



POLICIES

ABSTRACT

This document outlines various policies and standards followed by Galaxy Training Australia Pty. Ltd. (RTO # 40698)

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Policy to provide quality training and assessment

The purpose of this policy is to improve Galaxy Training Australia’s quality of service delivery and to promote the professional development of staff.

Galaxy Training Australia ensures that all training staff has the appropriate qualifications and experiences to deliver training and assessment relevant to the training products and services offered. Professional development refers to all the activities which enhance and update their skills and knowledge relevant to specific job functions of the staff, operations of the organisation, and the regulatory environment and compliance framework within which Galaxy Training Australia operates. In the case of trainers, professional development also includes activities that enhance and update their skills and knowledge relevant to the units which they deliver and assess and of training and assessment methodology. Professional development activities include formal study leading to the award of further or higher-level qualifications, attendance at workshops and webinars, research, mentoring, coaching, and other formal or informal means of sharing skills and knowledge.

Galaxy Training Australia recognises that ongoing professional development is essential if it is to achieve its aim. For this, we encourage and support our trainers and other related staff to pursue their individual professional development and schedule attendance to workshops on AQTF and VET Education related topics.

All professional development activities are documented and recorded in personnel files.

Principles of assessment

In the delivery of assessment services, Galaxy Training Australia applies the principles of assessment. Assessment strategies have been designed to ensure:

- **Validity.** We conduct assessments against the broad range of skills and knowledge identified within each unit of competency and which is integrated with the performance of workplace tasks. We ensure that the assessment is transferable to different contexts and situations and all components of the unit of competency are being assessed.
- **Reliability.** We seek to gather and interpret evidence consistently that provides for reliable assessment both for the candidate and for assessors. We achieve this by using assessors who have the required competencies in assessment and the relevant vocational competencies. Our assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the moderation of assessment judgements across our assessors.
- **Flexibility.** We strive to provide assessment opportunities that reflect a candidate’s needs. Our chosen assessment strategies provide for recognition of a candidate’s current competency, employ a

range of methods appropriate to the context of the industry, the unit of competency and the candidate.

- **Fairness.** Our assessment approach encourages fairness in assessment through consideration of the candidate’s needs and characteristics and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with a candidate to ensure that the candidate is fully informed about, understands and can participate in the assessment process and agrees that the process is appropriate.

Collecting evidence that counts – the rules of evidence

In collecting evidence, Galaxy Training Australia applies the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

- **Sufficiency.** We ensure the collection of valid assessment evidence in such quantity to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. The collection of sufficient assessment evidence is supported by using a range of assessment methods which lead to the collection of evidence over time based on a range of performances. Assessments based on first-person-view videos and various customised videos and scenarios are used to ensure appropriate tasks are performed within an actual workplace.
- **Validity.** We collect evidence that directly aligns with the components documented within each unit of competency. The collected assessment evidence ensures appropriate tasks are performed within an actual workplace.
- **Authenticity.** We seek authentic evidence. To support this, Galaxy Training Australia collects USI (Unique Student Identifier) from each candidate. Also, at the time of signup, we get candidates to declare that all work submitted for assessment is the candidate’s own and does not involve help from anyone other than Galaxy Training Australia Trainer.
- **Currency.** We ensure that the candidate currently holds the skills and knowledge relating to a particular unit of competency. Assessment evidence is based on the candidate’s performance at the time of the assessment decision. Galaxy Training Australia updates the assessment regularly to meet legislation changes for each state relating to a particular unit of competency. This ensures assessors validate the currency of a candidate’s knowledge and skills.

Policy to adhere to principles of access and equity

The purpose of this policy is to outline Galaxy Training Australia’s commitment to equality of access to its services and its treatment to all clients/students and staff.

Our principles are as follows:

- To provide and maintain training services that reflect fair and reasonable opportunity and consideration for all students and staff members, regardless of race, skin colour, age, marital status, pregnancy, sexual orientation, religion, gender, language, culture, socio-economic background, or physical disability.

- Ensure equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Ensure equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs.

Policy on management systems

Galaxy Training Australia uses "Ace AVETMISS" as a management system to create compliant files for both internal recordkeeping and to report primary government regulator reporting to the registering body.

The software provides the ability to create AVETMISS compliant files. It is intended to allow Galaxy Training Australia to immediately comply with Data Provision Requirements 2020 to provide National VET regulators with AVETMISS compliant data.

Personal file of the staff is maintained containing details of their employment and the associated conditions, relevant qualification, and industry experience (if any) documents and resume. This file also includes a copy of their employment document and any performance appraisals. All this information is treated as strictly confidential and should not be reviewed or discussed with other employees.

It is the employee's responsibility to notify the management of any changes to their employment details. This may include a change of name, address, phone number, bank account details, superannuation detail, as well as any changes to information related to the tax status of the employee, or any other change affecting the relationship between Galaxy Training Australia and the employee.

Policy on interaction with National VET Regulator

The Australian Skills Quality Authority (ASQA) is the National VET Regulator is the body established by the National Vocational Education and Training Regulator Act 2011. Galaxy Training Australia is registered by ASQA and therefore complies with requirements set down by ASQA under the VET Quality Framework.

At Galaxy Training Australia, the CEO establishes arrangements to ensure appropriate cooperation and interaction with ASQA. The primary effect of cooperating with the ASQA is to keep ASQA informed of material or significant changes to Galaxy Training Australia operations.

The following actions are applied to ensure Galaxy Training Australia cooperates with ASQA requirements:

- Audits and the monitoring of its operations
- Reporting timely and accurate data to ASQA on request.
- Changes to registration/contact / location details
- Significant changes to its operation
- Enter an outsourced arrangement (Partnership)
- Changes to Financial Viability
- Ceasing to operate

– CEO Annual Declaration

Galaxy Training Australia collects, analyses and reports information against the three quality indicators (QIs)—the Learner Engagement, Employer Satisfaction and Competency Completion. Galaxy Training Australia submits an annual summary report to their regulator against the three quality indicators. The annual summary report is due on 30 June each year and relates to the previous calendar year’s activities. The range of information required to be provided in the summary report includes but is not limited to the number of current enrolments, completions in the last 12 months, and delivery venues and modes.

To interact with the National VET Regulator, Galaxy Training Australia uses email as its primary form of communication with the National VET regulator (ASQA). All the communication with ASQA is saved electronically in a dedicated folder. Galaxy Training Australia may also use the info line number, i.e., 1300 701 801 to contact ASQA.

To meet the data provision requirements, Galaxy Training Australia gathers and reports Total VET Activity (TVA) AVETMISS compliant data to NCVET on a timely basis.

To notify the National VET Regulator of significant changes, Galaxy Training Australia uses the official [RTO forms](#). To manage our registration, applications and fee payment, we use ASQA’s online web portal i.e. ASQANet.

Training Package Transition

At Galaxy Training Australia, we acknowledge our obligation to remain informed of changes to training packages and to establish transition arrangements for existing students and those students who may be enrolled during a transition period. Our obligation is underpinned by the Standards for Registered Training Organisations requiring RTOs to manage their scope of registration to transition from superseded Training Packages within 12 months of their publication on the national register to only deliver currently endorsed Training Packages and currently accredited courses.

Background

Like all things in the national training system, nationally endorsed training packages are amended from time to time under a continuous improvement approach to ensuring that training packages are aligned with industry requirements. In addition to these smaller changes, training packages can be entirely reviewed on a cyclic basis, and this often leads to new versions being issued or new training packages being developed and released.

The impact of these changes can mean that qualifications and unit of competency codes and titles can change. Qualification issuing rules can vary, and the units of competency that are superseded may or may not be equivalent. This will all happen at different times during a student’s enrolment and requires Galaxy Training Australia to manage the change process so that we comply with the Standards for Registered Training Organisations and ensure that our students are not disadvantaged by these changes.

New training packages are published and released using the National Training Register (training.gov.au). It is the date of release that marks the date for subsequent transition arrangements which are covered in this policy.

Aim

The aim of this policy is to ensure Galaxy Training Australia delivers the most current outcomes to students and to ensure Galaxy Training Australia actively manages its scope of registration.

Transition principles

Galaxy Training Australia applies the following principles to the management of a training package transition:

- Galaxy Training Australia monitors the status of training packages by subscribing to the Training.gov.au notification service and the notification service offered by the relevant Industry Skills Council.
- Continuous improvement actions relating to training package transition are managed through the Galaxy Training Australia staff to ensure the transition is managed in a systematic way. Centralised and systematic management will enable other aspects of the Galaxy Training Australia operation to be included in the transition planning and the progress of the transition to be monitored. Other aspects of the Galaxy Training Australia operation that may be affected by training package transition include marketing, business development, administration, compliance, resource development, student welfare, interaction with ASQA, etc.
- Galaxy Training Australia will initiate transition arrangements in response to training package changes as soon as possible following the publication on the National Register of revised qualifications or units of competency. Within the period of **one year** from the date the replacement training product was released on the National Register, students will have either completed their training and have been issued with their AQF certificate or they will have been transferred to the revised training product. The student will not remain in or be issued a certificate for a superseded training product beyond the 12-month period from the release date published on the National Register.
- Where the qualification or unit of competency is equivalent, these items will be automatically updated on the Galaxy Training Australia scope of registration. Where the items are not equivalent, Galaxy Training Australia applies to have new training products added to its scope of registration by applying to change the RTO scope of registration to ASQA via [ASQANet](#), accompanied by supporting evidence and the required fee.
- Once a new qualification or unit of competency has been added to the scope of registration of Galaxy Training Australia, enrolments in the superseded item cease as soon as practical, and all new enrolments are made into the revised qualification or unit of competency. Galaxy Training Australia

has taken the position to cease enrolments into superseded qualifications or units of competency as soon as possible to ensure students are receiving the most current training product.

- Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all students' training and assessment is completed and the relevant AQF certification documentation issued within a period of **one year** from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register.
- We ensure a new learner do not commence training and assessment in a training product that has been removed or deleted from the National Register.

Transition Management

The transition to new training packages is managed through the Galaxy Training Australia staff to ensure the transition is managed in a systematic way that integrates changes into all other areas of Galaxy Training Australia operation. It is critically important that high attention to detail is applied by staff who are leading this work.

The following steps are applied:

Monitor the status of training packages. The Chief Executive Officer monitors the status of training packages to remain aware of changes in the revised training package and how these might affect Galaxy Training Australia scope of registration. The primary information source for monitoring the status of training packages is the National Register (training.gov.au).

Determine an action plan. Once changes are confirmed, an action plan is made to respond to changes. Attention to detail is given to minor changes that may occur to unit codes and titles to ensure these are not missed during the transition process. The common changes will include:

- revised unit of competency codes and titles;
- revised units of competency, this may include minor changes where the unit of competency has remained equivalent;
- revised pre-requisites, co-requisites, or entry requirements; and
- revised assessment guidelines which may relate to identifying new requirements relating to trainers and assessment.

Whilst not an exhaustive list, the common changes identified in the list above are certainly the most commonly seen in the transition of training packages.

Review Training and Assessment Strategies. Review the existing training and assessment strategy to determine the higher-level changes that have occurred to a Unit of Competency and the likely changes that are required. This may include additional consultation with the industry to gauge their reaction to training packages changes and to determine if there are specific industry requirements that need to be incorporated. Attention to detail is given to minor changes.

Revise training and assessment materials. Undertake an analysis of the current training and assessment resources to identify relevant changes that are required to ensure training package requirements are being met. Once these have been identified, implement arrangements via the meeting to have training and assessment materials revised.

