

## 1. Purpose

Nomi College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Nomi College is required to have appropriately qualified and experienced personnel along with processes for managing the competence of RTO personnel.

Nomi College recognises the invaluable contribution of personnel to maintaining efficient and effective business operations. As such, it is vitally important that appropriate selection procedures are applied to ensure that those personnel engaged possess the required qualifications, experience and personal attributes.

This policy will define the requirements for the selection, induction, engagement and professional development of trainers and assessors.

## 2. Policy Statement

Nomi College acknowledges that all personnel (staff or contractors) are a crucial element to the success of the business, in meeting customer needs and achieving strategic objectives. Nomi College will ensure that all trainers and assessors, including those with third party providers, are competent for the functions they perform.

Nomi College will select only high calibre personnel meeting the specific selection criteria and will invest in their training and professional development for the provision of effective and efficient training products and services. Nomi College is committed to ensuring all personnel performing training and assessment functions on behalf of the RTO, possess the relevant competencies and experience to provide quality training and assessment services.

Nomi College will:

- have effective practices in place for the selection, induction and ongoing professional development of all trainers and assessors;
- ensure that all persons have the relevant vocational and VET competencies and experiences to undertake relevant training and assessment activities;
- ensure it manages the performance of all trainers and assessors through performance review processes;
- provide access to relevant opportunities for professional development of its trainers and assessors.

## 3. Definitions

**3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.**

**Current industry skills** are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

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Current industry skills may be informed by consultations with industry and may include, but is not limited to:

- a) having knowledge of and/or experience using the latest techniques and processes;
- b) possessing a high level of product knowledge;
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- d) being customer/client-oriented;
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice.

**Professional development** means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment. Examples of professional development activities include:

- a) participation in courses, workshops, seminars, conferences, or formal learning programs;
- b) participation in mentoring, professional associations or other learning networks;
- c) personal development through individual research or reading of publications or other relevant information;
- d) participation in moderation or validation activities; and
- e) participation in industry release schemes.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

## 4. Policy Principles

### 4.1 Staff Recruitment and Selection

- a) Nomi College ensures it has sufficient qualified trainers and assessors to deliver training and assessment for all of its scope of registration at all times, in accordance with training and assessment strategies.
- b) Recruitment of Nomi College staff will at all times be ethical and consistent with Training and Assessment services being provided.
- c) Selection decisions will comply with Equal Opportunity Legislation and this policy.
- d) Nomi College ensures that, through the recruitment and selection process, all trainers and assessors are competent and suitably qualified to undertake their specified role.
- e) Nomi College will site and take copy of original certification documents from successful applicants of their VET and vocational competencies. These will be maintained on an individual staff file.
  - i. Where certification documentation cannot be supplied by trainers and assessors verification of current competencies will be undertaken via a mapping process.
- f) Nomi College requires all trainers and assessors to obtain and provide a copy of their current National Police Clearance and Working With Children check (as appropriate).

### 4.2 Trainers Competency

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- a) Nomi College will ensure that all trainers will be selected based on the requirements of the Standards for RTOs 2015.
- b) Training will only be delivered by persons who have:
  - i. Vocational competencies at least to the level being delivered and assessed; and
  - ii. Current industry skills directly relevant to the training and assessment being provided; and
  - iii. Current knowledge and skills in vocational training and learning that informs their training and assessment; and
  - iv. Credential, The RTO's Training and Assessment,
    - 1) if delivered on or prior to 31 March 2019, is delivered only by persons who have the training and assessment credential specified in Item 1 or Item 2 or Item 3 of Schedule 1 (SRTO 2015)
    - 2) if delivered on or after 1 April 2019, is delivered only by persons who have the training and assessment credential specified in Item 2 or Item 3 of Schedule 1 (SRTO 2015)
  - v. The person conduct assessments only, the RTO ensures that;
    - (1) On or prior to 31 March 2019, the person has the training and assessment credential specified in the Item 1 or Item 2 or Item 3 or item 4 or item 5 of [Schedule 1 \(SRTO 2015\)](#), or
    - (2) On or after 1 April 2019, the person has the training and assessment credential specified in Item 2 or Item or Item 5 of [Schedule 1 \(SRTO 2015\)](#)

## 1. Trainer and assessor requirements

### Requirements from March 2024

#### Trainers and assessors

As of March 2024 trainers and assessors must hold:

