Registered Training Organisation & Group Training Services

1. OBJECTIVE & SCOPE

This document provides a brief outline of the Services offered by IOGTA through the organisations Registered Training Organisation and Group Training Services. This document also provides a reference index to other related document offered through this Service.

2. DESCRIPTION

2.1 GENERAL

2.1.1 IOGTA is contracted by the Commonwealth of Australia represented by The Department of Regional Australia to provide Adult Education and Group Training Services for the Indian Ocean Territories.

2.1.2 Under the provision of this contract and as a Registered Training Organisation and Group Training Organisation, IOGTA offers its services compliant to the Standards of the Australian Quality Training Framework (AQTF) and National Standards for Group Training Organisations.

2.1.3 Management Systems essential to the effective deployment and implementation of the AQTF Standards and National Standards for Group Training Organisations are developed, documented and implemented.

2.1.4 Documented management system governing the operations above are subject to review at least once in 2 years and are subject to regular audits the frequency of which is dependant upon its importance to the overall quality management system.

2.2. Registered Training Organisation (RTO)

2.2.1 IOGTA plans and conducts its training services relevant to the needs of the Indian Ocean Territories through active consultation with local employer groups and the communities on Christmas Island and Cocos (Keeling) Islands.
2.2.2 Consultation, Planing and Coordination activities for the Indian Ocean Territories in this area are formally conducted each year ensuring the needs of same are addressed.

2.2.3 A comprehensive report addressing 2.2.2 is formally prepared and submitted to the Department of Regional Australia for funding.

2.2.4 Adult Education courses offered through IOGTA RTO section includes:

- Entry and bridging course
- Vocational Education Training course / qualifications
- VET in Schools
- Short Vocational Course

2.2.5 IOGTA RTO scope of delivery is constantly reviewed as a result of 2.2.2 and where found appropriate an application is made to expand the scope or partnership arrangements are formed with external RTOs to ensure the needs of the Indian Ocean Territories are addressed in relation to the service provided.

2.2.6 Training Fees are levied in accordance to The Department of Employment and Workplace Relations’, VET fees and Charges Guidelines

2.2.7 IOGTA also conducts skills recognition assessment for VET qualification.

2.2.8 Management Systems are established, documented, implemented, regularly reviewed and audited to ensure:

a. Quality planning and delivery of training and assessment is achieved
b. Compliance with Commonwealth, state/territory legislation and regulatory requirements.
c. Effective financial management of its operation
d. Effective administration and records management of its operation
e. Recognition of qualification issued by other RTOs
f. Access and equity
g. RTO staff are trained and competent
h. Assessments meet with the requirements of endorsed Training Packages
i. The appropriate identification, planing and implementation of learning & assessment strategies meeting the needs of its clients
j. Statements of attainment meet with the requirements of the Australian Qualification Framework.
k. Compliance with the use of national and state/territory logos.
l. Marketing & Advertising of training and assessment products and services is ethical

2.3 GROUP TRAINING SERVICES

2.3.1 IOGTA actively markets and promotes its Group Training Services with local employer groups and communities in the Indian Ocean Territories.

2.3.2 Forums for the above activities are conducted each year to promote and explain the value of Apprenticeships, Traineeship and School Based Traineeships.

2.3.3 IOGTA Group Training Services are delivered and conducted in accordance to the National Standards for Group Training Organisations.

2.3.4 Host Employers, Apprentices, Trainees and School Based Trainees are advised and informed of their obligations and commitments prior to formally endorsing an agreement.

2.3.5 A consultation and planning report is submitted to the Department of Regional Australia on an annual basis for funding,

2.3.6 Management Systems are established, documented, implemented, regularly reviewed and audited to ensure:

   a. Effective planning and delivery of quality group training services
   b. Compliance with Commonwealth, State/Territory legislation and regulatory requirements
   c. Effective financial management of its operation
   d. Effective administration and record management of its operation
   e. Effective corporate governance
   f. Appropriate access and equity principles are applied
   g. GTO staff are trained and competent
   h. The ethical behaviour of Management & Staff in the provision of group training services.
3. RESPONSIBILITY & AUTHORITY

3.1 The General Manager has the overall responsibility to approve all reports to funding bodies and the effective and correct promotion of all services offered by IOGTA.

3.2 The Training Manager & Assistant General Manager is responsible for the marketing, promotion and contractual delivery of the services offered by IOGTA’s RTO and GTO sections and ensuring that same are meeting with the AQTF Standards and National Standards for Group Training Organisations.

3.3 The Manager, Cocos is responsible for the execution of 3.2 on Cocos (Keeling) Islands.

3.4 All managers and supervisors shall ensure that pertinent systems within their area of responsibility is documented and implemented and is consistent with policies set by IOGTA.

4. DOCUMENTATION

4.1 Host Employer MOU
4.2 Training Agreement / Probation
4.3 Employment Contracts
4.4 Charge Out Rate

5. REFERENCES

Funding Q-0301
Budgeting Q-0302
Risk Management Q-0303
Critical Incident Planning Q-0304
Verification & Approval of Expense & Accounts Q-0401
Transaction
Document Control Q-0407
Customer Feedback / Complaint Q-0408
Training Q-0409
Information Technology Q-0410
Administration Q-0411
Records Management Q-0412
Internal Quality Audits Q-0501
Corrective Action Q-0502