Reporting Obligations

Total VET Activity Reporting

Galaxy Training Australia maintains the capability to provide AVETMISS compliant data reports to the NCVER on an annual basis. This requirement is specified in the [Data Provision Requirements 2020](#) and the [Total VET Activity Reporting](#) guide on the ASQA website, which explains the requirement for all RTOs to report their nationally recognised training data in accordance with the [National VET Data Policy 2020](#). Galaxy Training Australia meets this requirement by maintaining its activity data with Ace Avetmiss, our student management system.

National VET Provider Collections are submitted to the National Centre for Vocational Education Research (NCVER) before the end of February each year. The activity report relates to the previous calendar year. So, a report being made on 28th Feb 20XX will relate to the activity period of the previous calendar year – 1st Jan to 31st Dec.

Activity reports, including all NAT files, are submitted to the [AVETMISS Validation Software](#). This system reports any data entry errors which are then corrected and resubmitted. Galaxy Training Australia is registered with the NCVER to use the AVETMISS Validation Software.

Quality Indicator Reporting

Galaxy Training Australia reports quality indicator data to ASQA in accordance with scheduled reporting dates. This requirement is specified in the Data Provision Requirements 2020 and explained further on the ASQA website: [ASQA - Quality Indicator Reporting](#).

Galaxy Training Australia uses the [Learner Questionnaire](#) and the [Employer Questionnaire](#) to collect survey data regarding learner and employer satisfaction.

Galaxy Training Australia collates the results of the survey and produces a report using the [Quality Indicator annual summary report template](#). A summary report is emailed to ASQA between the period 01 Jan – 30 June each year and will relate to the learner engagement and employer satisfaction QI survey response rates and improvement actions identified for the previous calendar year – i.e. 01 Jan – 31 Dec. The report is emailed to the following email address: qidata@asqa.gov.au.

The summary report includes the following information:

- numbers of surveys issued against numbers received (rates of response)
- trends in response statistics (for instance, which student/employer cohorts provided high/low response rates)

- commonalities or surprising/unexpected survey responses
- trends with previous year/s QI data findings
- the information gained from the analysis
- preventive and/or corrective actions implemented, and
- how the effectiveness of such actions is or will be monitored.

Policy to be compliant with legislation

Galaxy Training Australia is subject to legislation related to training and assessment as well as a general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all Galaxy Training Australia staff are made aware of these changes as they occur. The legislation that particularly affects the delivery of our services includes:

Privacy Act 1988

This Act makes provisions to protect the privacy of individuals and for related purposes. Galaxy Training Australia is subject to the provisions of the Privacy Act 1988.

More information on this Act can be found at <https://www.legislation.gov.au/Details/C2021C00242>

Copyright Act 1968

This Act is relating to copyright and the protection of certain performances and for other purposes. Galaxy Training Australia ensures to hold appropriate approvals and licenses for delivering the courses offered and comply with legislation. The content on Galaxy Training Australia's website cannot be adapted, reproduced, or transmitted in any form until it is permitted by this Act.

More information on this Act can be found at <https://www.legislation.gov.au/Details/C2021C00044>

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. At Galaxy Training Australia, we ensure to comply with this act and provide a safe work environment to our staff.

More information on this Act can be found at <https://www.legislation.gov.au/Details/C2018C00293>

Anti-Discrimination Act 1991

The Act aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct. The principle of this Act has been considered in administrative practices, assessment processes and the courses developed and offered by Galaxy Training Australia.

More information on this Act can be found at

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

Vocational Education and Training (Commonwealth Powers) Act 2012

This Act promotes the consistency of standards in vocational education and training and ensures the quality and integrity of vocational education and training.

More information on this Act can be found at

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2012-011>

Identifying legislative requirements

To support our compliance with identified legislation, Galaxy Training Australia has established the following arrangements:

Legislation	Our arrangements
National Vocational Education and Training Regulator Act 2011	Legislative Requirements Policy Fees and Refund Policy Policy for Qualification Issuance Advertising and Marketing Policy National Recognition Policy Interaction with the National VET Regulator Policy Continuous Improvement Policy Records Retention and Management Policy Policy for Reporting Obligations Policy for Transition to Training Package Policy for Industry Consultation Student Enrolment Policy Complaints and Appeals Policy Records Retention and Management Policy Trainer Competency Requirements Policy Policy for Training and Assessment Strategy Development
Student Identifiers Act 2014	Policy for Qualification Issuance - details the requirements relating to the restrictions in the use of the USI on Statements of Attainment issued by Galaxy Training Australia. Records Retention and Management Policy - details the requirements to verify the USI, including identifying the common errors that students can make in providing the details required for verification. Student Enrolment Policy - details the requirement to create or verified USI and provides links to additional resources in relation to the student's options for establishing proof of ID.
Work Health and Safety Act	Policy for Training Safety – Ensures that all staff are informed of all

Legislation	Our arrangements
2011	legislative and policy arrangements on the commencement of their duties
Age Discrimination Act 2004 (Cwth) Disability Discrimination Act 1992 Disability Standards for Education 2005 Racial Discrimination Act 1975 Sex Discrimination Act 1984 Disability Services Act 1986 & Disability Services Regulation	Discrimination and Harassment Policy - This policy provides the basis for ensuring that the workplace is free from discrimination and harassment. Duty Statements – All duty statements include specific responsibilities for staff to treat others equitably and with respect. Advertising and Marketing Policy – This policy includes the requirements to ensure any advertising undertaken is accurate and ethical. Student Enrolment Policy – This policy includes specific provisions to ensure enrolment procedures are non-discriminatory. Complaints and Appeals Policy – This policy provides students with the mechanism to make a complaint about their treatment.
Privacy Act 1988 and Australian Privacy Principles (2014)	Privacy Policy – The policies have been updated to align with the Australian Privacy Principles which came into effect on 12 th Mar 2014. Student Enrolment Policy – This policy outlines the arrangements to supply information to prospective students prior to their enrolment that informs them of their rights and obligations. This includes specific information about privacy protection based on the requirements of the Australian Privacy Principles. Records Retention and Management Policy – This policy specifies the arrangements to collect and store information with accuracy and integrity. This includes hard copy records and electronic data and specifies the access and security arrangements relating to these.
Fair Work Act 2009	All employees engaged by Galaxy Training Australia have a written Employment Agreement in accordance with the advised condition from Fair Work Australia All contract staff have a written service agreement that outlines the conditions of their engagement and specifies their relationship as a contractor.
Fair Trading Act 1989	Fees and Refund Policy – This policy specifies the arrangements for disclosure of the information in accordance with Standards for

Legislation	Our arrangements
	<p>Registered Training Organisations. It also specifies the circumstances for a refund of student fees.</p> <p>Schedule of Fees and Charges - this document specifies the fees for courses. It also outlines the fees for other services.</p> <p>Advertising and Marketing Policy – This policy provides the basis for accurate and ethical marketing to ensure students are provided accurate information about the services to be provided.</p> <p>Student Enrolment Policy – This policy specifies the process for student enrolment and includes specific steps to ensure students are provided sufficient information about their rights and obligations, fees and payments obligations and services to be provided prior to their enrolment.</p> <p>Complaints and Appeals Policy – This policy outlines the arrangements for students to make a complaint about services being provided or appeal a decision made by Galaxy Training Australia.</p>
Copyright Act 1968	Version Control Policy – This policy provides the framework for consistent version control of documents used by Galaxy Training Australia.
Liquor Regulation 2018	<p>Galaxy Training Australia ensures to follow the conditions in clause 80 of the Liquor Regulation 2018 and the additional conditions prescribed under clause 78 to conduct the RSA course in an online environment.</p> <p>Galaxy Training Australia also complies with the conditions imposed by the Secretary, NSW Department of Customer Service to conduct RSA training course on behalf of L&GNSW</p>

Informing staff of their responsibilities

Galaxy Training Australia acknowledges that it has a responsibility to inform and educate staff about the legislative requirements that apply to its day-to-day operations. This is achieved primarily through careful and diligent staff induction and through annual refresher training.

By taking a coordinated approach to informing staff of these requirements, we build a culture of acceptance and positive compliance. Chief Executive Officer ensures all staff is fully informed of applicable legislative requirements.

Student Enrolment

At Galaxy Training Australia, we collect data from students in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

At times Galaxy Training Australia staff is contacted by potential students for information pertaining to available training. Galaxy Training Australia staff ensures to establish a positive relationship from the start by being courteous and professional. Course information, including fees and charges are listed on the website.

At the time of enrolment on initial signup, we collect the following details from the student –

- Full name
- Email ID
- Preferred username and password
- Phone Number
- Gender
- Date of Birth
- Address
- Origin
- Highest completed school level
- The previous qualification achieved
- Current employment status

The student needs to provide a current photo identification document as it is a mandatory legal requirement for all nationally recognised training providers to verify the identity before issuing a Statement of Attainment to a student.

What document to upload?

Anyone (1) of the following:

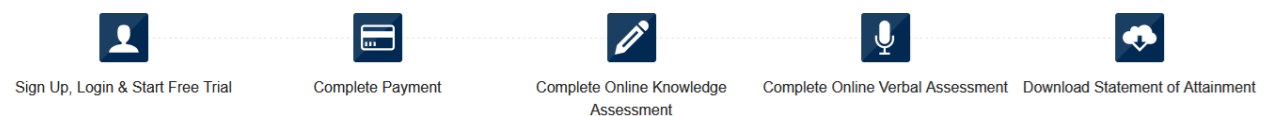
Passport, Drivers Licence, Proof of Age Card, Student ID Card, Other Photo ID Card (Government-issued). A Statement of Attainment will not be issued until the student's identity has been verified.

At the time of enrolment,

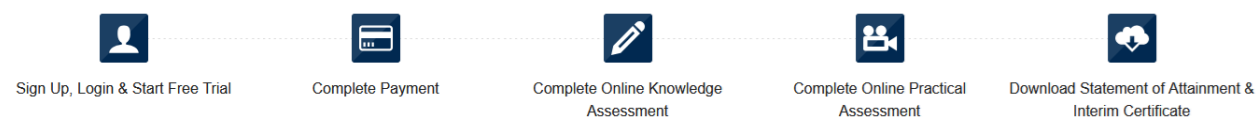
- A copy of the policy document and the terms of service document is made available for the student to read.
- The student is notified about their obligation to provide a USI and an identification document.

Course Flow

For national RSA and RSG



For RSA NSW



All the important announcements are communicated to the students via email or website home page. The announcements may include but are not limited to:

- Changes in the course fee
- Changes in the training and assessment requirements
- Transitioning from a superseded unit to a new qualification
- Changes to the agreed services
- Disclaimer for USI registry outage

Students that hold a current or expired (within 28 days of expiry) NSW RSA competency card must **not enrol** with Galaxy Training Australia to renew the RSA competency card.

Financial Management

In accordance with the Standards for Registered Training Organisations, Galaxy Training Australia has systems and procedures in place to always ensure an acceptable level of financial risk. We also ensure the protection of fees paid in advance to Galaxy Training Australia by students and apply a fair and reasonable refund policy (see Fees and Refund Policy).

Management of finances

Galaxy Training Australia finances are managed by the CEO in accordance with standards laid down by the Australian Accounting Standards Board (Australian Accounting Standards).

Accounts to be kept

Financial accounts of all aspects of Galaxy Training Australia operations are kept in a way that maintains their accuracy and integrity. These accounts detail all money received and expended by Galaxy Training Australia. These accounts shall be open to the inspection of appropriate registering bodies. These accounts are retained in the archive for no less than seven years.

