

# GoodStart Training College

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Management Procedures and Responsibilities

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# 1.0 Management Systems

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## 1.1 General Requirements

The overall GoodStart Training College management system reflects an attitude by GoodStart Training College management and staff to provide a level of client service, which is a benchmark in the fields of both the Children Services Sector and Vocational Education and Training.

GoodStart Training College strives to demonstrate and identify the processes to comply with the Australian Quality Training Framework (AQTF) and ensure effective overall control and function of all operations.

Management and staff of GoodStart Training College are committed to providing excellence in client satisfaction, to always work for improvements of the organisation's operation and processes and to take positive actions, which will eliminate areas of non-acceptable occurrences.

## 1.2 Documentation Requirements

GoodStart Training College supports its Operational Management System in every section by using written procedures and various forms of documentation. These consist of procedures that comply with AQTF standards and other procedures that GoodStart Training College management believes are paramount to the operational success of the organisation.

The GoodStart Training College policy and procedure manual outlines the structure and operations of the organisation and embraces every section and operation of the organisation as shown in the organisational chart. These include procedures, forms, documents and a range of learner guides, courseware, facilities and equipment. These documents are found within the quality assurance folder and are controlled as indicated in the section of the manual dealing with documentation and data control.

## 1.3 Document, Data and Version Control

GoodStart Training College has procedures in place to create, maintain, retain and distribute internal and externally produced documents and data. The procedure also controls the receipt, use and issue of documents and data provided by outside sources.

Authorised personnel have been appointed as document controllers who have the responsibility to handle changes to any, and all, controlled documents for the issue to all sections and locations requiring material for successful operations and the prompt removal of outdated or obsolete material. However, material of legal, knowledge preservation, or historical benefit may be retained at management's discretion.

Changes can be made at the discretion of the GoodStart Training College Manager after a change requirement has been identified and deemed beneficial.

All version controlled documents that are updated are to be logged in the Version Control Register by the delegated Student Services Officer. The procedure ensures the methodology of change action guards the safety of controlled documents and ensures the distribution of new documents and the withdrawal of old documents.

## 1.4 Control of Quality Records

GoodStart Training College has established and maintained a procedure to identify, collect, index, access, file, store, and orderly arrange quality records. Quality records are maintained to demonstrate conformance to standards and reflect the effective operation of the organisation's Quality System.

## 2.0 Management Responsibilities

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### 2.1 Management Commitment

In order to meet the performance standard requirements of management, GoodStart Training College has the responsibility for establishing a quality training and assessment system across all functions. The system will set out to involve all GoodStart Training College staff members in understanding and providing excellence in client satisfaction. Management will set out the policies and objectives for GoodStart Training College and in accordance with statutory and regulatory requirements and standards. The GoodStart Training College Manager is responsible for the operational functions of the College.

### 2.2 Client Privacy and Information Confidentiality

Except where required under law, the College and its staff shall ensure that information about a client is kept confidential, safe and only accessed by clients (candidates or staff) to their records or by authorised personnel. Information will not be disclosed to a third party, except where required under law or under Standards for Registered Training Organisations, without the prior written consent of the person with which it is connected. To this end, GoodStart Training College staff must:

- only obtain information relevant to the task with which they are undertaking or as required by law
- inform the candidate or the person with which the information is connected of the reasons for requesting this information
- file the information in a safe, confidential manner
- familiarise themselves with the Privacy Act 1988 and National Privacy Principles

### 2.3 Privacy and Record Keeping

GoodStart Training College is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.1988. The College may, from time to time, review and update this privacy policy statement to take account of new laws and technology and changes to its operations. All personal information held by GoodStart Training College will be governed by its most recent policy as reported in this manual. GoodStart Training College, its staff, contractors, candidates and stakeholders are subject to and shall comply with the Privacy Act 1988 and the National Privacy Principles.

### 2.4 Client Focus

GoodStart Training College has procedures in place to ensure clients are made fully aware of the scope and expectations of courses and the assessment tasks and methods to meet the Australian Qualifications Framework when issuing certificates or statements of attainment. Courses and qualifications are identified and documented, either by unit of competency code or module code number or name and cover a multitude of subjects and are always of a formal written nature.

