



MONASH STUDENT ASSOCIATION
Training and Professional
Development



Trainer Information Handbook

February 2022, Version 33





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Review Date: May & October each year



Welcome

From all of our team, welcome to Monash Student Association Training and Professional Development. I would like to take this opportunity to encourage you to use this guide as a helpful resource.

Office Hours, Contact Details and Availabilities

MSA Training and Professional Development Reception:

Phone: 9905 3180

Email: msa-monashtraining@monash.edu

The reception counter is open from:

- 9am to 4pm - Monday to Thursday
- 9am to 3pm - Fridays
- 10am to 12noon - Saturdays

We close over the Christmas/New Year periods and on some public holidays.

Our Staff contacts are:

Staff	Phone	Email
Angela Kosanovic Student Services Officer	9905 5906	angela.kosanovic@monash.edu
Angela Reynolds (On maternity leave)	-	-
Blair Walker Course Compliance and Marketing Officer	9902 0459	blair.walker@monash.edu
Emma Caldwell Reporting and Compliance Officer	9905 3180	emma.caldwell1@monash.edu
Janine Butler Enrolment Officer	9905 3180	Janine.butler@monash.edu
Jessica O'Donovan Professional & Business Development Officer	9905 1074	jessica.odonovan@monash.edu
Mandy McLean Course Coordinator	9905 3180	amanda.mclean@monash.edu
Rebecca Redfern RTO Director	9902 4287	rebecca.redfern@monash.edu
Stacey Patterson (on maternity leave)	-	-



Important Information:

To find out if your class is going ahead, contact: Reception

To submit invoices for payment, email them in PDF format to: msa-monashtraining@monash.edu

To request certificates for Cert III-Dip courses contact: Stacey Patterson

To request certificates (short courses), photocopying or other course materials contact: Angela Kosanovic

To let the office know if you are ill or late, contact: Reception

For requests/questions regarding group training for external organisations/depts. contact: Jess O'Donovan

To discuss contracts or timetabling matters, contact Mandy McClean

For advertising or promotional matters, scope additions and validation/moderation contact: Blair Walker

You must use your Monash email address for when hosting Zoom sessions.

BCC your students email addresses to protect their privacy.

Unit reflections are an important part of the course and provide valuable feedback while allowing us to meet compliance requirements under our funding contract, they must be completed each session.

Assessment submission must be uploaded to Job Ready RTO, not emailed to the trainer. Please CC msa-monashtraining@monash.edu into your feedback to students.



As our staff are mostly working from home due to Covid-19, the best way to contact our team is via email to msa-monashtraining@monash.edu or call the main line during our business hours on 9905 3180.

About MSA Training and Professional Development

The Organisation

MSATPD is a department of the Monash Student Association (MSA) and is a private, not-for-profit Registered Training Organisation (RTO).

We take pride in the service we offer and are committed to the delivery of quality training to all our students. This is achieved by offering innovative and creative training programs that are flexible enough to suit the needs of students, employers and industry. Our philosophy of providing the best possible experience for students reflects our commitment to providing avenues for lifelong learning.

MSATPD is accredited by the Australian Skills Quality Authority (ASQA) to deliver and assess nationally recognised training.

Although the delivery and many of the assessment tasks can be customised for specific needs, it is important for trainers to note that the national standards must be met at all times. The following section gives an overview of the Vocational Education and Training (VET) industry and is particularly relevant for those trainers delivering Nationally Recognised Training courses.

Programs and Courses

We run courses all year round:

- Semester 1 covers the January-June period
- Semester 2 covers the July-December period.

Courses range from vocational to recreational and include both accredited and non-accredited training.



Refunds and Transfers

If you have a student wishing to transfer to another course or obtain a refund please ask them to contact the office. Our policy is that all applications for refunds/transfers must be received in writing at least 7 days before course commencement and that administration charges apply. Whilst we endeavour to accommodate people's needs in emergencies or other extreme circumstances, our policy is strictly implemented so please do not offer or promise refunds or transfers to any student, regardless of the circumstances. Simply let them know that it is not up to you to decide and that they must put it in writing to us.

Invoicing

Please submit your invoices in PDF format to msa-monashtraining@monash.edu.

Upon submission of a correctly completed invoice, payment will be made directly into your bank account.

Please allow up to 4 weeks for the processing of your invoice.

Make sure invoices have the correct date/s & time/s, session number/s (eg; 1 out of 18) and course code/s on them. Incorrect invoices, or invoices with no contract, will be returned to you and this delays payment.

Note that invoices must be made out to:



Monash Student Association
C/- MSA Training and Professional Development
1.59, level 1, 21 Chancellors Walk
Monash University, Clayton Campus 3800
ABN 20 147 061 074