Chief Executive Officer responsibility

The Chief Executive Officer is responsible for ensuring that all general records, accounting books, documents, securities and records of receipts and expenditure connected with our operations are kept in such a manner as to satisfy an audit against the Australian Accounting Standards.

Reporting of accounts

On request from ASQA, Galaxy Training Australia will provide a statement of its financial accounts. The Chief Executive Officer is responsible for ensuring that all accounts are accurate and well prepared and provided to ASQA in a timely manner.

Financial Viability Risk Assessment

ASQA requires Galaxy Training Australia to demonstrate its financial viability at any point in time, upon request. The assessment of Galaxy Training Australia's financial viability risk is directed at evaluating the likelihood of its business continuity and its capacity to achieve quality outcomes. In particular, the assessment informs a judgement about whether Galaxy Training Australia has the financial resources necessary to:

- acquire the requisite assets and physical resources to deliver all qualifications on its scope of registration;
- employ sufficient appropriately qualified staff to cover the courses for which it takes enrolments;
- provide appropriate levels of student services to students;
- remain in business to ensure that each student can achieve completion; and
- meet the above requirements, even in an unsure environment.

In accordance with this requirement, Galaxy Training Australia will submit to an assessment of financial viability risk by a qualified independent financial auditor nominated by ASQA at any time during its registration period. This will include providing financial data and information to the qualified independent financial auditor in a format that is in accordance with Australian Accounting Standards.

Information that could be used to assess the common indicators to decide about Galaxy Training Australia's financial viability risk may include:

- Independent reviews of financial projections including underlying assumptions;
- Business planning including forecast income streams and forecast expenditure;
- Assets and liabilities;
- Financial records for the previous 12 months, including profit and loss, balance sheets;
- Cash flow and bank accounts;
- Short term budgets and forecasts, including assumptions;
- Information on current and projected student enrolments, including assumptions;
- Tax records;

- Information about current debts and debtors, credits and creditors, loans and repayment;
- Plans and information on any legal disputes;
- Contingent liabilities;
- Ultimate ownership details; or
- Post reporting activities (includes activities that relate to the period after accounts have been audited that would have a material impact on the organisation’s operations, viability or ownership).

National Vocational Education and Training Regulator (Financial Viability Risk Assessment Requirements) Instrument 2021 can be downloaded by clicking [here](#). ASQA makes this a legislative instrument under the National Vocational Education and Training Regulator Act 2011.

Compliance responsibility

The CEO is responsible for maintaining the financial viability of Galaxy Training Australia and is to maintain suitable information to demonstrate Galaxy Training Australia’s financial viability according to the listed common indicators of financial performance.

Insurance

In accordance with legislative requirements and the Standards for Registered Training Organisations, Galaxy Training Australia holds Public Liability Insurance to cover itself if found legally responsible for personal injury to a third party or damage to their property.

Training Safety

Galaxy Training Australia is committed to the proper management of work health and safety. We will provide a safe and healthy workplace for our staff, contractors, and visitors by having a planned and systematic approach to the management of work health and safety. We will provide the necessary resources for the successful implementation of this policy and its supportive procedures. Work health and safety is managed through Galaxy Training Australia staff, contractors, and visitors.

This training safety policy has been developed using the Australian/New Zealand Standard 45001:2018 Occupational Health and Safety Management Systems as a guide. The policy is not intended to cover the entire scope of situations which may arise in a workplace that relate to safety or hazards. Galaxy Training Australia recognises this, and we are committed to applying a continuous improvement approach to robust policy development.

The objectives of this policy are to ensure that:

- Hazards and risks to health and safety are systematically identified, assessed and, where they cannot be eliminated, are effectively controlled;

- Measures to control hazards and risks to health and safety are monitored and evaluated regularly;
- Staff are engaged and sought to contribute to work health and safety matters affecting their health and safety at work;
- Staff, contractors, and visitors receive the appropriate information, training and supervision to understand and carry out their responsibilities safely.

Responsibilities

The CEO is responsible for:

- Providing a healthy and safe workplace for staff, students, contractors and visitors;
- Ensuring that adequate resources are provided to meet the health and safety objectives and procedures of Galaxy Training Australia ;
- Ensuring that Galaxy Training Australia complies with all relevant occupational health, safety legislation and standards;
- Providing appropriate health and safety policies and procedures to enable the effective management of health and safety and control of risks to health and safety;
- Providing mechanisms that enable staff to be consulted on work practices, policies or procedures which may affect the work health and safety of staff;
- Providing mechanisms to monitor and report regularly on the organisation’s health and safety performance.
- Considering proposals for, or changes to, the workplace, policies, work practices or procedures which may affect the health and safety of staff;
- Ensuring that hazards in work or study areas are identified, risk assessed and controlled and that these risk control measures are monitored regularly and maintained;
- Ensuring that staff under supervision are provided with the required information and training to carry out their work or study safely and effectively;
- Providing leadership and setting a good example for staff and students in work health and safety matters.

Staff and other contractors are responsible for:

- Complying with relevant Galaxy Training Australia health and safety policies and procedures;
- Obeying any reasonable instruction aimed at protecting their health and safety in the workplace;
- Using any equipment provided to protect their health and safety in the workplace;
- Assisting in the identification and assessment of hazards and implementation of hazard control measures;

- Reporting any incident or hazard in the workplace to their manager;
- Considering and providing feedback on any matters which may affect their health and safety;
- Not being affected by alcohol or non-prescribed (illicit) drugs whilst at work or study.
-

Safety guidelines

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers, and assessors.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items, e.g., move furniture in a training area; and
- Observe hygiene standards, particularly in eating and bathroom areas.

Electrical equipment:

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Work and study areas:

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Do not sit or climb on any desks or tables.
-

Discrimination and Harassment

At Galaxy Training Australia, we are committed to ensuring that the training and assessment environment and our workplace are free from discrimination and harassment. All employees, contractors and clients

are made aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred, disciplinary action will be taken against any employee or contractor who breaches this policy.¹ Suspected criminal behaviour will be reported to police authorities immediately.

By implementing this policy, we strive to achieve the following objectives:²

- Create a working environment that is free from discrimination and harassment and where all employees, contractors and clients are treated with dignity, courtesy and respect;
- Implement training and awareness-raising strategies to ensure that all parties know their rights and responsibilities;
- Provide an effective procedure for complaints based on the principles of natural justice;
- Treat all complaints in a sensitive, fair, timely and confidential manner;
- Guarantee protection from any victimisation or reprisals;
- Promote a productive and cohesive workplace;
- Encourage the reporting of behaviour that breaches this Discrimination and Harassment Policy; and
- Always promote appropriate standards of conduct.

Privacy Protection

Galaxy Training Australia is a Registered Training Organisation with responsibility for delivering vocational education and training. Galaxy Training Australia collects and stores personal information on our students and industry clients. Galaxy Training Australia complies with the Privacy Act 1988 (Commonwealth). This policy describes how Galaxy Training Australia collects, manages, uses, discloses, protects, and disposes of personal information in accordance with the thirteen Australian Privacy Principles (APPs) outlined in Schedule 1 of the Privacy Act 1988.

Definitions

Under the Privacy Act 1988, personal and sensitive information is defined as follows:

¹ Good practice, good business: Eliminating discrimination and harassment from your workplace: Writing an effective anti-discrimination and harassment policy, page 1, © Human Rights and Equal Opportunity Commission.

² Good practice, good business: Eliminating discrimination and harassment from your workplace: Writing an effective anti-discrimination and harassment policy, page 2, © Human Rights and Equal Opportunity Commission.

- Personal information: “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”
- Sensitive information: “(a) information or an opinion about an individual’s: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.

Authority to collect and store information

Galaxy Training Australia is an approved Registered Training Organisation by the Australian Skills Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Galaxy Training Australia to collect personal and sensitive information from its students. This requirement is specified in the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, which is one of five legislative instruments that Galaxy Training Australia complies with as a condition of its registration.

The data provision requirements require Galaxy Training Australia to collect data from students in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This is a complex information standard that defines information about who the student is, where the training is delivered and what they are studying. The Standards for Registered Training Organisations require Galaxy Training Australia to retain and store this information for up to 30 years and to report training activity to government agencies in accordance with mandatory reporting requirements.

Together these requirements form a statutory obligation to collect, store and report information of any student participating in nationally accredited training. The publications referred to in this section can be accessed from the ASQA website.

Collection and use

Galaxy Training Australia collects personal information, either directly or indirectly, that is reasonably necessary for or directly related to its delivery of the services it offers. Some of the information collected may be regarded as ‘sensitive’ as defined by the Privacy Act.

Galaxy Training Australia also reserves the right to request additional information or identity proof (e.g., valid passport, driver’s license, or other valid ID) in cases that are deemed as cause for concern by Galaxy Training Australia staff.

Collection methods

Student personal and sensitive information as well as training activity information is prescribed by the AVETMISS Standard. This information is generally collected electronically from learners using signup forms and email. Much of this information is entered into our student management software called “Ace Avetmiss”. Soft copy records are retained within our student files.

On completion of the training, survey responses are collected electronically using our Learner Satisfaction Survey Form. These survey results are analysed on a scheduled basis and are stored in a third-party web application.

Enquiry information from prospective students, including personal contact information, is collected directly from individuals who make data requests either by telephone or email in person or via our website.

Employer Questionnaire is used to collect feedback from trainers. Personal information is collected from individuals on employment commencement.

Sensitive information

Personal information collected by Galaxy Training Australia that may be regarded as ‘sensitive’ under the Privacy Act includes:

- ‘Disability’ and ‘long-term impairment status’ (health); and ‘indigenous status’, ‘language spoken at home’, ‘proficiency in spoken English’, ‘country of birth’ (implies ethnic/racial origin).

This information is specified in the AVETMISS data elements and is collected for the national VET data collections, national VET surveys and may be collected for VET-related research.

Direct marketing

Galaxy Training Australia respects an individual’s right not to receive marketing material and provides an option within communications and on its website for individuals to unsubscribe from receiving marketing material. Galaxy Training Australia conducts its marketing communications and dissemination of service information in accordance with Australian Privacy Principle 7 (Direct marketing), the Spam Act 2003 (in respect of electronic communications), and the Do Not Call Register Act 2006. It is not, however, Galaxy Training Australia practice to ‘cold call’ for the purpose of marketing its products and services.

Google Analytics and cookies

Google Analytics is a web service provided by Google Inc. Cookies are used to generate data on website activity and usage. The cookies, which include IP addresses, are transmitted to and stored in Google servers in the United States, where they are used to compile web-use reports. Google may transfer this

information to third parties, where required by law, or for information processing on its behalf. Google will not associate IP addresses with any other data held by Google. More information on Google's privacy policy can be found [here](#). It is possible to disable cookies by adjusting the web browser setting and to opt-out of Google Analytics (<https://tools.google.com/dlpage/gaoptout>). Doing so, however, may affect the website functionality.

Galaxy Training Australia web servers automatically log information such as server address, date and time of visit and web pages accessed. No personal information is recorded. These logs are used for website management and improvement.

Unsolicited personal information

If Galaxy Training Australia receives unsolicited personal information, it is treated and managed according to the Australian Privacy Principles.

Notification of collection

Galaxy Training Australia aims to notify individuals of the collection of their personal information before, or at the time of collection, or as quickly as possible thereafter. Notifications are usually in writing but may be verbal for telephone help-desk services or research conducted by telephone interview.