Candidates are identified by a unique candidate number on enrolment. Candidates are mapped, tracked and progressively and continuously assessed against the unit of competency performance criteria and/ or learning outcomes. This progression is firstly recorded manually then entered onto the GoodStart Training College's database. In addition, candidate attendance is recorded at each class session. This information is firstly recorded manually then transferred onto the GoodStart Training College database.

### 2.5 Marketing Material

GoodStart Training College ensures that candidates and potential candidates are fully advised of course information, scope and range of syllabi/curriculum or competencies, applicable rules and regulations, pre-enrolment conditions and the expected outcome of the contract and that the content

meets the needs of clients. GoodStart Training College also welcomes feedback and provides complaint handling information to all clients, candidates and potential candidates at various times during the inquiry, enrolment and orientation phases.

In addition, GoodStart Training College also provides a facility for client appeal should they fail to achieve any part of or the entire contracted course and has established provisions for the review of training and course placement contracts to ensure initially that the contract is consistent with original details and requirements.

GoodStart Training College staff, trainers and assessors are aware of the level of service required through formal documentation (i.e. enrolment process etc.) and client service policies and procedures. Staff responsible for developing and producing marketing material and providing information to candidates, clients and potential candidates are aware that all marketing material is checked and authorised as follows:

- The marketing literature is consistent with the contract scope and aims
- The client has a clear understanding of what these aims are and that they meet their requirements
- The requirements of resources are available to ensure successful presentation

GoodStart Training College knows what the contract (between the College and their clients) requirements are and is capable to fulfil the contract terms. All courses meet the obligations of regulatory and legal requirements; while in addition, the College also ensures that the clients have access to a counselling facility.

## 2.6 Human Resources

In the area of staff selection and recruitment, only the College Manager or the Director of Studies, are authorised to make an offer of employment. GoodStart Training College has procedures in place that control the training and development requirements of staff.

Initially, staff are hired with the qualifications to teach specific areas of education. However, further internal/external staff training is undertaken to expand staff qualifications, knowledge and skills. This procedure calls for an annual training needs analysis and in line with available resources and funds, a training matrix is produced nominating staff involved and training subjects. Moreover, time and resources are provided for staff when available so that they may attend external conferences, seminars and study programs which management deems pertinent to the organisation's growth program.

## 2.7 Version Control

The delegated Student Services Officer is given the authority and responsibility for the review, amendment, approval, review, distribution and security of documents within their area of control.

Procedures, manuals and other documents must use version control, that is, show the dates when the documents and manuals change. If possible, indicate the changes. The changed file may be saved as a new version if tracking the changes is difficult.

The system is the standard – version followed by the number, for example v1.0.

The filename should contain the version identification as an indicator where the document is being used externally. Version control allows effective tracking and information for audit purposes. All Version controlled documents that are upgraded are to be logged in the Version Control Register by the delegated Student Services Officer. Sample of changes must accompany the recorded change.

Part of the version control policy and procedure, is that materials that relate to its scope of registration (including Training Packages, accredited course documents and learning/assessment materials) are reviewed for currency by authorised and competent staff to issue or reissue; a list of materials with the respective issue and/or amendment status identified is maintained; and all persons

required to perform any function under the RTO's scope of registration have ready access to all necessary current materials.

## 2.8 Access to Necessary Current Materials

All staff required to perform any function under the College's scope of registration shall have ready access to materials such as:

- the relevant Training Package
- books, forms, folders and subject files
- electronic versions of documents via the computer network
- the material for all subjects is available in a format that is assessable by the candidate

## 2.9 Quality Assurance

GoodStart Training College assures the quality of all vocational education programs on its scope. GoodStart Training College ensures that the highest quality of trainers and learning equipment is made available to all candidates enrolled in the programs. However, if candidates are unhappy about the quality of their course they are firstly encouraged to try and resolve the matter with GoodStart Training College. If the issue cannot be resolved they can contact the Department of Employment, Education and Workplace Relations (DEEWR) for information and advice to help them understand their rights and obligations.