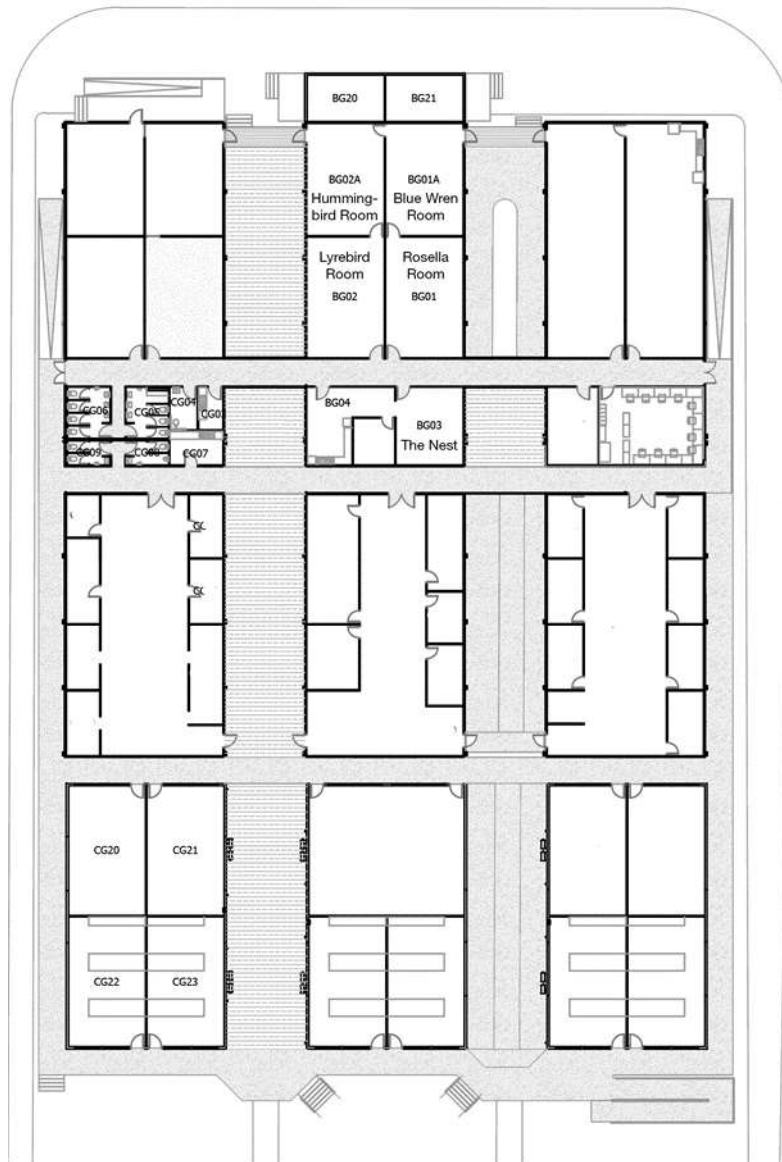
Contact us for an invoice template if you would like to see how to format an invoice.

Invoices are to be submitted in PDF format directly to msa-monashtraining@monash.edu. This email address is accessible to all staff and checked consistently throughout our business hours. Do NOT submit invoices to any other email addresses as this delays payments.

Our Facilities

Our main 4 classrooms are BG01, BG02, BG01A and BG02A. These are located at 7 Innovation Walk on the Clayton campus. On Saturdays we also have access to other rooms within the building such as CG01, CG02, CG01A and CG02A.

At times, classes requiring facilities not contained within this area (e.g. coffee making) are held in other rooms on campus.



Rooms

Rooms should be open and set up when you arrive, however if your room is not open:

- for day classes contact the reception desk on #53180 or 9905 3180
- for night/weekend classes call Security and Traffic on #53059 or 9905 3059

At the conclusion of evening/weekend classes please:

- clean the whiteboard,
- return all chairs and tables to the original configuration
- shut all windows
- switch off lights, heating/cooling, equipment
- lock the door before you leave

Bins

Monash University does not supply classroom bins in any of its teaching spaces. Please direct students to use the bins in the corridor and kitchen. DO NOT create your own bin (eg. using an empty cardboard box) as the cleaning staff will not empty it and we end up with pest problems.

Kitchen Facilities

Trainers and clients are welcome to use the facilities in the kitchen /dining area (located across the corridor from Classrooms BG01 & BG02). Classrooms will also be provided with tea/coffee supplies. Please make sure that everyone washes their cups and utensils and cleans up after themselves before leaving.



Photocopier in Kitchen

Trainers are welcome to use the photocopier in the kitchen/dining area at our classrooms. You can print from any Monash computer when you have logged in using your staff ID/email. You can then tap your ID card, or use your log in details, to print from any Monash photocopier on campus. If there is no paper in the photocopier, please fill it up using the paper in the kitchen store room. If there is no paper in the store room, please let one of the admin staff know.

Facilities at Clayton Campus

The Clayton campus has a range of facilities such as:

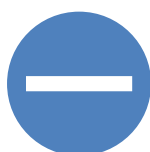
- Pharmacy & Medical & Optical services
- Bookshop
- Post Office
- Banks/ATMS
- Cafes/restaurants/bar
- Theatre
- Sports facilities
- Supermarket

Parking and Transport

Parking on campus is very limited during business hours and is strictly policed. Trainers are advised to park in the all-day ticket parking areas. As parking conditions change frequently please contact the security and traffic office on 9905 3059 for advice. Please look at the following link for up to date parking information:

<https://www.monash.edu/people/transport-parking/parking/metered-free>. After 5pm and on weekends you can park in blue, red and yellow permit areas and ticket areas free of charge.

The easiest way to pay for parking is to use the CelloPark app. You are in control to start and stop your parking sessions, so you only need to pay for the time you park. www.cellopark.com.au/Site/



Places not to park at any time:

- In loading zones
- In disabled zones
- In places designated for special permits
- In front of doors or exits

Please note we cannot and will not pay any fines you receive for parking illegally on campus.