- Quality Indicator surveys – Notification is provided to participate in the surveys at the time of collection of information (online or by telephone).
- Galaxy Training Australia staff – Notification is provided on employment commencement.

Disclosure of personal information

Galaxy Training Australia does not disclose personal information other than for the purpose for which it was collected, or an individual has consented to a secondary purpose, or an individual would reasonably expect this (such as receiving communications about upcoming events), or if required by law.

Galaxy Training Australia may share personal information with the Commonwealth government in accordance with Commonwealth contractual obligations. In these circumstances, Galaxy Training Australia will take reasonable steps to inform and seek consent from the individuals concerned and take all reasonable steps to ensure that the recipient handles the personal information according to the APPs.

Galaxy Training Australia has contracts with some organisations where a unique link has been generated for their clients/employees to use at the time of enrolment. If a user enrolls using a unique link, personal information of the user, including first name, last name, email address and statement of attainment, would be shared with their respective organisation.

Galaxy Training Australia **does not sell** its mailing lists to third parties for marketing purposes.

Galaxy Training Australia does not disclose personal information to overseas recipients. While people around the world can access material published on our website, no statistical or research publications contain identifiable personal information.

Management of personal information

Galaxy Training Australia endeavours to ensure the personal information it collects and uses or discloses is accurate, up to date, complete and relevant. Galaxy Training Australia routinely updates the information held in its customer relationship management system. This includes confirming with students who are returning for a new enrolment if their personal contact details have changed.

Access to and correction of personal information

Individuals may, subject to the exceptions prescribed by the Australian Privacy Principles, request access to and correction of their personal information where this is collected directly from individuals by Galaxy Training Australia.

Galaxy Training Australia does not charge for giving access to or for correcting personal information. Requests for access to or correction of personal information should be made in accordance with the student access to records policy.

Information retention and disposal

Personal information is held in electronic format:

- Information collected from student enrolment applications and survey responses is held in databases.
- Names and contact details of stakeholders are held in Ace Avetmiss and email contact lists.
- Names and contact details collected during the delivery of services may be held either in electronic form in the Galaxy Training Australia document management system.
- Personal staff information is held in Ace Avetmiss and pay roll database.
- Backup copies of all electronic files held in Galaxy Training Australia systems are kept in the event of system failure/loss. All backup copies of system files are secured.

Galaxy Training Australia retains personal information for 30 years. When personal information is no longer necessary for Galaxy Training Australia business functions, and it is lawful to do so, Galaxy Training Australia destroys the information.

Information security

Galaxy Training Australia takes active steps to protect personal information from misuse, interference, and loss and from unauthorised access, modification or disclosure.

- Galaxy Training Australia systems and internal networks are protected from unauthorised access using appropriate technologies.
- Access to Ace Avetmiss is protected through user log-on and password and assignment of user access rights.
- Third-party providers used by Galaxy Training Australia for the delivery of services are all located within Australia and are required to be compliant with the Australian Privacy Principles and offer appropriate safeguards to protect personal information.
- Galaxy Training Australia premises and data storage systems are fully secured. Galaxy Training Australia practices a clean-desk policy and locking workstations when working with personal information. Paper documents containing names and addresses are required to be locked away and shredded when destroyed.

Complaints and concerns

Complaints or concerns about Galaxy Training Australia management of personal information should be directed in writing to Galaxy Training Australia Chief Executive Officer. Galaxy Training Australia will respond in writing within 10 business days. Complaints received by Galaxy Training Australia will be managed in accordance with the Complaints and Appeals Policy.

Policy for qualification issuance

Galaxy Training Australia issues qualifications to the candidate who demonstrate suitable competence against the relevant units of competency specified within the endorsed industry training package.

Galaxy Training Australia issues Statement of Attainment within 30 calendar days to those students who have completed the requirements of the training product in which the student is enrolled. In addition to achieving the required outcomes, students must have paid all fees owed to Galaxy Training Australia to be eligible to receive their Statement of Attainment. The student must also hold and provide to Galaxy Training Australia a valid Unique Student Identifier unless an exemption applies under the Student Identifiers Act 2014.

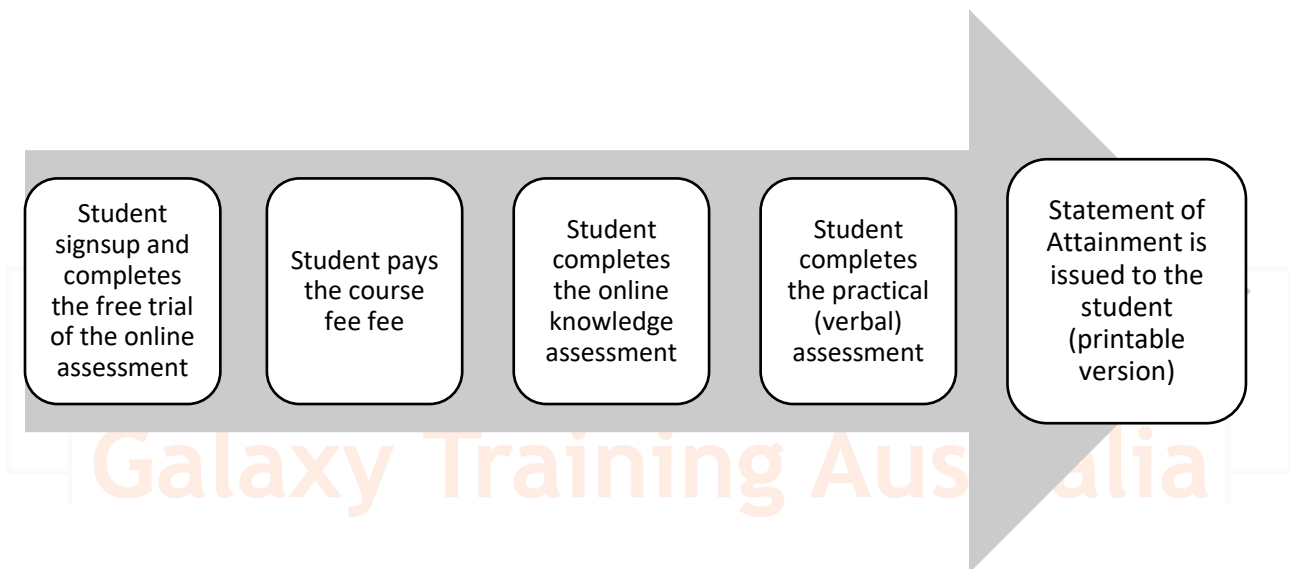
The Director/Trainer shall formalize competency by issuing a Statement of Attainment. It is exclusively Director/Trainer's responsibility to ensure the consistency and/or accuracy of the results printed on the Statement of Attainment and to be familiar with the policy outlined on the ASQA website at the following address: [ASQA - Issuing qualifications and Statements of Attainment](#). The assessment outcome is then recorded in the AVETMISS compliant software. Each statement of attainment issued through online training is signed electronically.

Galaxy Training Australia uses a unique number for each statement of attainment issued.

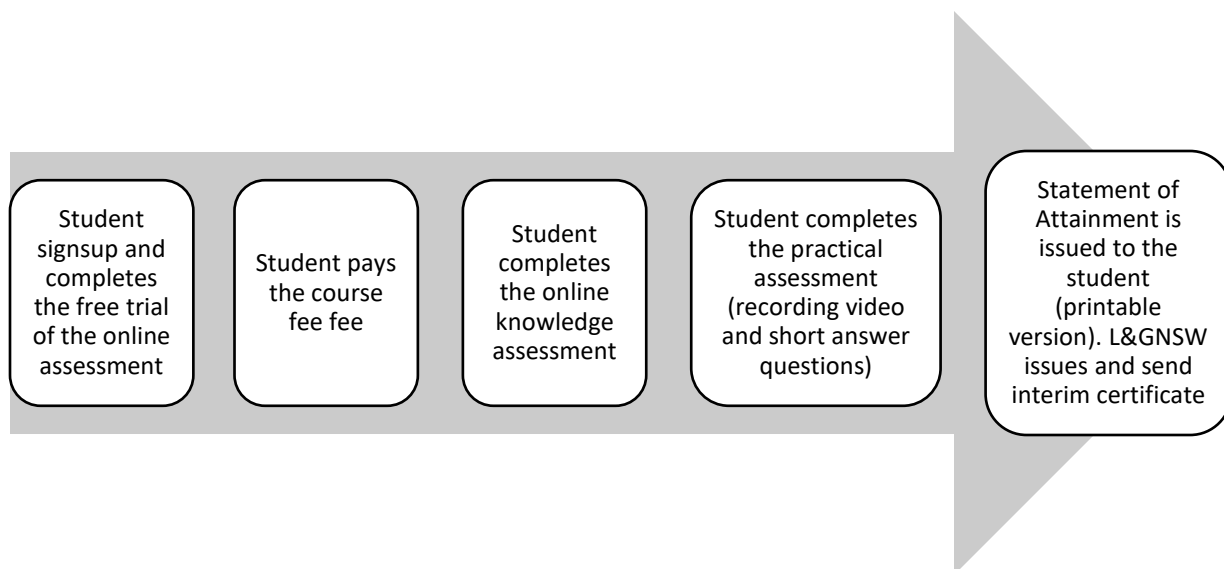
ID Syntax – GTA<YY><MM><StudentID>-<CourseID>

E.g. GTA170223-01. The representation is explained as follows –

GTA	17	02	23	01
It would remain the same irrespective of student, course, state	Represents the year when the statement of attainment was issued. In this example, it is 2017	Represents the month when the statement of attainment was issued. In this example, it is Feb	Represents the Student ID (internal to GTA) – No padding at all	Represents the Course ID (internal to GTA) – left padded by zeros up to 2 digits



Statement of Attainment Issuance for Online Delivery for national RSA and RSG



Statement of Attainment Issuance for Online Delivery for RSA NSW

Statement of attainment is provided at the completion of a training program at no additional cost. For online delivery, issuing a printed (hard-copy) statement of attainment via post incurs a variable cost (including postage - only in Australia) as advertised on our website. Galaxy Training Australia would NOT re-send the post in case the student has provided the wrong postal address. Galaxy Training Australia would notify students about this condition at the time of gathering the correct address.

Record Retention and Reporting

Galaxy Training Australia is required to maintain a register of AQF qualifications and Statements of Attainment it has issued. This is maintained within Ace Avetmiss and can be produced as a report in the Student Management Reporting section. Galaxy Training Australia is also required to retain records of AQF certification documentation issued for a period **of 30 years** and to provide reports of qualifications and Statements of Attainment it has issued to ASQA on request. Further details on reporting obligations can be found within the reporting obligations policy.

Format for a Statement of Attainment

A Statement of Attainment issued by Galaxy Training Australia will include the following elements:

- The words “Statement of Attainment.”
- Name and RTO code of Galaxy Training Australia
- Logo of Galaxy Training Australia
- Name of the person who achieved the competencies
- Date issued

- Full title and the national code for each unit of competency being awarded
- Name, title and authorising signatory (of the Director/Trainer)
- Contact details for enquiries relating to the Statement of Attainment
- The Nationally Recognised Training logo
- The words ‘A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.’
- The words, ‘these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.

