised qualification and will have the final sign off of all completed assessments that lead to a nationally recognised qualification as per the Joint Assessment Strategy. Assessment materials used will have an initialled sign off by the qualified assessor.

Remedial action to gain skills

All trainers and/or assessors employed by Central Desert Training are required to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence as per AQTF 2010 continuous improvement guidelines.

Trainers not holding TAA04 or TAE10 will be required to commence these qualifications within 3 months of commencement of employment and are expected to complete their qualification within 9 months of commencement.

Where trainers do not have the relevant vocational competencies or current industry skills to the level being assessed, a professional development plan will be negotiated with the Project Manager to address the skill gap within 3 months of its identification.


Update trainer and/or assessor records

Upon satisfactory completion of the required qualifications for trainers engaged to deliver nationally recognised training, the Project Manager will approve the trainer and/or assessor's skills matrix, and update the applicable Learning and Assessment Strategy to indicate that the trainer and/or assessor is able to deliver and assess the applicable units unsupervised under section: Delivery and Assessment Staff.

Upon satisfactory completion of the required qualifications for trainers not engaged to deliver nationally recognised training, the Project Manager will update the trainers HR file with a certified copy of the required qualification.

Conclusion of direct supervision

The direct supervision relationship between unqualified trainer and/or assessor and the appointed supervisor shall conclude upon either the skill matrix being updated or the receipt of required qualifications.

Central Desert Training Pty Ltd 	CDT14: Delivering Nationally Recognised Training to Internal Staff		
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CDT14: Delivering Nationally Recognised Training to Internal Staff

Whilst CDT makes every effort to employ fully qualified staff to deliver programs, it recognises there may be occasions when some gaps occur in formal qualifications despite the trainer or assessor being considered suitable by CDT. Therefore CDT has established guidelines for the delivery of Nationally Recognised Training to internal staff of the organisation.

The term "internal staff" in this policy and procedure is defined as:

- a) An employee or contractor to Central Desert Training engaged on either a casual, sessional, part-time or full-time basis.

The term "Nationally Recognised Training" in this policy and procedure is defined as:

- b) Training recognised under the AQF that lead to either a statement of Attainment or a Nationally Recognised Qualification being issued

POLICY

Training and Assessment to internal staff shall be undertaken only by senior officers (management) of the organisation who have met the fit and proper person requirements as set out in the AQTF2010. This ensures the integrity of the training and assessment processes by ensuring the trainer and assessor has:

- Not been convicted of a serious offence
- Never had his, her or its RTO registration cancelled or suspended
- Never had a condition imposed on his, her or its RTO registration
- Never been disqualified from managing corporations under Part 2D.6 of the Corporations Act 2001
- Never been involved in the business of the provision of courses by another provider who is covered by any of the above paragraphs

PROCEDURE

The Projects Manager of Central Desert Training will not approve enrolment in training and/or assessments being delivered to internal staff where the trainer and/or assessor is not at the level of Projects Manager or above as outlined in the organisational chart below who has not met fit and proper person requirements as set out in the AQTF2010.