- TAE40116/TAE40122 Certificate IV in Training and Assessment (or its successor)
- or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
    - TAELLN411 (or its successor) or TAELLN401A, and
    - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B
- or
- a diploma or higher level qualification in adult education.
- or
- a credential issued by a higher education provider (as defined by section 16-1 of the *Higher Education Support Act 2003*) which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory, and one of the following credentials or the successor to one of the following credentials:
    - TAESS00011/TAESS00019 Assessor Skill Set or
    - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set

#### Assessors

As of March 2024, anyone who provides assessment only (i.e. does not deliver training) must hold the following:

- TAESS00011 Assessor Skill Set or its successor
- or
- TAESS00001 Assessor Skill set plus one of the following:
    - TAEASS502 Design and Develop Assessment Tools or
    - TAEASS502A Design and Develop Assessment Tools or
    - TAEASS502B Design and Develop Assessment Tools

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or

- a diploma or higher level qualification in adult education

or

- a credential issued by a higher education provider (as defined by section 16-1 of the Higher Education Support Act 2003) which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory, and one of the following credentials or the successor to one of the following credentials:
  - TAESS00011/TAESS00019 Assessor Skill Set or
  - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set.

#### 4.3 Assessor Competency

- a) Nomi College will ensure that all assessors will be selected based on the requirements of the Standards for RTOs 2015.
- b) Assessment will only be delivered by persons who have:
  - i. Vocational competencies at least to the level being delivered and assessed; and
  - ii. Current industry skills directly relevant to the training and assessment being provided; and
  - iii. Current knowledge and skills in vocational training and learning that informs their training and assessment; and
  - iv. Where a person conducts assessment only:
    - Prior to 1 January 2016, the:
      - TAE40110 Certificate IV in Training and Assessment or its successor; or
      - A Diploma of higher level qualification in adult education; or
      - TAEASS00001 Assessor Skill set or its successor; or
      - Demonstrated equivalence of competencies; and
    - From 1 January 2016, the:
      - TAE40110 Certificate IV in Training and Assessment or its successor; or
      - A Diploma of higher level qualification in adult education; or
      - TAEASS00001 Assessor Skill set or its successor.
- c) In the case where industry experts are involved in assessment judgements, they must work alongside a qualified assessor to conduct the assessment.

#### 4.4 Trainers under “Direct Supervision”

- a. Whilst it is the policy position of Nomi College to only engage trainers / assessors with relevant trainer/assessor qualifications above, from time to time Nomi College may engage an individual who does not hold these competencies. These people /s will be under “Direct Supervision”.
- b. Where Nomi College, engages an individual who does not hold the relevant trainer/assessor qualifications above, Nomi College will ensure the individual works under the supervision of a qualified trainer and that the “Supervised trainer” does not determine assessment outcomes.
- c. As of March 2024, Trainers working under “Direct Supervision” must:
  - i. Hold one of the following skill sets:

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- TAESS00007/TAESS00014 Enterprise Trainer – Presenting Skill Set or its successor; or
  - TAESS00008/TAESS00013 Enterprise Trainer – Mentoring Skill Set or its successor; or
  - TAESS00003/TAESS00015 Enterprise Trainer and Assessor Skill Set or its successor; or
  - TAESS00021 Facilitation Skill Set
  - TAESS00029 Volunteer Trainer Delivery Skill Set
  - TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set
  - TAESS00020 Workplace Trainer Skill Set
  - TAESS00028 Work Skill Instructor Skill Set
  - TAESS00022 Young Learner Delivery Skill Set
  - or
  - a credential issued by a higher education provider (as defined in section 16-1of the Higher Education Support Act 2003); which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory.
  - or
  - is actively working towards one of the following training and assessment credentials:
    - TAE40116/TAE40122 Certificate IV in Training and Assessment
    - TAE50116/TAE50122 Diploma of Vocational Education and Training
    - TAE50216 Diploma of Training Design and Development.
- ii. Has vocational competencies at least to the level being delivered and assessed; and
- iii. Has current industry skills directly relevant to the training ad assessment being provided.
- d. Nomi College ensures that any training conducted under Direct Supervision complies with Standard 1 of SRTOs 2015.
- e. Nomi College will ensure :
- i. It determines and puts in place :
    - The relevant level of supervision required to ensure a quality outcome; and
    - Any requirements, conditions or restrictions necessary on the individuals involvement in the provision of training and collection of assessment evidence; and
  - ii. Trainers providing supervision monitor, and are accountable for, all training provision and collection of assessment evidence by the individual under their supervision.