Skills Sets

When a skill set has been achieved by a student, a Statement of Attainment is issued to recognise the achievement of a skill set. The statement of attainment is to contain the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

Unique Student Identifier

In July 2014, the *Student Identifiers Act 2014* was approved and came into effect from the 1st of January 2015. All students studying nationally recognised training in Australia from 1st January 2015 will be required to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow students online access to their training records and results (transcript) through their online USI account. In respect of certificates relating to nationally recognised training being issued by Galaxy Training Australia, the following rules apply:

- Galaxy Training Australia does **not** include the Student’s USI on either the qualification or statement of attainment. This requirement is specified within the *Student Identifiers Act 2014*.
- All Students who are **not** in receipt of a verified USI are not issued with a statement of attainment relating to nationally recognised training unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption applies to the above requirement, Galaxy Training Australia informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Re-issue of Certificates

Galaxy Training Australia acknowledges the requirement to provide past and present students with re-issued qualifications and Statements of Attainment when required. The following principles are applied to reissuing Qualifications and Statements of Attainments:

- Re-issues will only be produced for the individual to whom the Statement of Attainment was originally issued. The individual must make a written request from their registered email ID to Galaxy Training Australia for a re-issue. Individuals may be asked to verify their identity by providing a driver's license, passport, or another formal identity document in support of the request.
- All reissues are authorised only by the Director.
- All re-issues issued by Galaxy Training Australia will be replicas of the original document, including the 'student name', 'student number', 'issued on' and other distinguishing features such as paper weight and the logo or corporate identifier in the top centre of the certificate.
- Re-issues issued by Galaxy Training Australia comply with the *Standards for Registered Training Organisations 2015* and the [Australian Qualifications Framework](#) (AQF).

Advertising and Marketing Policy

This policy is to ensure that Galaxy Training Australia ensures that marketing and advertising of AQF qualifications to prospective students are ethical, accurate and consistent with its scope of registration.

Authorisation

All advertisements and marketing material are approved by the Chief Executive Officer before it is released. No staff member of Galaxy Training Australia is authorised to approve the use of any advertisements or marketing material.

Advertisements and promotional information

The following guidelines are followed when preparing advertisements and promotional information –

- Not providing any guarantees to learners about the successful completion of training or any particular employment outcome that is outside of the control of Galaxy Training Australia;
- Only advertising the units of competency that are listed as current on the Galaxy Training Australia scope of registration;
- Upholding the reputation of online education and training;
- Identifying qualifications in advertising by their full code and title as they appear in the training package and not to represent these units of competency in any other way;

- Maintaining a clear distinction between nationally endorsed training being offered and other training being offered by Galaxy Training Australia;
- Not integrating or confusing in any way training that is nationally endorsed with training that is not accredited;
- Not drawing false or misleading comparisons with other education providers or courses;
- Not referring to another person or organisation in any marketing material without obtaining prior consent and approval;
- Not making inaccurate claims about associations with other providers or organisations;
- Using the NRT logo only in accordance with the Standards for Registered Training Organisations, Schedule 4;
- Identifying Galaxy Training Australia in any marketing material by its full RTO code and legal name;
- Not providing approval for any third-party organisation to advertise on behalf of Galaxy Training Australia unless it is appropriately specified with limitations within a written and signed agreement with the third-party organisation;
- Monitoring closely the advertising and marketing been provided by any third-party organisation on behalf of Galaxy Training Australia; and
- Following all approved training provider advertising guidelines in relation to the delivery of the online RSA course in L&GNSW

Marketing non-accredited training

When Galaxy Training Australia is promoting non-accredited training, it clearly distinguishes between nationally recognised training and that which is not nationally recognised. The NRT logo is not used in association with non-accredited training. Practices are avoided where nationally endorsed and non-accredited training are combined within a brochure or a website.

NRT Logo Colours

Galaxy Training Australia complies with the following requirement applicable for the use of the NRT logo –

Where the NRT logo is reproduced in one colour, it should preferably be in GREEN PMS 343 or, where this is not suitable, it may be reproduced in black. In some situations, the background colour may clash, or the logo may not be prominent. In those situations, the black logo may be reversed out to display in white.

Informing students of their rights and obligations

Galaxy Training Australia informs students prior to their enrolment about their rights and obligations, about the services to be provided and about the payment of fees, other charges, and refund arrangements. Whilst this requirement relates to the marketing and advertising of training, it is addressed in policy arrangements detail within the Enrolment Policy provided within this policy manual.

Policy for Overseas Student

The courses offered by Galaxy Training Australia (GTA) are exempted from the definition of course under the [Education Services for Overseas Students Act 2000 \(ESOS Act\)](#). This means **GTA can deliver RSA and RSG to student visa holders without CRICOS registration.**

[Click here](#) to access the legislative instrument.

[Click here](#) to access the full list of exempted courses.

Policy for transition to training packages

This policy ensures that the students can transfer to the most recent qualification. When making the decision to transfer to the new qualification, the following should be considered –

- the proportion of the qualification that has been completed
- potential advantage or disadvantage to the student

A student is allowed to complete the course in which they originally enrolled or to transfer to the replacement course with minimum disadvantage to the student. The students who are required to be transitioned to the new qualification are advised of the following:

- Date of launch of the new qualification
- Process for credit transfer
- Their rights for Course fee refund and transfer of provider

Galaxy Training Australia reviews the new Training Package and takes the following steps –

- Update training resources
- Consult with the industry experts to ensure that updated resources meet current industry standards
- Ensure training facilities comply with the requirements of the new Training Package

Any changes made to the resources are reflected on Galaxy Training Australia's assessments and learning material within 5 working days.

Galaxy Training Australia ensures that **NO** new student gets enrolled in an accredited course after its accreditation, or the expiry date has passed. The transition period for superseded/expired qualifications should not exceed 12 months, except in special circumstances.

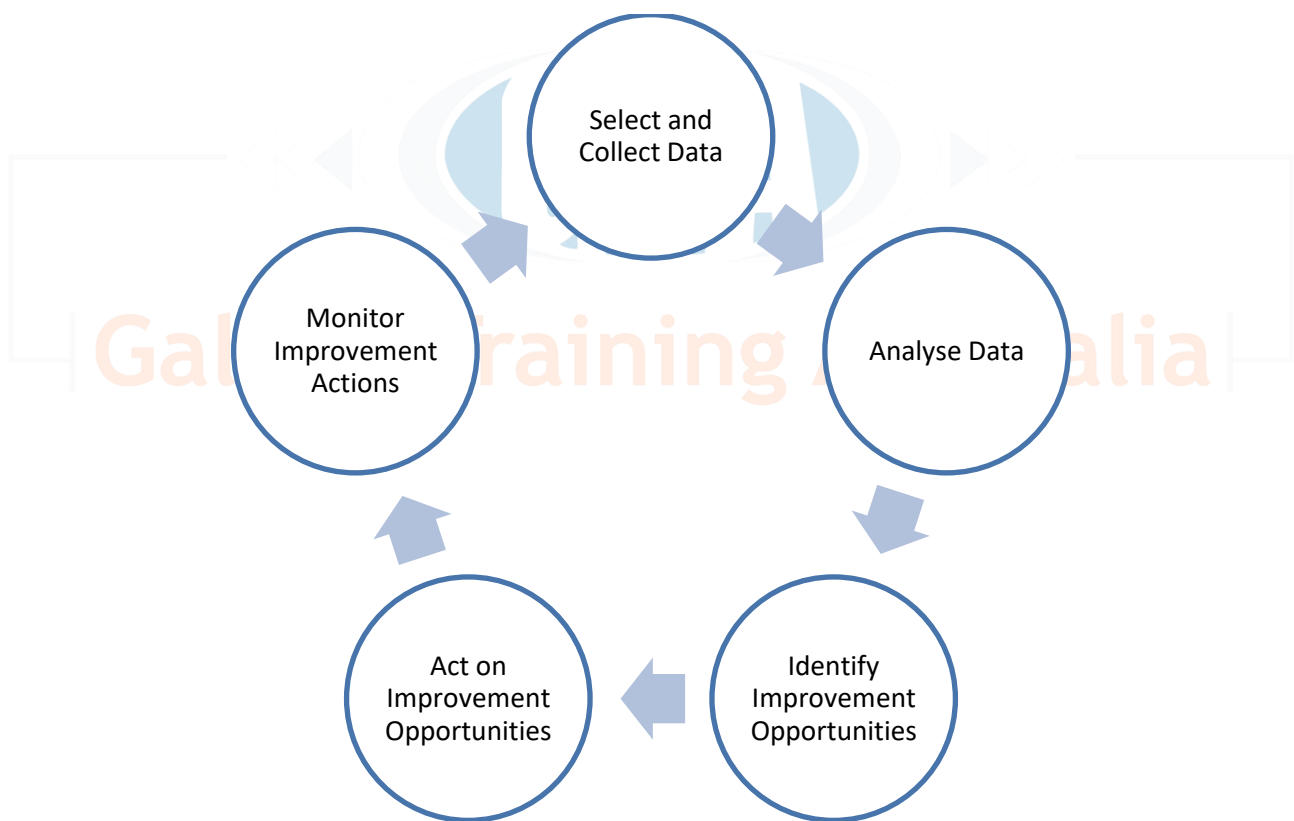
Policy for continuous improvement

At Galaxy Training Australia, we are committed to the continuous improvement of our training and assessment services, student services and administrative management systems. Central to this commitment is this policy which outlines our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Systematic Approach

Galaxy Training Australia applies a systematic approach to support continuous improvement. This approach includes:

This policy applies to all operations and procedures of Galaxy Training Australia and refers to the continual improvement in the performance of Galaxy Training Australia to meet the changing needs of clients and industry. Galaxy Training Australia's stakeholders are prospective students and the Director/Trainer of the company.



Selection of Data

Data collected by Galaxy Training Australia has been selected based on its relevance to the Standards for Registered Training Organisations and quality indicators. Most important is the collection of data from learners and employers relating to their expectations and experience of our services. Data sources have

been selected to provide a balance of qualitative and quantitative information. The following data is identified for collection and for input into our continuous improvement register:

- Learner satisfaction rates
- Employer satisfaction rates
- Competency completion rates
- Outcomes of complaints and appeals processes
- Opportunities for improvement reported by staff or other stakeholders
- Outcomes of validation and moderation processes
- Outcomes of industry consultation
- Advice or directions from ASQA or Industry Skills Council
- Outcomes of management meeting
- Outcomes of internal and external quality audits

Collection of Data

Data is collected using a range of methods to enable sufficient data on which valid judgements may be made. Data collection methods provide maximum opportunity for Galaxy Training Australia to engage with learners and employers and to seek and obtain input from our staff and other stakeholders. The primary method of collecting quantitative data is via a written survey of both learners and employers. This is achieved using the Quality Indicator Survey tools. Specifically, the methods of collection are the learner and employer engagement survey and the collection of competency completion data.

- The Learner Questionnaire and the Employer Questionnaire. Students are encouraged to provide feedback for their training with Galaxy Training Australia by completing the 'student feedback form'. This feedback is related to the learning method, services offered, overall experience, tools and resources provided to the student to complete the competency.
- Survey responses are received and stored in a third-party web application. Qualitative data is collated by the CEO, who will raise Continuous Improvement Reports for consideration by the team as required.
- Data will be collected from our internal processes. These internal processes include complaints and appeals, moderation, validation, and quality auditing. These processes produce outcomes such as recommendations and opportunities for improvement. In addition to these, we also seek input directly from our staff or other stakeholders (contractors, students, members of the public).
- Galaxy Training Australia checks for the update from OLGR, ASQA and TGA (training.gov.au) for any change in legislation, requirements, or unit of competency, respectively.

- Galaxy Training Australia staff and other stakeholders are often best placed to observe deficiencies in our services and can best identify opportunities for improvement.
- Galaxy Training Australia conducts meetings that include an agenda of going through Complaints and Appeals Register.