Library Use

As trainers are contractors rather than employees they are not able to borrow from Monash University Libraries unless a paid membership is undertaken.

However, we have several books specifically for trainer use. Subjects include:

- training techniques
- presentation skills
- adult education
- Other relevant topics designed to assist trainers with their courses.

Books can be borrowed for up to 2 weeks at no cost. Please contact us at msa-monashtraining@monash.edu if you would like to find out more.



Smoking

We are a non-smoking campus so you will need to completely leave the campus if you wish to smoke. Please also let your students know about this requirement. This is strictly enforced at all times.

Working Off-Site

Some of our courses are run in workplaces or hired facilities off campus. Please ensure you have details regarding location, parking, safety, security and amenities. Some facilities may require you to undertake a short induction process or security clearance.

Acknowledgement of Country

An Acknowledgement of Country allows the wider community (Indigenous and non-Indigenous) to show respect for and acknowledge the Traditional Owners; their rich culture, their heritage and their continual relationship with the lands and waters. It demonstrates that we value and recognise the Traditional Owners' customary place within Australian society today.



Anyone can make an Acknowledgement of Country. It does not have to be an Indigenous person and Indigenous people may or may not be present. We do not have a policy of mandatory acknowledgements, however any trainers wishing to do so at the commencement of their course/or at each class are welcome to do so, time permitting. For Monash University campuses in Melbourne, the following is suggested: "I wish to acknowledge the people of the Kulin Nations, on whose land we are gathered today. I pay my respects to their Elders, past, present and emerging".

Trainers teaching on Zoom may wish to contextualise this acknowledgement to their own local area. TAE Students giving presentations are welcome to do an Acknowledgement of Country if they wish.

Safety and Security – Clayton campus

First Aid

First Aid supplies are located in the office and kitchen.

We endeavour to keep our First Aid kits up to date, but please let us know if any supplies need replenishing.



Our First Aiders are:

Jason Lehane (Student Theatre)

9905 5164

Lowan Sist (Executive Officer)

9905 1668

Anyone who provides first aid treatment should complete a First Aid Injury Report, as well as a Hazard and Incident Report Form as appropriate and forward them to Rebecca Redfern. These forms can be found in your folder.

Evacuations

Although it is uncommon for the fire alarm to ring, if it does ring you must evacuate your class in a prompt and calm manner to the carpark on the northern side of the building and await further instructions from floor wardens or fire department officials. Please take your attendance roll with you. Maps showing exits are located in each of the classrooms. Please take note of your nearest exit and fire extinguisher.

Emergency Information

Internal phones located in Classroom BG02 and in the corridor can be used to contact the Monash Security & Traffic Office. This office is staffed 24 hours a day, 7 days a week. In an emergency dial 333 from an internal phone or from a mobile phone ring 9905 3333. This number is only to be used for emergencies. To contact Security & Traffic for other issues phone 53059 or 9905 3059.

Safety Procedures for Medical Emergencies at MSA

Minor Injuries

WORKING HOURS MON - FRI 9am to 5pm

- Can the injured person be helped /directed to Campus Medical Centre? If so take or direct them to the Campus Medical Centre – Ground Floor Campus Centre opposite Meeting Point Cafe.
- If the person cannot make their way or be safely helped to the Medical Centre then make a call to the Campus Medical Centre. **9905 3175** The Medical Centre staff will attend and assess if an ambulance is required.
- Once treated the injured person fills out an Incident Report Form and then gives the form to either the trainer or MSATPD staff

AFTER HOURS - AFTER 5pm MON - FRI and WEEKENDS

- Attempt to locate an MSA First aider, if none can be contacted assist the injured by directing or helping them to the nearest First Aid kit. If unsure, especially if there has been any concussion or loss of consciousness, treat as a major injury (see below)
- Once treated, an Incident Report Form will have to be completed (see above)

Major Injuries / Unconsciousness

WORKING HOURS MON - FRI 9am to 5pm

- If there has been a serious accident involving significant loss of blood, unconsciousness, falls from heights, essentially any injury that requires immediate treatment then THREE phone calls need to be made simultaneously:
- 000 Vic Emergency No. (Ambulance) - Inform the operator that your position is Monash University CLAYTON and that the normal procedure is for the ambulance to meet security at Building 61 (Security Office) just past the 1st roundabout from the Wellington Road entrance
- Campus Medical Centre - They will be able to attend immediately, have a defibrillation machine with them and will be able to offer pain relief.
- Monash Emergency (Security) - Call security (333 or 9905 3333) and let them know you've called an ambulance. They will meet the Ambulance at Building 61 and direct them to where you are. You must be able to inform Security of exactly where you are.