## 2.10 Workplace Harassment, Victimisation and Bullying

GoodStart Training College is committed to providing all staff and candidates with a working and learning environment free from harassment of any kind. All candidates and staff are required to honour and support this commitment.

Harassment of any sort is unacceptable and will not be tolerated by the College under any circumstances. Appropriate disciplinary action will be taken in any proven instance of harassment.

*The definition of Harassment* – Harassment is any unwelcome and uninvited comment, attention, contact or behaviour, that an individual or witness finds humiliating, offensive or intimidating. It can be verbal, physical, written or visual.

*Definition of the Staff Role when associated with Harassment* – As employees have a duty to ensure that any harassment brought to their attention or personally witnessed, is addressed as soon as possible, legal precedent indicates that the onus rests with the employer to take all reasonable steps to prevent harassment and victimisation through proactive education.

*The definition of Victimisation* – a person is victimised if threatened, harassed or subjected to any form of detriment.

*Wrongful Accusations* – It is against the law to make a wrongful accusation against another person. Any person wrongfully accused of harassment may take a defamation complaint to the Courts.

The College does not tolerate any form of harassment, victimisation or bullying. All employees, contractors, staff and visitors are to comply with the principles of fair, equitable and professional conduct at all times. Harassment, victimisation and bullying are defined as any form of intentional approach, suggestion or action that causes the victim angst, discomfort, mental or physical harm or degrades their general wellbeing or self esteem or person.

All forms of the above can be reported in full confidence to the GoodStart Training College Manager or GoodStart Childcare Limited General Manager Human Resources at any time.

## 2.11 Anti-Discrimination, Equal Opportunity, Racial Vilification and Disability Discrimination

The purpose of this policy is to specify procedures and performance standards to ensure that staff selection and promotion practices within GoodStart Training College are based solely on merit and are not negatively influenced by factors such as disability, ethnicity, gender, age, religious belief or political affiliations.

The policy has been framed around equal opportunity principles as they are specified in the Equal Opportunity Act (1984), Disability Discrimination Act (1992), Sex Discrimination Act (1984), Racial Discrimination Act (1975), Human Rights and Equal Opportunity Commission Act (1986) and Standard 8 of the Disability Services Standards (1993). As a College which is open to people with disabilities, GoodStart Training College encourages people to remain valued members of the local community. GoodStart Training College considers that it has an additional obligation to promote and demonstrate best practice in the application of affirmative action principles to the employment of people with disabilities. This policy applies to all of the College's programs and activities.

The following procedures are to be implemented to ensure that GoodStart Training College meets its policy objective of operating a discrimination free workplace that promotes equal opportunity principles. GoodStart Training College will:

- maintain a current written policy on equal opportunity that covers all staff recruitment, selection and promotion activities
- ensure that all staff is aware of the existence of the Policy on Equal Opportunity and have access to a written copy of the policy
- ensure that offices owned or leased by the College are physically accessible
- recruit new employees on merit and on a fair and open basis
- look for opportunities to fill vacancies within the College with people who have disabilities
- undertake to provide any necessary equipment
- provide on-site training and support where required
- promptly investigate, remedy and document any College employee complaints/appeals regarding equal employment opportunity

## 2.12 Vocational Education and Training

GoodStart Training College supports the principles of open, accessible, balanced and relevant vocational education and training in accordance with the Accreditation Board and Australian Quality Training Framework (AQTF). In fostering the growth of the state's high-quality training system, the Board draws on the work of other statutory bodies, government departments, community organisations and VET research centres. GoodStart Training College supports this approach to education and sets out these policies and procedures in support of the goals of vocational education and training.

The College trains its candidates in subjects that provide both a theoretical and practical understanding of the subject matter and supports the application of this knowledge and these skills to the workplace.

GoodStart Training College shares the vision of personal and professional development that is created by the Industry Training Advisory Bodies. The College, through its trainers and Director of Studies provides advice to candidates in applying their learnt knowledge and skills to the workplace.