

Policy & Procedure 17 – Administration & Other Staff

Relates to standards:	7.1 - 7.5 Standards for Registered Training Organisations (RTOs) 2015
Applicable to:	Learners, employers, community, industry, the Australian Skills Quality Authority, Skills Canberra, Training Services NSW and the ACT Training Fund Authority. Global Energy Training Solutions management, trainers/assessors, administration staff, contractors, volunteers and visitors.
Referenced documents:	Policy & Procedure 7 – Access, Equity & Diversity Policy & Procedure 8 – Vulnerable People
Monitor and review:	In accordance with: Policy & Procedure 18 – Quality Management
Responsibility:	Ben Murphy – as Proprietor / Chief Executive
Questions/queries:	administration@gets.edu.au (+61) 02 6262 0077

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1. Policy Objective

In accordance with *Standards for Registered Training Organisations (RTOs) 2015* to ensure effective governance and administration arrangements we employ administration staff to support the Proprietor / Chief Executive to ensure RTO standards are met.

2. Policy

Working With Vulnerable People registration

All people engaged or employed with our learners are required to maintain Working With Vulnerable People (WWVP) registration in accordance with Policy & Procedure 8 – Vulnerable People

Professional development

Each employee agrees to the professional development required/desired and has a Professional Development Plan in place as part of their performance review and plan.

3. Procedures

Provide equal opportunities to learn and treat learners with courtesy and dignity

In Accordance with: Policy & Procedure 7 – Access, Equity & Diversity

Demonstrate a commitment to training and assessment

Employees demonstrate a commitment to training and assessment by responding to learner and trainer/assessor requests.

RTO Administration is undertaken by administrative staff under the direct supervision of the Proprietor.

Functions include:

- Learner management system
- Employer notifications
- Quality Systems Administration
- General administration
- Filing
- Data entry
- Auditing of files
- Compliance
- Reports and documentation requested from state and federal government agencies
- Stakeholder engagement

Employees demonstrate a commitment to ensuring all documentation, databases, learner files (electronic/hard copy) and training materials are monitored and maintained consistently to ensure content remains current.

Employees roles and responsibilities are also outlined in their position description.

Maintain objectivity in relationships with learners

Employees maintain objectivity in relationships with learners by:

- Interact with learners without displaying bias, prejudice or favouritism.
- Maintaining professional boundaries including not violating or compromising their position of influence or trust.
- Treat every learner with respect and approach all situations with an open mind
- Maintain confidentiality when engaging with learner unless context of conversation fall within mandatory reporting guidelines
- Not socialise in a private context.
- Not instigate or engage in conversations of a personal nature without a valid context.

Documentation of conversations

Administration and other staff are required to document:

- Class attendance and lateness on the class roll.
- All conversations made in person, over the phone or in text with employers, apprentices and Trainers and Assessors, where the content discussed is training and assessment related or otherwise deemed important in the task manager.

Employee Records

Qualifications, employment contracts and resumes and any relevant documentation are maintained on a personnel file. Employee records compliance is monitored through a compliance check list to ensure employment files are up to date and correct.

4. Version Control

Version	Date of release	Author	Authorised by	Position	Reason for change
V3	27/4/2017	Ben Murphy	Ben Murphy	Proprietor / Chief Executive	Initial release – adapted from P&P 16 - Trainer and Assessor. Version number consistent with full P&P review numbering release