AFTER HOURS - AFTER 5pm MON - FRI and WEEKENDS

- If there has been an accident involving significant loss of blood, unconsciousness, falls from heights or any injury that requires immediate treatment then TWO phone calls need to be made simultaneously:
- 000 Vic Emergency No. (Ambulance) - Inform the operator that your position is Monash University CLAYTON and that the normal procedure is for the ambulance to meet security at Building 61 (Security Office) just past the 1st roundabout on the Wellington Road entrance.
- Monash Emergency (Security) - Call security (333 or 9905 3333) and let them know you've called an ambulance. They will meet the Ambulance at Building 61 and direct them to where you are. They will also send a security guard to attend. You must be able to inform Security of exactly where you are (e.g. Ground Floor Campus Centre opposite door G103 in western corridor)

NOTE: If the serious injury has occurred AFTER HOURS and you are ALONE with the injured or there is only ONE phone line available (especially if the injured is unconscious or not breathing) then firstly CALL MONASH EMERGENCY (SECURITY) then CALL 000 (Ambulance)



Safety and Security on Campus

Extensive security measures are taken to address student safety on campus, including:

- University policies relating to security and safety
- 24-hour security personnel present on campus
- Formation of the Security Advisory Office to provide high level specialist security advice and services
- After-hours security escorts
- Sufficient lighting and/or security surveillance of the campus and carparks
- Well-lit bus terminal inside the campus with frequent services throughout local areas and to connecting train services.
- Internal telephones for direct access to the Security office (eg. In the kitchen)
- A useful video regarding security on campus can be found at <http://www.youtube.com/watch?v=OE5Bw7FOSno>



In an emergency the Security and Traffic Office can be contacted on ext. 333 (internal phone) or 9905 3333. In non-emergency circumstances they can be contacted on 9905 3059.

CovidSafe Information from Monash University

The health, safety and wellbeing of our staff, students and wider campus communities remains our top priority, and we continue to be guided by the health advice of the Victorian Government and the University's Chief Medical Officer.

In line with Victoria's Roadmap, by 5 November 2021 all staff, students and visitors, including contractors, who attend our Australian campuses or other University locations (such as offices) will be required to have received both doses of the COVID-19 vaccine. All fully vaccinated staff and students will be expected to return to campus in line with Victoria's roadmap, and current flexible work arrangements and class timetables.

You must not come to campus if you're unwell. Get tested for COVID-19 if you have any of the following symptoms, however mild – fever, chills or sweats, cough, sore throat, shortness of breath, runny nose, loss of sense of taste or smell – and stay home until you've received a negative result and are no longer feeling unwell. For information about testing, visit the Department of Health and Human Services [website](#).

If you have recently visited a [COVID-19 hotspot or public exposure site](#), you must follow the Department of Health's requirements for testing and isolating, as outlined (that is, tiers 1-3, a rating system for the level of exposure). If you are not sure what to do, [check this self-assessment](#).

Monash CovidSafe resources:

- [Roadmap to reopening](#)
- [Covid19 Updates at Monash](#)
- [Monash CovidSafe Plan](#)

CovidSafe Precautions at MSATPD

MSATPD Admin Staff will be working remotely where possible. Tasks that are unable to be completed remotely will require Admin Staff to go into the office while following all CovidSafe requirements.

During lockdowns, all classroom-based courses will be temporarily moved to Zoom to prevent the spread of Covid-19 to our staff, trainers and students.

Courses that are unable to be moved to zoom due to the physical requirements of the course, will be put on hold until we are able to safely return to campus.

When the Monash Roadmap allows classes to return to campus, all participants will have to be fully vaccinated. Checks will be conducted by HR for MSATPD Trainers, while MSATPD will be checking student vaccination evidence prior to Face to face courses commencing. Covid Marshals will check vaccination evidence upon entry to buildings and University security personnel may request vaccination evidence at any time.



All students and trainers will be required to wear a mask as well as adhere to social distancing requirements throughout their classes in line with current government guidelines. Trainers may remove their masks whilst actively teaching.

Hand sanitiser, disposable masks and disinfectant wipes will be provided for all classes on campus.

Where possible, students and trainers are encouraged to eat lunch outdoors rather than in the kitchen or classrooms.

Trainer Processes and procedures

Printing

Any printing you want done must be sent to us via msa-monashtraining@monash.edu a minimum of one week in advance, or you risk not having your materials on time.

The Trainer Folder

Each trainer has a folder that is used to pass information between trainers and staff. It will be given to you at the start of each class and contains the following:

- Code of Conduct
- Emergency contact information
- Attendance rolls
- Messages from the office e.g. if a student has phoned in sick
- Brochures, catalogues or other mail we think may be of interest
- Relevant forms; Refund, transfer/suspension, extension etc.

Please place messages in the folder for the office staff when required. Folders must be returned at the end of each class so that pay and attendance for the class can be processed. Alternative arrangements may be made for trainers teaching at other venues on campus.

Attendance Rolls



At the start of each class the roll must be taken. This information is used for many purposes including participants' eligibility for certificates or refunds. Please mark the roll at the beginning of each class and then check again at the end to ensure that late-comers are marked as present.

RTO Courses: Attendance must be signed by the trainer and ALL students for every session. Every attendance roll also must have the date, unit code and unit name listed on it.

Unit Reflection Sheets

In our nationally recognised qualifications, all students will complete a "unit reflection" form at the end of every class. This is an important part of our compliance requirements as it is evidence of the student's participation and engagement in the course. These sheets must have the unit name & code, date, signature of the student and signature of the trainer. A minimum of one sentence is required for each dot point.

We encourage our trainers to read these as they are returned to you from the students, and use it as an indicator for how your students are managing through your class.

Evaluation Forms

Evaluation forms will be emailed or texted to students after the last class session.

Trainers are to encourage all participants to complete the evaluation forms or provide feedback. Feedback is regularly compiled and given to trainers.