#### 4.5 Trainer / Assessor Induction

- a. Upon employment with Nomi College trainers and assessors will undertake a Staff Induction.
- b. Nomi College ensures that all trainers/assessors receive a comprehensive induction, which includes the provision of:
  - i. a Trainer / Assessor Induction Manual; and
  - ii. Job Description/ Duty Statement.

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- c. General Manager and/or campus Manager/Campus Coordinator of Nomi College meets with all new trainers and assessors to confirm the level of understanding of their role and all information contained in the induction manual.
- d. Trainer / Assessor Induction is recorded on a Trainer / Assessor Induction Checklist, which is signed by the Campus Manager/Coordinator at Nomi College and kept on an Individual personnel file.

#### **4.6 Trainer / Assessor - Performance Review**

- a. Performance of Trainers / Assessors is monitored through the Performance Review and feedback processes, which incorporates:
  - i. Client feedback during and after a training and assessment program, as outlined in Evaluation Feedback Policy;
  - ii. Trainers / Assessors Observations; and
  - iii. Professional development records.
- b. All Trainers and Assessors participate in a formal Performance Review process at least annually.
- c. The Performance Review process reviews past performance positively and making plans for ongoing professional development to assist the individual achieve personal career goals and enhance workplace performance.

#### **4.7 Trainer / Assessor – Professional Development**

- a. Nomi College Trainers and Assessors are actively encouraged to continue developing their professional knowledge and skills relating to vocational education and training, Training Packages, learning and assessment practices (including competency based training and assessment) through attending networks, forums, seminars and other competency based or modularised courses.
- b. All trainers and assessors will be provided with ongoing professional development opportunities in line with their job role to complement their existing skills and develop new ones.
- c. Trainers and Assessors are expected to complete 20 hours of Professional development each year. Out of 20 hours; 10 hours should be related to Vocational Education and Training (VET PD) and 10 hours should be related industry Currency.
- d. All staff are given a budget each year and manage their PD, staff will be reimbursed for the monies spent on PDs as long as they will show evidence of completion or attendance certificate and invoice for PD.
- e. All Trainers and Assessors are required to submit completed trainers profile, PD evidences and 15 hours of work experience letters by end of October each year to compliance team member.
- f. Professional development opportunities will be discussed and planned primarily during the Performance Review processes, however may also be agreed and organised as they arise.

#### **Vocational education methodologies and techniques\***

##### **\*Guiding Note: VET PD**

- *In the VET sector, trainers and assessors are required to have specified training and assessment credentials as a minimum. By continuing to develop VET professional skills and*

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*knowledge, trainers and assessors are better prepared to manage to the variety of teaching and assessment scenarios they encounter.*

- *Changes to Vocational Education Training (VET) methods are generally prompted in order to be more responsive to student and industry needs, and to produce more efficient and effective student outcomes.*
- *Ensuring your trainers and assessors stay current with the latest educational practices helps your students to transition more successfully from the classroom to the most current environment there is, the workplace.*
- *Currency in VET learning and assessment has benefits for your organisation in terms of reputation and results.*

#### **4.8 Trainer / Assessor – Currency of Industry Competence**

- a. Nomi College Trainers and Assessors are actively encouraged to maintain currency of their industry vocational skills.
- b. Trainers and Assessors must maintain currency of their skills and knowledge in their industry area, through exposure to industry workplaces and / or participation in workplace tasks.
- c. Nomi College requires Trainers and Assessors to justify the currency of their industry skills to units of competency/ modules being delivered.
- d. Nomi College requires Trainers and Assessors to justify the currency of their industry skills to units of competency/ modules being delivered.

**\*Guiding Note: Industry PD**

*Trainers and assessors can develop their skills and currency through participation in formal learning and by participating in networking and learning methods such as:*

- *participating in internal or external courses, workshops, seminars, and conferences (i.e. courses run by professional development providers as well as internal programs provided by your RTO)*
- *demonstrating recent completion of a training product, about VET and competency based training and assessment*
- *reading relevant publications*
- *participating in learning networks - various professional associations hold forums about vocational training and assessment*
- *taking part in validation or moderation activities*
- *shadowing or working closely with other trainers and assessors under a mentoring arrangement.*

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**5. Student Support Officer (SSO) – On-boarding and Training**