Analysis of Data

- Quantitative data is evaluated using the Survey database and specifically the reporting function, which enables analysis of learner and employer questionnaire results over the long term. This enables data to be measured against broad performance indicators which are inbuilt within the Quality Indicator Survey tools, and which provide a measure of our performance in key service areas.
- Qualitative data arising from staff suggestions, consultation with industry, outcomes of complaint handling, etc., are discussed.

Identify and Act on Improvement Opportunities

- Once improvements have been identified, they are reviewed via the Management Team with clearly defined improvement actions, implementing responsibilities and validation.
- Based on the review by management, items will be either progressed as an improvement action or not. All items are ultimately being progressed toward completion, and this regular review by management ensures that items are monitored and those responsible for progressing improvement actions are accountable.
- Galaxy Training Australia recognises that the ongoing professional development of its staff is essential if it is to achieve its goals. For this, the Director/Trainer attends workshops and webinars on AQTF, VET and industry standards.
- Galaxy Training Australia follows a schedule to systematically review and improve policies, procedures, services through the analysis of relevant information and feedback from clients. All policies and procedures are reviewed for currency and to ensure that they continue to meet the needs of the organisation. Relevant actions are taken for any improvement identified from the review.
- Galaxy Training Australia carries an assessment of risk areas associated with its operation. Relevant actions are taken to if any area for improvement is identified in this process.

Monitor Improvement

- Like all changes to a complex system, improvements are validated to confirm that they have produced the intended result. This is achieved through the collection of further data over time to evaluate the improvement's effect on the system and how it has been received by learners and/or employers. Validation may result in the improvement action being closed or may require additional actions to fine-tune the improvement.

- It simply involves looking back at the improvement in light of further data collection and engaging in a discussion about the improvement and if it achieved the intended outcomes. The result of this discussion will be to either close the improvement altogether or to initiate further improvements.

Policy for industry consultation

At Galaxy Training Australia, we recognise that engagement with industry representatives is critically important to developing training and assessment strategies and resources that accurately reflect the needs of the industry and the expectation of employees.

Standards for Registered Training Organisations require that Galaxy Training Australia's training and assessment practices are relevant to the needs of the industry and informed by industry engagement. Galaxy Training Australia uses a range of strategies for industry engagement and systematically uses the outcomes of industry engagement to ensure the industry relevance of:

- its training and assessment strategies, practices, and resources; and
- the current industry skills of its trainers and assessors

The following strategies are used to demonstrate Galaxy Training Australia industry consultation:

- Trainers & Assessors are engaged with the industry in the form of membership of industry forums and associations, part-time work, attendance at industry conferences and workplace visits.
- Trainers & Assessors are required to visit the industry sites and engage with employers and obtain their input on the way training and assessment should be conducted. These visits are collected and recorded using the Industry Engagement form.
- All resources including training and assessment tools used by Galaxy Training Australia, are validated by an industry representative and is recorded in the Industry Engagement form.
- Complaints from the industry are viewed positively and seen as an opportunity for improvement offered by an important stakeholder. If complaints from the industry are received, they are recorded in a continuous improvement register along with information that indicates how the matter was dealt with and over what timeframe.

To achieve this requirement, Galaxy Training Australia systematically gathers and analyses data on consultations with trainers and assessors, enterprise clients, industry engagements and, where relevant, licensing bodies. All trainers and assessors are to engage with industry networks, the bodies or industry groups to remain informed about industry developments, including changes to industry practices and standards and the introduction of new equipment. The feedback is collected from the industry stakeholders including past learners who have completed the course and are now working in the industry. The feedback is gathered using an Industry Engagement Form is recorded in the continuous improvement register and analysed during meetings so that relevant actions are taken to implement the suggestions. This information will contribute directly to the improvement of training and assessment to ensure that students who complete a training program with Galaxy Training Australia have the most up-to-date skills

and knowledge required in the workplace. Staff participation in industry networks also contributes to demonstrating their ongoing currency in the industry.

National Recognition (credit transfer)

Galaxy Training Australia acknowledges the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in Statements of Attainment and qualifications. For applying for a credit transfer, please email your request to info@galaxytraining.com.au along with scan copy of the original statement of attainment and/or certificate.

If national recognition is being sought for a unit of competency which has a different title or code, then it is necessary to establish the equivalence status between the unit held and the unit being sought. In many cases, this information can be found in the mapping guide published on the National Training Register www.training.gov.au. Our staff will obtain this information and validate claims of equivalence. Staff should note that the mapping notes within the National Training Register are sometimes very clear and, in general, will use language such as “Not equivalent” or “Is superseded by and is equivalent to”. In some cases, there will appear to be no direction, and this may be because the unit is new and has no previous version of the unit. In some cases, it will say words to the effect: “Is superseded by:” without any clarification about the equivalence status. In these cases, the new unit should be considered as not equivalent. If in doubt, staff are to seek the advice of the CEO/PEO or the related industry skills council.

If there is no such mapping available of the unit is deemed not equivalent, then we are not to recognise the unit through national recognition. In these circumstances, the applicant would be referred for RPL in accordance with our Recognition of Prior Learning Policy. Under no circumstances is a comparison between units to be used as the basis for issuing national recognition. If the skills council has not determined it to be equivalent, then it is not. Subjective comparisons by the RTO are not valid.

An applicant will be required to present his or her statement of attainment or qualification for examination by Galaxy Training Australia. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, Second Edition, 2013. The applicant is required to submit copies only, which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

National recognition will only be issued when the student’s enrolment includes at least one other unit of competency for which the student is participating in training or is seeking recognition. **The student may not enrol only for national recognition.**

The following guidelines are to be followed when an application for national recognition (credit transfer) is received:

- Any student is entitled to apply for national recognition in a course in which they are currently enrolled.
- Students may not apply for national recognition for units of competency or qualification, which are not included in our scope of registration.
- Whilst students may apply for national recognition at any time; they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- National recognition may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for national recognition, and the applicant will be advised to seek recognition.
- The recognition of a unit of competency under a national recognition arrangement is not contingent on the applicant demonstrating their currency. If the unit has been previously awarded and equivalence can be demonstrated, then the unit can be recognised. The currency of the applicant is not a factor to be considered.

National Recognition Procedure

The following procedure is to be applied by Galaxy Training Australia upon receipt of an application for national recognition:

- To apply for national recognition, the applicant must complete an online enrolment form and submit the following documentation to Galaxy Training Australia:
 - Credit Transfer Application Form
 - Certified copy of the qualification or statement of attainment
- On receipt of the application, we will check the qualification or statement of attainment for authenticity and grant national recognition for the equivalent units of competency that have been completed at any other Registered Training Organisation.
- Where the units of competency do not align with the units of competency requested, further information is to be sought in the form of the Training Package mapping guide if available.
- Verified copies of qualifications and statements of attainment used as the basis for granting national recognition are kept on the student file.
- The completed national recognition application form is signed by the student and Galaxy Training Australia Staff and retained on the student's file at Galaxy Training Australia.
- Students will be notified in writing of the outcome of their application. This may include issuing statements of attainment or qualifications awarded through national recognition in accordance with our Qualification Issuance Policy.

Policy for Qualifications Pathways

The AQF Qualifications Pathways Policy builds into the Australian Qualifications Framework (AQF) the capacity to genuinely support students' lifelong learning. It is Australia's national policy on qualifications pathways. The purpose of the policy is to maximise the credit that students can gain for learning already undertaken.

Galaxy Training Australia offers its students the study of a unit of competence/short courses and not whole AQF qualification. Credit transfer may be granted for the courses considering the below factors –

- Mapping to the current training program
- When was the qualification obtained
- Was training undertaken with Registered Training Organisation

For applying for credit transfer, please email info@galaxytraining.com.au along with scan copy of the original statement of attainment and/or certificate. After we verify, we may request you to provide a certified copy of your qualification or/and identity proof signed by a justice of the peace.

Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of a person's previous training, current skills and knowledge, work and life experience, no matter how, when or where the learning occurred.

This is an important assessment pathway, particularly for people who are considering doing some study. The recognition gained may considerably reduce the study time needed to get a qualification.

To apply for RPL, the learner could email info@galaxytraining.com.au. Upon receiving a request for RPL, the following procedure would be applied by Galaxy Training Australia –

- Send *RPL Application Form* to the learner. This will assist the candidate in determining if RPL is an appropriate pathway to gain the qualification.
- The Assessor is then to review the assessment evidence and decide on the need for additional evidence on perceived gaps. The Assessor may invite the candidate to undertake a recognition interview to answer verbal questions or a practical assessment. At the end of the evidence-gathering process, the Assessor is to provide the candidate with written feedback regarding the assessment outcomes, including the procedure for the candidate to appeal the assessment outcome.
- If the candidate is not satisfied with the outcomes of a recognition application, they may appeal the outcome like any other assessment decision. Refer the candidate to the appeals process, which can be found in the policy document.
- When all assessment and appeal processes have concluded, the assessment outcome is to be recorded in the recognition register and issue the candidate with written advice of the outcome. This may include issuing statements of attainment awarded through recognition in accordance with the policy for qualification issuance.

LLN (Language, Literacy and Numeracy) Strategy

Galaxy Training Australia (GTA) RTO# 40698 is committed to providing a high-quality education and training service for all students. The development of Language, Literacy and Numeracy (LLN) in students is

an important component of GTA's commitment to students. GTA has implemented the following strategy to meet the student support requirements under Clause 1.7 of the Standards for RTOs 2015.

All courses/programs available at GTA are presented in simple English, and the unit criteria have been mapped against the Australian Core Skills Framework (ACSF) to determine the appropriate level of training and identify the embedded Foundation Skills within each unit. Consideration of this level has been taken in developing all learner resources and assessments, which have also been aligned to the appropriate AQF level.

The LLN assessment available online ensures that a student has the required Language, Literacy and Numeracy (LLN) skills to successfully complete the SITHFAB021 Provide Responsible Service of Alcohol (SITHFAB002 – superseded) and/or SITHGAM022 Provide Responsible Gambling Services (SITHGAM001 – superseded) course with Galaxy Training Australia. A student may complete this short evaluation which is based on reading, writing, numeracy and communication (listening), as these core skills are the primary method of presenting suitable text associated with the learning content and assessment in the online environment.

All students sign a declaration on the registration page confirming they have required LLN skills to complete the course. Students could also complete the Self-Assessment as part of their profile setup or provide evidence of prior qualifications held to determine their LLN skills and their ability to complete the range of courses available at GTA.

For Self-Assessment: Students may complete a short evaluation based on reading, writing, numeracy and communication (listening), as these core skills are the primary method of presenting suitable text associated with the learning content and assessment in the online environment.

[Click here](#) to access our LLN Self-Assessment.

Evidence of prior Education: Students could provide verified copies of certificates to skip the LLN Assessment. The evidence could include –

- School Education Sector –
 - Certificate showing successful completion of Year 12 English and Maths
- Vocational Education and Training (VET) Sector –
 - Certificate II
 - Certificate III
 - Certificate IV
 - Diploma
 - Advanced Diploma
 - Associate Degree
 - Graduate Certificate
- Higher Education Sector –
 - Bachelor Degree
 - Bachelor Honors Degree
 - Master Degree
 - Doctoral Degree

If it is found that after LLN self-evaluation, the student needs further assistance to improve their Language Literacy and Numeracy (LLN) to successfully complete the course, an assessor would be assigned to contact the student and discuss the level of assistance provided by GTA and what we can do

to assist them in a successful completion. It would also be discussed that this process could vary the course duration as mentioned in the training and assessment strategy.