Assessments

Assessments are to be submitted to JobReady by the student within four weeks of the unit/s being concluded in the classroom. Students will have four weeks after the last session of their timetable to submit all their work, unless that have discussed extensions with you and the office admin.

Please ensure students are submitting to JobReady instead of emailing to your directly, or submitting hard copies.

Trainers are to mark assessments within four weeks of them being submitted by the student. Marked assessments need to be submitted to JobReady and msa-assessment@monash.edu within 4 weeks of being handed in by the student. All assessments must be accompanied by a coversheet which has been signed and dated by the student and trainer.

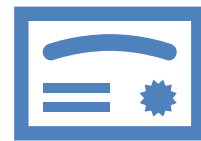
Excessive late marking will result in invoices being held until the work has been completed.

Extensions

Extensions during your class can be approved by the trainer within reason. Extension request after the final class must be approved by office staff and will only be approved if the student is continually handing work in. Extensions may incur an extension fee of \$30 per unit per month.

Certificates

Certificate of completion are available to participants in non-nationally recognised courses. These will be provided at your last session or via email to the students for Zoom classes. These can be authorised (signed) at your discretion. We generally advise that students need to attend at least 75% of classes to be eligible for a certificate. Trainers may also consider the degree to which the student participated in the course. If you require advice of the eligibility of a student to receive a certificate please contact us at msa-monashtraining@monash.edu



NOTE: Competency-based assessments and other requirements must be met for nationally recognised certificates to be issued.

Trainer Information Sharing Scheme

We encourage trainers to attend our other courses to observe alternative teaching methods and gain additional skills. To facilitate this, we will waive the tuition component of the price for trainers currently engaged by MSATPD. This means that you will only have to pay for the materials used in the class. Some conditions do apply to this offer. Contact the office if you would like to know more.

Newsletters

Trainer newsletters are distributed to keep you up-to-date on changes or important information. Please let us know if you would like to contribute anything (articles, photos etc.).

Off-campus Excursions

Excursions are a fantastic and engaging way for students to learn. However, we have a duty of care to ensure the safety of any students attending an excursion. To meet the university's OHS requirements, all trainers undertaking excursions off campus with their students will need to complete a range of documentation. This is to ensure the university is fully informed of any off-campus events, and so that risks can be managed appropriately and any incidents can be efficiently dealt with. If you are planning an excursion with your class please email rebecca.redfern@monash.edu to get the templates. Completed templates will need to be submitted 2 weeks prior to the event so we have time to get the University's approval. Excursions must comply with the CovidSafe plan and government Covid requirements.



Monash ID Cards



All trainers are able to get a Monash University ID card and are encouraged to do so here: www.monash.edu/connect/id-cards/get#tabs__1800417

Alternatively, you can visit Monash Connect in the Campus Centre building, or call them on 9902 6011

Monash ID cards should be carried when on official business and shown to security staff upon request. ID cards can also be used for printing and photocopying, refer below.

Use of Photocopier/Printer in Building 79P

There is a photocopier/printer in the dining area (across the corridor from the classrooms) in Building 79P. To print you will need to be logged in to a computer using your own authcate (Monash username and password) and select the printer called “MonashUniPrint”. Then tap your ID on the card reader at the side of the photocopier to release the job from the print queue.

Monash Email Address

From 2019 onwards, all trainers will be issued with a Monash email address (generally in the form of firstname.lastname@monash.edu) and this email address is to be used for all correspondence relating to your work with us. This is for consistency across trainers but primarily is to reduce confusion for students. Recent feedback has indicated that students are confused when their trainers give them email addresses of other training providers or businesses.

Please add the below detail into your Monash email signature:

Name

Trainer / Trainer and Assessor

9905 3180

msa-monashtraining@monash.edu

www.msatraining.edu.au

MSA Training and Professional Development

1.59, level 1, 21 Chancellors Walk

Monash University, Clayton Campus 3800

RTO 21526

JobReady RTO

To reduce the environmental impact printing has, we ask trainers and students to reduce the amount of printing that is done. Please ask your students to submit assessments online via JobReady. Once you have marked the assessments, please upload back on to JobReady and email msa-assessment@monash.edu to let us know when this has been done.

A guide is available for those who are unsure on how to use JobReady – please email msa-monashtraining@monash.edu to request a copy.

From JobReady, you will also be able to see your students and their units, as well as course dates.

Zoom

Since 2020, MSA Training and Professional Development has begun using Zoom for classes.

If you do not have previous experience, or have some concerns using Zoom, please visit www.support.zoom.us/hc/en-us to view a number of training videos.



Recruitment & Selection

Recruitment for all trainers will be conducted in an ethical and responsible manner, consistent with the principles of access and equity, and in compliance with MSA policies. We also have policies and procedures in place regarding discrimination, equal opportunity, conduct and prevention of bullying.

Competence of Trainers

MSA Training and Professional Development ensures that training and assessment is delivered by qualified educators who have training and assessing qualifications in accordance with the determination of the National Skills Standards Council, as well as holding the qualification at the same level or above that they are teaching, and relevant, current industry experience.