- i. All SSO are advertised internally and externally and can be hired through references. Interviews are conducted by Campus manager/Coordinators
- ii. SSO are given on-boarding training by briefing them about Nomi College’s Policies and procedures, are shown facilities, made them aware about key staff members, their roles and responsibilities, forms and procedures, introduction to other team members
- iii. SSO are integral part of student support are also given full training on all policies and procedures training, student lifecycle before the course commencement, during the course and after completion.
- iv. All training are run by the Campus Manager / Coordinator at Nomi College.
- v. SSO are shown the ESOS framework (using [ESOS Act](#), National Code, SRTO) along with the policies and procedures that Nomi has in place.
- vi. Campus Manager and Coordinator collects the feedback on SSO understanding and practices along with ESOS Act, National Code and Nomi College policies an procedures, by observing their work practices, Professional Development meeting, through any complaints received from students or third party.
- vii. SSO is responsible to invite students for orientation and conduct the orientation on campus for all enrolling student, including collecting orientation documents.
- viii. Once the orientation is completed SSO to inform admission team to commenced the student in PRISMS by selecting commenced against COE.

**6. Privacy Act and Expectation from all staff**

- I. All staff are required to participate in the events organised and sponsored by Nomi College
- II. Staff gives consent that their pictures, videos, voice, and personal information may be used on website, social media and other communication to prospective students and partner’s agencies.
- III. If any staff have any objectives or question, they must approach the Campus Manager and express their concern and send the information in writing as well for not using their details and any related information and picture, voice or video.
- IV. Staff are not allowed to share each other number to any third party including personal numbers, email etc. to any third party, such as students, prospective students and/or students previously studied at Nomi College.
- V. All staff must ensure that they must not share students email, phone numbers address, USI, overseas address, next of kin, VISA details, enrolment related details to any other third party, past students, current students and prospective student.
- VI. Trainers and admin staff must not share their personal details with any current and prospective students.

**7. Gift Received by Staff procedure**

- Staff must not encourage students to buy gifts for them
- Staff should not be accepting gifts from current and prospective students
- If a student has bought a gift, it must be declared and should not be the value greater then \$50
- Any gift received by the staff must be declared to Campus Manager in writing.
- Staff may be asked to return the gift to the student if the gift deemed as inappropriate and can cause or lead to breach company policy

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**8. Use to work PC, internet and any electronic device including office items**

- I. Staff must not be using the work PC during the working hours to open and check personal email
- II. Watching and use of pornography, child exploitation material, are subject to strict disciplinary action and may result in termination of employment.
- III. Staff must not use the personal phone during working hours unless it is an emergency situation or a prior consent has been obtained for any particular day or period
- IV. Staff found using personal mobile phone during working hours except break, may be subject to disciplinary action such as wage deduction or termination of employment contract for excessive use.
- V. An excessive use is, when a staff have been given three verbal or written warning by the campus manager/coordinator in relation to use of personal mobile or electronic devices for personal reason that is not a compelling or compassionate.

**9. Leave, Time and Punctuality**

- I. All staff members are required to attend work between 9 am to 5:30 pm (Monday to Sunday, as per the roster days or as agreed) or evening class as per assigned hours and days.
- II. If you are running late, you must inform to your reporting manager (by calling your manager, if no answer leaves a text message to call back). You must call at least 15min before the shift start time if running late.
- III. If you are taking medical/carer leave you must call and speak to your reporting manager by calling, at least 2 hours before the shift start time
- IV. Any annual leave greater than two consecutive days must be applied at least 2 months in advance, unless it is an emergency situation and must be agreed with the campus manager.
- V. For trainer, any leave, must be covered with a plan how the student will be covered in your absence, with detail information on what topic or session to be covered on that day or during the leave.
- VI. Any medical leave for 1 day, you may be requested to present the medical certificate.
- VII. For any medical leave of two consecutive days or more you must provide a medical certificate.
- VIII. All leaves must be followed by leave form
- IX. Any breach of this policy, staff may be subject to disciplinary action

**10. Nomi College Responsibilities**

The CEO of the Nomi College is responsible for ensuring compliance with this policy.  
 The CEO of the Nomi College must approve all new positions, vacancies and successful applicants.  
 Trainers and assessors take responsibility for their own professional development, maintaining vocational industry currency, and providing evidence of this each year.

**11. Access & Equity**

The Nomi College Access & Equity Policy applies. (See Access & Equity Policy)

**12. Records Management**

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All documentation from Staff processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

### **13. Monitoring and Improvement**

All staffing practices are monitored by the compliance officer of the Nomi college and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

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