If Galaxy Training Australia is unable to provide the appropriate level of LLN support required for successful completion of this course, the student may be advised to undertake an LLN foundation skills course with an approved provider. This would assist the student to raise their LLN skills to an appropriate level prior to commencement.

Students may email info@galaxytraining.com.au for any other concerns related to language, literacy or numeracy. In this circumstance, Galaxy Training Australia would consult with the student to analyse necessary requirements to meet their needs and take necessary actions.

Policy for complaints and appeals

Galaxy Training Australia is committed to providing a fair and transparent complaint/appeal handling process. The purpose of this policy is to ensure that all complaints and appeals made by students are dealt with fairly, confidentially, and quickly.

All GTA learners can make allegations involving the conduct of:

- GTA, its trainers, assessors, or other staff
- third-party advertising or marketing on GTA's behalf, or its staff or
- any other learner of GTA

All learners can request for review of a decision made by GTA. The decision could involve but is not limited to:

- enrolment processes
- assessment outcomes
- course progression
- rejected access to support
- grounds of cancellation by GTA due to non-payment of fees or no course completion within the course due date

GTA has developed complaints and appeals policy to improve its operations and to prevent complaints/appeals from recurring. Galaxy Training Australia ensures –

- Any complaints and appeals are resolved promptly, objectively, sensitively, and confidentially
- Views of each complainant, appellant and respondent are respected and that no party to a complaint/appeal is discriminated against or victimized
- Consistent response is provided for any complaints and appeals

Complaint/Appeal handling principles

Galaxy Training Australia applies the following principles to its complaints/appeals handling:

- A written record of all complaints/appeals are kept by Galaxy Training Australia, including all details of lodgement, response, and resolution. Records relating to complaint/appeal handling are stored securely to prevent access to unauthorised personnel.

- A complainant/appellant is provided with an opportunity to formally present his or her case at no cost.
- The policy for complaints and appeals is publicly available and published on the Galaxy Training Australia website.
- The handling of a complaint/appeal is to commence within seven (7) working days of the lodgement of the complaint/appeal, and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant/appellant is to be provided with a written response to the complaint/appeal, including details of the reasons for the outcome. A written response will be provided to the complainant within fourteen (14) days of the lodgement of the complaint/appeal.
- Complaints/appeals will be resolved to an outcome within sixty (60) days of the complaint/appeal is initially received. Where Galaxy Training Australia Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO will inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Galaxy Training Australia attempts to resolve complaints/appeals as soon as possible. A timeframe to resolve a complaint/appeal within thirty (30) days is considered acceptable and in the best interest of Galaxy Training Australia and the complainant/appellant. A complainant/appellant is provided with regular updates to inform them of the progress of the complaint/appeal handling.
- Galaxy Training Australia maintains the enrolment of the complainant/appellant during the complaint/appeal handling process.
- Decisions or outcomes of the complaint/appeal handling process that find in favour of the student shall be implemented immediately.
- Complaints/appeals are handled in the strictest of confidence. No Galaxy Training Australia representative is to disclose information to any person without the permission of the Galaxy Training Australia Chief Executive Officer. A decision to release information to third parties can only be made after the complainant/appellant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints/appeals are considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint/appeal handling process. This means that the complainant/appellant is entitled to be heard with access to all relevant information and with the right of reply. The complainant/appellant is entitled to have their complaint/appeal heard by a person that is without bias and may not be affected by the decision. Finally, the decision will be made based on logical evidence, and the decision-maker will take account of relevant considerations, act for a proper purpose, and will not consider irrelevant considerations.

Review by an external agency

Where the complainant/appellant is not satisfied with the handling of the matter by Galaxy Training Australia, they have the opportunity for a body that is independent of Galaxy Training Australia to review his or her complaint/appeal following the internal completion of the complaint/appeal handling process. In these circumstances, the Galaxy Training Australia Chief Executive Officer will advise of an appropriate party independent of Galaxy Training Australia to review the complaint (and its subsequent handling) and provide advice to Galaxy Training Australia regarding the recommended outcomes. This advice is to be accepted as final and advised to the complainant in writing.

A complainant who remains not satisfied with the process applied by Galaxy Training Australia following review by an independent party may refer their grievance to the Australian Skills Quality Authority - ASQA Online Complaint Form. Students are advised that ASQA will require the student to have exhausted all avenues through Galaxy Training Australia internal complaints/appeals handling procedure before taking this option.

The National Training Complaints Hotline also provides an opportunity for students to lodge their grievances with an external agency that will follow up and investigate their complaints. This service can be accessed via the following phone number: 13 38 73.

If the appellant is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that Galaxy Training Australia has dealt with the matter appropriately, the student is to be advised of the opportunity to refer the matter to the Office of Fair Trading in relation to their dispute over the requested refund.

The purpose of the external appeals process is to consider whether Galaxy Training Australia has followed its policies and procedures – it is not to decide in place of Galaxy Training Australia.

Galaxy Training Australia considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Galaxy Training Australia internal arrangements.

Complaints/Appeals Handling Procedure

Matters that cannot be resolved at the time they occur should be referred to Galaxy Training Australia Chief Executive Officer for review. The following procedure is to be followed when a [complaint/appeal form](#) is received:

- A complaint or an application to appeal a decision must be submitted in writing to Galaxy Training Australia using any of the following methods –
 - Mail: PO Box 3496, Bracken Ridge QLD 4017
 - Email: info@galaxytraining.com.au
- A [Complaints/Appeal Form](#) is received by Galaxy Training Australia and is to be immediately recorded into Galaxy Training Australia Complaints and Appeals Register by the CEO. The Complaints and

Appeals Register is password protected and not easily accessible by other staff members other than the CEO.

- Complainant/Appellant to be acknowledged via phone or email within 5 working days of receipt.
- The Chief Executive Officer reviews the matter and makes a recommendation as to how to respond to the matter. The CEO may choose to consult with the complainant/appellant, with others within Galaxy Training Australia or relevant agencies external to Galaxy Training Australia in determining their recommendations.
- The Chief Executive Officer may choose to make inquiries about the matter or may give the task to another person to research the matter against relevant policy.
- The Chief Executive Officer is to commence their review of the complaint within seven (7) working days from the date the complaint was submitted.
- The Chief Executive Officer is to finalise their response to the complainant and provide the complainant/appellant with a response as soon as possible but no later than fourteen (14) working days from when the complaint was submitted.
- The Chief Executive Officer is to communicate the response to the complainant personally, either via mail or phone. Complaint responses are not to be provided to the complainant via any third party or via electronic communication such as e-mail. The Chief Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome and advise the complainant of their options if they are not completely satisfied with the outcome.
- Where the complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer is to arrange for the complaint to be considered by an appropriate independent third party. The independent third party is required to respond with their recommendations within fourteen (14) days of their review being requested.
- A complainant who remains not satisfied with the process applied by Galaxy Training Australia following review by an independent party may refer their grievance to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](#). Students are to be advised that ASQA will require the student to have exhausted all avenues through Galaxy Training Australia internal complaints handling procedure before taking this option.
- The response to the complainant/appellant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified because of the complaint.
- Opportunities for improvement that were identified because of the complaint/appeal are to be recorded in a Continuous Improvement Register and submitted for the next Management Team meeting. The CEO may, at his or her discretion, follow-up with the complainant/appellant after consideration by the Management Team to inform of the improvement actions identified.
- The Complaints and Appeals Register is to be always kept up to date to accurately reflect how the matter was responded to and the duration from the date the complaint/appeal was received to the date the complaint was resolved.

Training and Assessment Strategy Development

This policy outlines the philosophical approach to be applied to the development and application of the Training and Assessment Strategy (strategy) within Galaxy Training Australia operations. The strategy is an important document for Galaxy Training Australia. It is the plan by which our training and assessment is delivered. Once developed, it is continuously improved as training and assessment services are also continuously improved. It is advertised on our website (course details page) and accurately reflects the current way in which training and assessment is being provided.

The strategy has an important relationship to other documents used to deliver training and assessment. It holds a central position as the parent document to all other documents used in training for the relevant training program. We develop and maintain a strategy for each training program we offer. Other important documents that support the implementation of a strategy include learning resources, assessment resources, industry resources and Galaxy Training Australia resources.



Competency-based Training and Assessment Strategy

Students enrolled in training that will lead to a statement of attainment are required to complete assessments to demonstrate competency. Competency-based assessment is the process of gathering evidence to confirm that students can perform the required skills and knowledge.

Assessments undertaken may include:

- Knowledge Assessment (including multiple-choice and single choice questions, scenarios, roleplay using interactive & simulated packages)
- Incident Report

- Practical Assessment (requires learners to submit their verbal responses on realistic scenarios that may occur in a licensed workplace)

On submission of the assessment, students will be given feedback. Competency-based assessment does not use a marking scale; rather, the student is deemed either 'Competent' or 'Not Yet Competent'. Students have access to the course 24/7 and may complete it at any stage over a **3-month** period. Student course enrolment is deactivated if the student fails to achieve the competency before the end of this duration. The student may contact us on +61 7 3062 7222 or info@galaxytraining.com.au to discuss the matter further.

The strategy should provide the following information:

Training Strategy

The training strategy outlines how the training will be delivered in detail. This will include the following:

- **Duration.** This includes indicative hours to complete the course
- **Delivery methods.** This may include workplace-based, residential, face to face, distance, technology-based or a combination of these.
- **Organisation and Sequencing.** This includes a list of units of competency which contain pre-requisite or co-requisite requirements.
- **Strategies for Evaluation.** Toward the end of the training strategy, the strategy for evaluation is outlined that will ensure that the training program continues to meet industry requirements. Evaluation strategies may include:
 - Surveying students and employers about their satisfaction with training;
 - Moderation between trainers to seek out and agree on strategies to improve the services to students;
 - Engagement with employers and industry to determine if the training program is delivering skills and knowledge in line with current workplace requirements.
- **Trainers.** This includes the name of the trainer(s) who delivers the training. This also include a statement about their vocational qualifications and experience applicable to the training program and their competence to deliver training in accordance with the National Skills Standards Council.

Assessment Strategy

The assessment strategy is a critically important component of the training program strategy. It will define how evidence will be gathered from students and demonstrate how the assessment will meet the Training Package requirements, meet the rules of evidence, and be conducted in accordance with the principles of assessment.

In developing the content for the assessment strategy, the following guide is followed by Galaxy Training Australia staff:

- **Assessment Method.** At the beginning of the assessment strategy, the strategy identifies the assessment methods selected to gather evidence from the candidate. The choice of assessment methods is informed by a range of factors including the evidence guide requirements in the unit of competency, the assessment guidelines in the applicable Training Package and importantly the scope and nature of the skills and knowledge being applied.
- **Assessment Mapping.** An assessment map is a useful piece of information to include, as it provides a point of reference to all involved as to what evidence is to be collected to meet the requirements of each unit of competency. Assessment mapping will indicate the relevance of the assessment activities to the components within the applicable unit of competency. This information should provide a holistic picture of the evidence gathering which is occurring across the entire training program. In doing this, it will expose opportunities where assessment activities may be combined or clustered to create efficiencies in the assessment process. It will also demonstrate how holistic assessment may be possible to allow the assessment of multiple units of competency in one assessment event.
- **Resources.** The resources section outlines the physical resources identified to deliver the assessment. Key sources of information which will guide the identification of resources are the evidence guide, as included within each unit of competency, and the scope and nature of the tasks being performed.
- **Validation.** The validation of assessment practices is a critically important process that is closely managed by Galaxy Training Australia. The validation process underlines in the Validation Policy ensures that assessment strategies, resources and tools are continuously improved and meeting the needs of the industry.
- **RPL.** This section outlines the arrangements Galaxy Training Australia have in place to assess RPL applications. This includes processes of lodgement through to decision and may outline the tools and resources to be used to assess RPL.
- **Reasonable adjustment.** This section outlines the relationship of reasonable adjustments to the assessment process. To assess if a particular adjustment is reasonable, the following criteria will be considered:
 - the student’s disability and views
 - the effect of the reasonable adjustment on the student, including effect on the ability to achieve learning outcomes, participate in courses or programs and achieve independence
 - the effect of the proposed adjustment on anyone else affected, including the training centre, staff and other students
 - the costs and benefits of making the adjustment.