As part of this, all trainers must provide the following information to the staff member who interviewed you, before they can start teaching:

- Current Resume
- Copies of all relevant qualifications
- Consultancy Agreement
- OHS Declaration
- Security Declaration
- Trainer skills matrix for all courses you are training (RTO Courses only)
- Certificate IV in Training and Assessment, including TAELLN411 and TAEASS502, or Diploma of VET if training TAE (RTO Courses only)
- Working with Children Check (RTO Courses only)
- Professional Development plan for current year (RTO Courses only)
- Professional Development Log for the previous semester (RTO Courses only)

Staff Support Services



We have a range of brochures available outlining specialist support services provided by the Department of Employment and Training, i.e. Dealing with Discrimination, Sexual Harassment, Race and Religious Discrimination.

Trainer Induction

Trainers are required to undergo an induction process prior to the commencement of teaching with us. This includes an overview of policies and procedures, administrative requirements, OHS and a tour of the facilities.

Professional Development for Trainers

It is compulsory for all trainers to undertake sufficient professional development each year. This is to cover training and assessing skills/VET sector, their area of vocational competence and the HESG Skills First funding contract. Trainers are also obligated to undertake any professional development or training that may be specified by the Department of Education and Training or ASQA.

In January each year the Course Coordinator will distribute a Plan for Professional Development which trainers are required to complete and submit these forms, along with an updated signed resume and signed WWCC, in a timely manner. Failure by trainers to return satisfactorily completed forms will result in trainers not being given further teaching contracts until such time as they are returned.

Twice per year the Course Coordinator will distribute a Professional Development Log, recording all professional development activities undertaken in the previous 6 months, to all RTO trainers who are to complete and return in a timely manner.

All professional development plans and logs will be reviewed by the RTO Director/Course Coordinator and trainers will be notified if additional professional development activities are required.

Monash University will, from time to time, require trainers to complete compulsory online training modules. You will be informed about these via email.

Trainers also have access to a wide variety of free professional development activities through their my.monash portal. Please contact us if you need assistance in accessing these. Trainers delivering nationally recognised training will be given membership access to ITECA which also offers free professional development events.

Trainer Catch Ups

Trainers catch ups are conducted every few months via Zoom. These are non-mandatory informal catch ups to allow us to discuss any concerns, suggest new ideas or share information. If you have any major concerns please bring these up directly with office staff as soon as they occur.

Student Enrolment

Enrolment for all training will be conducted in an ethical and responsible manner, consistent with the principles of access and equity.

Prior to the commencement of training, students undergo a Language, Literacy and Numeracy assessment and pre-training review to ensure students are only enrolled in courses which meet their needs and for which they are adequately prepared.

Student Induction/Orientation

Prior to enrolment, students will be given an Information Handbook outlining all relevant information.

Student Support Services

We know that being a student can be challenging so we can provide students with assistance, advice and support if needed.

Brochures are available on study skill topics such as:

- Essay Writing,
- Referencing,
- Reading Strategies,
- Oral Presentations and
- Groupwork



We also have a guide to help students experiencing financial difficulties and a list of services which can assist students in need of counselling, accommodation, health or welfare support.

For individual support with language, literacy or numeracy, or study skills we offer a free tutoring program. We can also provide referrals to other specialised support services.

Students requiring IT assistance such as help with basic word processing or using the internet should contact the office to access our free Computer Support Program. This program entitles eligible students to 3 x 2hr weekly sessions with a tutor to cover computer skills relevant to their course. Students may also be referred to specialist support services or additional training to assist with their studies.

Students with a disability are encouraged to apply for enrolment and discuss how we can meet their needs. Students who feel that they may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers should discuss this during the enrolment process.

Other supports include:

- Free Support Sessions in small groups with our TAE trainers for students studying TAE40116
- Free Support Sessions in small groups with our Childcare trainers for CHC30113 & CHC50113
- Access to computers outside of class time for those without a computer at home
- Support from Monash University's Disability Liaison Officer
- Discounted counselling sessions at Monash Psychology Centre
<https://www.monash.edu/turner-institute/turner-clinics/adult-clinic>
- Referral to the Monash Queer Department or Women's Officer for confidential advice and support
- For Aboriginal students – access to the Yulendj Indigenous Engagement Unit, elder and support officers

If you have a student who you feel would benefit from extra support, please call us on 9905 3180 to discuss.

Guidelines for Accommodating Students with Strict Religious Observance Obligations

We wish to promote an inclusive environment that will make every effort to accommodate students and staff who hold strict religious observance obligations.



Strict religious observance obligations are practices required by a religious doctrine to be precisely obeyed by followers of the religion. They are recognised in Article 18 of the International Covenant on Civil and Political Rights.

Guiding principles

Where possible and practical we will endeavour to avoid timetabling assessments or other compulsory activities on days which conflict with the requirements of a strict religious observance obligation by a student who has identified to us at the time of enrolment that this religious observance forms an obligatory part of their religious belief. We will require evidence from the student or staff member of their strict observance obligations and may seek advice from recognised leaders of a particular faith regarding strict religious observance requirements.

We recognise that there will be times where potential conflicts cannot be avoided. In such circumstances we will make all reasonable attempts to accommodate a student's religious

observance obligations by providing alternative means to complete the assessment or course activity. Accommodations require case by case consideration. Their approval will depend upon whether the student can still meet the essential obligations of their study/work and that we have available resources to support that accommodation.

