Staff Manual Information

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Staff employed at GDC should familiarise themselves with each section of this manual and raise questions with management where they are uncertain of their responsibilities and or obligations as an employee of GDC.

Table of Contents:

1-Job Description

Staff members will be employed on the basis of their written job description. Where tasks and responsibilities evolve into additional activities or a departure from those contained in their Job description, the staff member should advise management of the need to upgrade their Job description. The annual Staff Appraisal will provide an opportunity to review changes in task and responsibilities and provide administrative staff with copies of additional qualifications achieved.

2-Staff Induction Procedure

Staffs are required to attend a staff induction conducted by GDC management. The induction will involve provision of materials and guidance in the following:

- Access to GDC's Policies and Procedures
- Risk management and Identification procedure instruction
- Access to Relevant Commonwealth and State / Territory legislative requirements (Electronic Copies maintained by GDC)
- Letter of employment offer
- Job description
- Staff Manual
- Code of Practice
- Access and Equity Policy
- Assessment tools and guides
- Professional Development Schedule

Staff should acknowledge receipt and their readership of the GDC Policies and Procedures Manual by signing the Policies and Procedures 'receipt form' returning the signed copy to GDC Management for filing along with 'original sighted' copies of their current vocational and training and assessment qualifications.

3-Organisation Chart

GDC and its operations are directed by its CEO and contain the following staff members:

(Org chart here)

4-Management Meetings and Staff Feedback

GDC senior staff meets for a management team meeting normally on a weekly basis to review, analyse and plan GDC's business activities. All staff will be provided with opportunity to present individual needs through stakeholder feedback forms, continuous improvement forms or stakeholder feedback advice to the fortnightly management meeting.

5-Reasonable Adjustment

Trainers must respond to all requests for Learner support from enrolled Learners. These requests should be responded to in a timely manner and the response should take no longer than 24 hours.

GDC's Management will refer advice regarding a Learners 'Reasonable Adjustment' to relevant training staff prior to each course.

6-Staff Appraisals

The CEO conducts staff appraisals at least annually. Staff are provided prior advice of their scheduled appraisal and given opportunity to discuss their workplace experience and report any issues or aspirations. Productivity Goals may also be identified and negotiated. Staff will normally be provided with a questionnaire that will direct their preparation for the staff appraisal meeting. The appraisal also should be utilised to provide administrative staff with copies of additional qualifications achieved for filing in staff files.

7-Professional Development

GDC is committed to providing professional development (PD) opportunities to all employed staff. GDC's management will provide regular information and bulletins to staff regarding workplace relevant training workshops and short courses. Staff are encouraged to identify PD opportunities and submit the dates and costs of these to GDC Management for approval.

8-Access and Equity

GDC Management and staff are required to provide assistance to all clients to identify and achieve their desired outcomes. GDC shall provide training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

GDC staff should take time to consider their conduct toward all students in the light of the principles of Access and Equity. GDC Management will not tolerate discriminatory or harassing practices by staff or students.

9- Inclusion

GDC's Management is committed to fostering an inclusive learning environment that values diversity and promotes equitable opportunities for all learners. We ensure that our vocational training programs are accessible, respectful, and tailored to support individuals of all backgrounds, abilities, and circumstances. Through inclusive practices and continuous improvement, we aim to empower every learner to achieve their goals and contribute meaningfully to their chosen vocation.

Additionally, GDC's management is committed to fostering a culturally safe and respectful learning environment for First Nations peoples. We honour the knowledge, traditions, and histories of Aboriginal and Torres Strait Islander communities and strive to create training experiences that empower and support their unique needs. Through meaningful engagement, continuous learning, and culturally inclusive practices, we aim to provide a safe space where First Nations learners feel valued, respected, and supported in achieving their educational and career goals.

10. Wellbeing Support

GDC's management is committed to the wellbeing needs of students within each Learner cohort, and is active in identifying their unique needs, taking into consideration the training content, and providing access to appropriate wellbeing support services.

GDC's Orientation Event, ensures students are informed about the available wellbeing support services, including mental health resources, academic assistance, and other support programs relevant to their circumstances.

Learners are encouraged to take proactive steps toward their wellbeing by contacting GDC's dedicated support staff or training staff for guidance. Information about wellbeing services, including how to access them, is readily available through the pre-enolment and orientation materials, the student handbook, and GDC's website.

GDC's Management is committed to fostering a safe and supportive learning environment, empowering students to achieve their educational goals while maintaining their personal wellbeing.

11-Competency Based Training and Assessment

Competency Based Training is aimed at developing specific learning outcomes that reflect the standardised workplace competencies of a given Industry skill area.

Competency Based Assessment is the manner by which competency is recognised as being attained. It determines if an individual's workplace performance matches the workplace standard for competency.

12-Training and Assessment Procedures

GDC's Management and staff are committed to quality assuring its Training and Assessment Services. All assessments conducted by GDC's Staff will be measured for their validity, reliability, flexibility and fairness with the judgement of competency being based on evidence gathered from a number of occasions and a number of contexts.

Staff are required to attend and participate in scheduled moderation/validation meetings and will be required to apply assessment review checklist tools to their training and assessment preparations prior to new course delivery and in accordance with GDC's Annual Assessment System Review.