Guidelines for trainers responding to requests from students

Be sensitive to cultural considerations, including that some students may not feel comfortable speaking about their religious observances. When you become aware that a student's religious observance obligations conflict with compulsory course requirements, deadlines or assessment requirements, make a time to meet with the student to explore alternative arrangements. Meet soon after becoming aware of the conflict to maximise the potential alternative arrangements that may be available. You may request documentary evidence from a student to explain their strict religious observance obligations to assist you understand the impact on their ability to meet the specific requirements of the course.

Maintain an open mind when considering and discussing potential adjustments to course requirements and assessments. Consider all reasonable options before deciding that no adjustments can be provided to a student in a particular situation or the particular adjustment requested by the student is refused. Maintaining academic standards and course integrity must underpin any approval of an adjustment for a student on an individual basis. Providing reasonable accommodations, where possible, for individual student strict religious observance obligations in completing course or assessment requirements, will avoid discrimination. Such accommodations do not provide an advantage to the student, but enable the student to observe and practice their religion and also meet course requirements.

Be mindful to respect the privacy of a student while considering and discussing possible accommodations. Information about religious and cultural observance is sensitive information. If a student's religious observance obligations impact on their ability to attend classes or assessment, consider flexible modes of delivery as a possible solution. Possible solutions are to make handouts available electronically; reschedule assessment, ensure access to assessment tasks on dates or at times when the student is able to attend. Depending on the course, students may be able to join with another group to complete the missed training or assessment. Our capacity to accommodate a student impacted by their religious observance obligations may be limited where the student does not provide sufficient notice of their situation. Information about mandatory course requirements and assessment tasks and timetables *should be provided as early as possible* and so a student can raise potential concerns early. There may be times when alternative arrangements are not possible. In this situation, the consequence of a student's decision to maintain strict religious observance on the student's course progression should be discussed.

Dress code



The wearing of religious and cultural dress (for example clerical collar, hijab (headscarf), burka or niqab (full body covering), kippah (skullcap) or turban is welcomed by the Monash University community.

There may be exceptions where certain forms of dress may create a risk to health and safety. In such circumstances the risk should be assessed and a determination made as to whether it is possible to make accommodations while ensuring a safe workplace/study

environment. Occupational Health and Safety at the University can be consulted in such situations for advice.

Where we have an obligation to check a student’s identity (i.e. during the enrolment process) a student wearing a burka or niqab will be requested to reveal their face to a female staff member in a private area.

All members of the University community should avoid wearing clothes (e.g. T-shirts) displaying potentially offensive material, in any language, for example racist or anti-religious slogans.

Food

The University endeavours to accommodate the identified dietary requirements of students and staff relating to religious observation. While the University offers a range of menus designed to suit staff and students with dietary requirements, specific requirements such as Kosher (Jewish) and Halal (Muslim) food may not always be available. Vegetarian options are available at all catering outlets. If planning food-related activities during your course (eg. class parties) please be mindful of dietary requirements.

Prayer Space

The University has the following spaces available:

Religious Centre, 38 Exhibition Walk, Clayton campus

Quiet Room, Building A, level 1, Room A1.19, Peninsula campus

Spiritual Room, Building B, Caulfield campus

Muslim Prayer Rooms – Building B (Women), Building T (Men)

Monash Mosque, Beddoe Ave, Clayton.



Regulatory Compliance

Trainers must meet all compliance requirements as requested, including ASQA requirements and obligations under the Skills First funding contract. This may include providing documentation, assisting with audits, participating in validation and moderation activities, participating in the National Student Outcomes Survey and completing all administrative documents such as training plans, attendance rolls, unit reflections, coversheets, trainer and participant declaration and marking assessments in an accurate and timely manner.

Overview of the Vocational Education & Training (VET) Industry

- VET qualifications provide people with practical skills and information to enable them to competently perform their workplace roles.
- VET qualifications are part of the Australian Qualifications Framework that links all recognised education and training nationally.
- Vocational education and training is a process that builds partnerships to assist students to understand and plan for the employment and training options available to them

The VET system:

- VET is competency based
- Is vocational, meaning that it is work related - students learn workplace skills to a workplace standard through the use of National Training Packages, which are specifically designed to current industry standards
- Enhances student's employability
- Increases student's self-confidence / motivation

Qualifications Structure

Secondary Education Sector	Vocational Sector	Higher Education Sector
Year 12	Advanced Diploma	Doctorate (PhD)
Year 11	Diploma	Masters
	Certificate IV	Graduate Diploma
	Certificate III	Graduate Certificate
	Certificate II	Bachelor Degree
	Certificate I	Diploma

Key Phrases

Training programs for nationally recognised courses are based upon Competency Based training principles.

Some of the key phrases that you will come across as a trainer are described below:

- **Competency** is a broad concept that describes a person's ability in a range of areas. It covers:
 - Task skills (performing individual tasks)
 - Task management skills (managing a number of different tasks within a job)
 - Job or role environment skills (dealing with the responsibilities and expectations of the workplace)
- **Competency Based Training** is aimed at providing students with the skill, knowledge and understanding to demonstrate competence against standards, usually nationally industry endorsed Competency Standards.
- **Competency Standards** reflect the knowledge and skill and the application of that knowledge and skill to the standard of performance required in employment and against the same standards. Students are not compared with one another. Standards are developed by industrial parties, based on the



organisation of work, expressed in terms of workplace outcomes, and regularly reviewed to ensure their continuing relevance to the workplace.

- **Competency Based Assessment** is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the student being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.
- **Workplace Training** is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is “the acknowledgement of skills and knowledge obtained through formal training, work experience and/or life experience”.

Students may apply for RPL and supply evidence that demonstrates that they have all the skills and knowledge relating to the competency. Fees apply and applications must be received 6 weeks prior to course commencement.

In cases where an RPL Assessor is satisfied with the evidence supplied (documented or demonstrated), the student will be granted “RPL” for the specified competency. Refer to RPL policy and procedure for further information.

Assessment

We work with students to help them to achieve success. This is achieved through a number of strategies:

- Provision of user-friendly learning resources
- Availability of additional support or referral to appropriate services
- Provision of information relating to the requirements of the training program, including the assessment details
- Developing assessment tools that are closely linked to both the training program requirements and the workplace

In keeping with the principles and practices of competency-based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

Once students have been assessed against the standards they will receive:

- “C” for Competent, or
- “NYC” for Not Yet Competent (on their first or second attempt)
- “NC” for Not Competent (on their third and final attempt)



Throughout each competency there will be a variety of assessment tasks, and students will be consulted during this process to ensure that their individual learning style is taken into consideration. Assessment tasks are designed to ascertain how students are progressing with their learning and what progress they have made towards achieving the required competence.

We allow students **three** opportunities to be assessed as competent. Should a student not achieve competence after three attempts, then they will be required to re-enrol and pay the appropriate fees. Students must submit their work within 4 weeks of completing a unit/cluster in class.

Objectives of the Assessment Process

The objectives of the assessment process are:

- To confirm that students have acquired the knowledge and skills identified in the industry competency standards
- To demonstrate that students are competent to the agreed industry competency standards

Assessment methods include, but are not limited to:



- Observation
- Projects
- Assignments
- Oral questioning
- Role Plays
- Practical demonstration
- Case studies
- Multiple choice questions and answers
- Simulations
- Presentations

Assessment tasks must meet the principles of assessment:

- **Fair** – the consideration of candidate’s needs and characteristics and adjustments that need to be applied to take account of them. The candidate must be fully informed about the assessment process and have the opportunity to challenge the result and be reassessed if necessary.
- **Flexible** - should reflect the candidate’s needs; provide recognition of competencies no matter how, where or when they have been acquired; draw of a range of methods and support continuous improvement.
- **Reliable** – producing consistent, repeatable results



- **Valid** - assessment is valid when it assesses what it claims to assess. It requires that assessment covers a broad range of skills and knowledge, is integrated with practical applications and that a judgement of competence is based on sufficient evidence.

Evidence must be:

- **Valid** – addresses the elements and performance criteria, reflects the skills and knowledge and is applicable to a real or simulated workplace.
- **Sufficient** - relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
- **Authentic** - assessors must be assured that the evidence presented for assessment is the student's own work.
- **Current** - evidence collected must be from either the present or very recent past (generally within 2 years)

Policies, Procedures, Legislation, Standards & Guidelines

Legislation, standards and guidelines that significantly affects participation in vocational education and training includes the:

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2007 (Vic)
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Workplace Gender Equality Act 2012 (Cth)
- Equal Opportunity Act 2010 (Vic)
- Racial & Religious Tolerance Act 2001 (Vic)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Fair Work Act 2009 (Cth)
- Victorian Qualifications Authority Act 2000 (Vic)
- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth)
- Information Privacy Act 2000 (Vic)
- Privacy Amendment (Private Sector) Act 2000 (Cth)
- Education and Training Reform Act 2006 (Vic)
- Education Training Reform Act Amendment 2010
- AQTF
- ASQA Standards for RTOs
- Vocational Educational and Training Act 2000 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Working with Children Act 2005
- Public Records Act 1973 (Vic)
- Child Safe Standards
- Skills First funding contract and associated documentation



MSA Policies and Procedures

MSA have policies and procedures which you are to follow, including:

- Anti-Bullying Policy and Procedures
- Complaints Handling Procedure
- Email Policy
- Equal Opportunity Policy
- Freedom from Harassment Policy
- Occupational Health and Safety
- Privacy policy Procedures
- Volunteer Policy

Educational Standards and Student Welfare

The following measures will be taken by MSATPD to safeguard the educational interests and welfare of students and trainers:

- Treat all clients, staff and trainers with politeness and respect
- Not portray the trainers in a negative manner to others
- Provide training that is dynamic and innovative in approach
- Ensure educational materials reflect current thinking/models of best practice
- Motivate staff and trainers to achieve the highest standards in service delivery
- Ensure that training and assessment occurs in accordance with the requirements of the accredited course
- Maintain accurate, secure and confidential student records in line with privacy legislation and MSA policy
- Develop positive, supportive relationships with students and trainers based on open communication and sharing of knowledge and skills
- Use a range of assessment styles and tools to accommodate a range of abilities and learning styles
- Adhere to principles of good management and accountability
- Actively protect individual rights and prevent harassment, discrimination and bullying
- Provide Recognition of Prior Learning for previous studies and relevant life/work experiences
- Market training programs with integrity, accuracy and professionalism at all times
- Avoid vague and ambiguous statements, never make false or misleading comparisons with other providers or courses and ensure that students are given true and correct information

Thank you for joining our team of trainers.
We look forward to a successful and rewarding relationship with you.