13-Training Packages

Training packages are developed by specific industries to provide the training outcomes that relate to the workplace competencies required by a particular industry. Nationally endorsed Training Packages are reviewed by Industry Skills Councils, normally in a three-year cycle. Training Packages can be sourced by visiting the online at www.training.gov.au (TGA)

14-Accredited Courses

Accredited Courses may be developed by a specific Industry or group to meet an identified training need only when no relevant training package or endorsed units of competency exist. When a course is accredited it is placed on the TGA and will be recognised in all other States and Territories.

15-Staff Qualifications

GDC will only employ Training and assessment staff who have

(i) has industry competencies, skills and knowledge that are relevant to, and at least to the level of, the training product being delivered and/or assessed

(ii) maintains an understanding of current industry practices

GDC's staff are required to provide GDC's management with the original documents of their current Vocational Qualifications during the Staff Induction or within 7 days of commencing employment. The originals will be sighted and copied and sight signed by a authorised person, with the copies being maintained on staff files. Originals will be returned to staff as soon as the copy process is completed.

Cert IV Qualified staff

As per the Credential requirements of the Revised Standards for RTOs, staff delivering training and assessment, including making assessment judgements, must hold one of the following credentials:

• TAE40122 Certificate IV in Training and Assessment or its successor,

• TAE40116 Certificate IV in Training and Assessment,

• TAE40110 Certificate IV in Training and Assessment,

• A secondary teaching qualification and one of the following credentials:

- TAESS00011 Assessor Skill Set, or

- TAESS00019 Assessor Skill Set or its successor, or

- TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor, or A diploma or higher-level qualification in adult education or vocational education and training.

Assessment only staff

To conduct assessment **only**, including making assessment judgements, the person must hold one of the following credentials:

- *TAE40122 Certificate IV in Training and Assessment* or its successor,
- *TAE40116 Certificate IV in Training and Assessment*,
- *TAE40110 Certificate IV in Training and Assessment*,
- · *TAESS00019 Assessor Skill Set* or its successor,
- · *TAESS00011 Assessor Skill Set,*
- · *TAESS00001 Assessor Skill Set*,
- *o TAESS00011 Assessor Skill Set, or*
- *TAESS00019 Assessor Skill Set* or its successor, or
- *o TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set* or its successor, or A diploma or higher-level qualification in adult education or vocational education and training.

Non-Cert IV Supervision

Staff who do not hold the qualification may only train when they are under supervision. Direct supervision can only be achieved through regular guidance, support and direction by a person who holds the Cert IV in TAE.

To deliver training and conduct assessment under direction, a person must hold one of the following credentials:

• *TAESS00021 Facilitation Skill Set or its successor,*

• *TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,*

• *TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set or its successor,*

• *TAESS00029 Volunteer Trainer Delivery Skill Set or its successor,*

• *TAESS00020 Workplace Trainer Skill Set or its successor,*

• *TAESS00028 Work Skill Instructor Skill Set or its successor,*

• *TAESS00022 Young Learner Delivery Skill Set or its successor,*

• *TAESS00015 Enterprise Trainer and Assessor Skill Set*

• *TAESS00003 Enterprise Trainer and Assessor Skill Set,*

• *TAESS00008 Enterprise Trainer – Mentoring Skill Set,*

• *TAESS00013 Enterprise Trainer – Mentoring Skill Set,*

• *TAESS00007 Enterprise Trainer – Presenting Skill Set,*

• *TAESS00014 Enterprise Trainer – Presenting Skill Set, or*

• *A secondary teaching qualification.*

GDC must be able to justify the relevance of the person's credential to the VET student cohort being delivered to.

A person providing direction must hold one of the following credentials:

- *TAE40122 Certificate IV in Training and Assessment* or its successor,
- *TAE40116 Certificate IV in Training and Assessment,*
- *TAE40110 Certificate IV in Training and Assessment,*
- A secondary teaching qualification and one of the following credentials:
- *TAESS00011 Assessor Skill Set, or*
- *TAESS00019 Assessor Skill Set* or its successor, or
- *o TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set* or its successor,

All 'direct supervision' events must be documented and recorded by the appointed supervisory staff.

Staff who do not hold the trainer and assessor qualification will not be able to determine assessment outcomes. Supervision measures must be documented and recorded in the 'Non Cert IV Supervision Log' and uploaded AA2 records.

16- National Recognition

All staff of GDC will be required to recognise qualifications issued by other RTO's and apply credit transfer within assessment records when applicable (see Recognition & Credit Transfer Policy)

17-Assessment System

All staff of GDC conducting assessments will be required to apply the steps contained in GDC's assessment system. **Please refer to the following flow chart.**

18 – RPL & Credit Transfer Processes

All staff should respond to requests for Recognition of Prior Learning (RPL) or Credit Transfer promptly and professionally. They should provide clear and accurate information about the process, requirements. Staff must guide students through the application process, supply relevant tools or forms, and facilitate a fair and timely evaluation of their request in line with GDC policies and standards.

19- Code of Practice

The Code of Practice reflects GDC's commitment to delivering quality services, fostering equity and inclusion, and maintaining compliance with regulatory and ethical standards. The Code of Practice should be adhered to in all activities related to the delivery of GDC's Training and Assessment Services.

This procedure is subject to annual review or as required by changes in legislation, standards, or organizational needs.