In this instance, what is “reasonable” will be dependent on each individual’s requirement. Galaxy Training Australia will consider each case individually and in more complex cases, will confer with the relevant government department for advice.

Galaxy Training Australia will allow flexibility in relation to the way in which the program is delivered and assessed based on the student's requirement. If the student, after reasonable adjustments and all possible adjustments have been accommodated and completed fairly, the student is still unable to fulfil the core requirements, it may then be reasonable that the student is deemed not competent for the unit.

An alternative course of study may be recommended to meet the student's abilities and the Training Manager can assist in making this assessment.

Examples of adjustments may include:

- assistance of a Learning Support Teacher for LLN issues
- changes to course design, e.g. instead of written assessment task – change to verbal questioning & assessor to write the answers
- supply of specialised equipment or services, e.g. a notetaker for a student who cannot write.

Any reasonable adjustment required must be discussed with the assessor before starting the assessment. Email us at help@galaxytraining.com.au or call us at 07 3062 722 to request a call back from an assessor.

- **Assessors.** Like the training strategy, the assessment strategy clearly identifies the name of the assessors who will be conducting the assessments. This also includes a statement about their vocational qualifications and experience applicable to the skills and knowledge being assessed and their competence to conduct an assessment in accordance with the National Skills Standards Council.

Fees and Refund Policy

Fees Galaxy Training Australia

Galaxy Training Australia is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome.

Galaxy Training Australia offers the following Units of Competency -

- SITHFAB021 Provide responsible service of alcohol (RSA)
- SITHGAM022 Provide responsible gambling services (RSG)

The current fees and charges are published on the Galaxy Training Australia website and may vary depending upon the student's referral channel. There are no hidden charges, and the mentioned prices are the exact amount which student pays to obtain their statement of attainment. Please note that the prices are subject to change without notice at the discretion of Galaxy Training Australia.

Galaxy Training Australia charges when the student has reached the end of the free trial of the online knowledge assessment. The last step is to submit a verbal/video assessment.



In case the student requires an extra copy of the statement of attainment, the student can send their request to info@galaxytraining.com.au from their registered email ID (which they use during enrolment).

- If a softcopy of the statement of attainment is required, Galaxy Training Australia provides them with the same with no additional charges.
- If a hard copy of the statement of attainment is required, it can be obtained by paying additional charges (including postage - only in Australia). These charges are variable and advertised on Galaxy Training Australia's website. Galaxy Training Australia would NOT resend the post in case the student has provided the wrong postal address. Galaxy Training Australia would notify students about this condition at the time of gathering the correct address.

Refunds

Galaxy Training Australia refunds full fees only when –

1. The student has been charged incorrectly. For example - double payment or incorrect amount.
2. The arrangement is terminated early by Galaxy Training Australia
3. Galaxy Training Australia fails to provide the agreed services

If a refund is granted for any other reason, Galaxy Training Australia will deduct an administration fee of \$10 for RSA (not RSA NSW), \$10 for RSG and \$25 for RSA NSW, for the services and resources provided to the student. For example - if a user has enrolled and paid for just RSA (not RSA NSW) or RSG course, then the refund amount will be the course fee* paid by the student minus \$10. And if a user has enrolled and paid for both RSA and RSG Bundle course, then the refund amount will be the course fee paid by the student minus \$20.

Refunds are made within 14 working days by payment reversal to the payer's account.

*Course fee does not include the PayPal processing fee. PayPal processing fee is not refunded in any case.

- We do NOT issue any refund (including postage fee) if a student makes a false declaration or provided incorrect information to gain unlawful access to the training offered by Galaxy Training Australia.
- We do NOT issue any refund (including postage fee) if a student fails to complete the course before the course completion due date, i.e., three (3) months from the date of enrolment.
- We do NOT issue any refund (including postage fee) if a student fails to complete the practical/verbal assessment or fails to provide us with their current valid ID. In case the student experiences any issues completing their assessment, we recommend contacting us at help@galaxytraining.com.au or +61 7 3062 7222 for trainer assistance.

- We do NOT issue any refund (including postage fee) if a student changes their mind after the payment step.
- We do NOT issue any refund (including postage fee) if a student pays the course fee via PayID/Direct Debit.
- We do NOT issue any refund if a student has enrolled and paid the course fee and already have a current NSW RSA interim certificate or competency card.

Postage fee

At Galaxy Training Australia, we provide students with the option to receive a hard copy and plastic card copy of their Statement(s) of Attainment via mail (within Australia) by paying a variable fee advertised on our website. All the mails are sent via Australia Post's regular letter service and does not include tracking. There are several policies that students should be aware of regarding this service:

- We do NOT resend the post or issue any refund if the mail is returned or lost due to an incorrect postal address. Students are notified about this condition when providing their address details.
- We do NOT offer any refunds once the print and post request has been processed. However, if the student requests a refund before the request has been processed, we may offer a partial refund of \$10.
- We do NOT issue any refunds for the damaged mail during delivery as they are not in our control. However, we take additional care to ensure that the mails are protected, including using A4 cardboard, a protective sleeve, and customized envelopes with the print 'DO NOT BEND, CERTIFICATE INSIDE'.
- We do NOT issue any refund or resend the post, if the student reports the mail as lost after 30 days from the date it was sent.

Refunds are made within 14 working days by payment reversal to the account that paid the postage fee.

Miscellaneous Charges

In case the student requires an extra copy of the statement of attainment, the student can send their request to info@galaxytraining.com.au from their registered email ID (which they use during enrolment).

The student will need to pay additional charges (including postage - only in Australia). These charges are variable and advertised on Galaxy Training Australia's website. Galaxy Training Australia would NOT resend the post in case the student has provided the wrong postal address. Galaxy Training Australia would notify students about this condition at the time of gathering the correct address.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a student is enrolled in a course that is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Galaxy Training Australia schedule of fees and charges for details of what GST is and is not applied to.

Student complaints about fees or refunds

No refund is issued if a student changes their mind. Students who are unhappy with Galaxy Training Australia arrangements for the collection and refunding of fees are entitled to lodge a complaint. This should occur in accordance with Galaxy Training Australia complaints policy and procedure.

Validation Policy

The validation process ensures that assessment strategies, resources and tools are continuously improved and meeting the needs of the industry. Validation methods used by Galaxy Training Australia includes:

- Field testing of assessment strategies, resources and tools;
- Student and employer satisfaction survey;
- Industry consultation

A validation schedule is a five-year plan; each training product is reviewed at least once in that five-year period. At least 50 per cent of the training products are validated in the first three years of the schedule. GTA has two units of competency in the scope, and both are validated at the same time.

Systematic validation of a GTA's assessment practices and judgements is undertaken by at least one person who is not directly involved in the instance of delivery and assessment of the training product being validated. The validation team collectively have:

- vocational competencies and current industry skills relevant to the assessment being validated;
- current knowledge and skills in vocational teaching and learning; and
- the training and assessment qualification (TAE40116) or assessor skillset

The validation outcomes are recorded and decisions are implemented for the improvement of the assessment tools and processes.

Version Control

Galaxy Training Australia manages a wide range of documentation throughout our operations. To ensure that our representatives are using the correct version of documentation, this version control policy is provided.

Version control can be used to track the changes that occur to a document and record its distribution throughout the document's development and subsequent revision(s). Galaxy Training Australia is to apply

version control to all documentation and tightly control the release and availability of documentation that is approved for use.

The authority to approve amendments and revisions of Galaxy Training Australia documentation rests with the Chief Executive Officer. Generally, amendments and revisions will be considered in consultation with relevant staff.

Version Control Procedure

The following procedure is to be applied when allocating and tracking the version of Galaxy Training Australia documents:

- All draft documents will initially be numbered Version 0.1
- After each revision, the number to the right of the dot point increases by 0.1 (Version 0.2, 0.3 etc.)
- When the document is authorised, the number converts to Version 1.0, and the document is published
- Once published, the number to the right will increase with each minor amendment approved (Version 1.1, 1.2 etc.)
- A full review of a document will result in the number to the left of the point increasing by 1 and the number to the right of the dot point returning to zero, i.e., Version 2.0
- There may be circumstances when a document may require immediate and significant change. For example, to comply with new legislation or other external factors. In these cases, a change from Version 1.3 to Version 2.0 will need to be made to show that the new version is a major revision from the previous version.

In all internal documents, the version control number and month of the amendment are indicated in the footer section. The version number and date approved are updated after each amendment. The date the policy came into effect must remain the date the original version was approved until the next full review.

Document location and protection

All Galaxy Training Australia documentation is to be tightly controlled in one central file location. This file location should be accessible to all Galaxy Training Australia staff who are authorised to access and use these documents.

Generally, where documents are used for print purposes, these should be available in PDF format only. Where documents are required to be populated with data electronically, these should be available in an amendable document form but must be protected as 'read only'.

Document distribution

Where documentation must be distributed away from a central location, this is to be conducted systematically and formally with the recipient required to acknowledge the receipt of a new document version and that old versions have been discarded.

Treatment of records on ceasing operation

Galaxy Training Australia acknowledges that it has a responsibility to retain accurate copies of records to enable these to be transferred to ASQA should Galaxy Training Australia ceased to operate. It is a requirement that RTOs who ceased to operate,³ must within 30 days of registration ending, forward to ASQA an electronic copy of the records for each student who were enrolled in a course during the period of registration.

This requirement does not include hard copy student files and relates specifically to electronic data providing evidence of activities the student has performed⁴. For the purposes of this policy, Galaxy Training Australia will interpret “activities” to mean records providing information on the outcomes achieved by students. This will include records of qualifications and units of competency which have been issued by Galaxy Training Australia during the entirety of its registration period. Galaxy Training Australia will retain these records electronically and will provide this information in the form of the following AVETMISS reports in consultation with ASQA:

- NAT00010 Training Organisation
- NAT00020 Training Organization Delivery Location
- NAT00030 Course File
- NAT00060 Module/Unit of Competency File
- NAT00080 Client File
- NAT00085 Client Postal Details File
- NAT00090 Client Disability File
- NAT00100 Client Prior Educational Achievement
- NAT00120 Enrolment File
- NAT00030 Qualification Completed File

These reports are generated by year and supplied to ASQA in a suitable file structure and format to enable them to be navigated and used. The files are in a nationally AVETMISS compliant format produced using our Ace Avetmiss student management system.

³ This includes voluntarily withdraws its registration, whose registration either lapses or is not renewed, or is cancelled by ASQA.

⁴ Standards for Registered Training Organisations

Support Services

Galaxy Training Australia provides full support for the whole duration of the candidate's course of study through to completion. Galaxy Training Australia ensures to provide support related to pre-registration, academic or post-completion as part of its Code of Practice and within the scope of registration as an RTO. If support services are identified, the following is a guide to support that can and should be provided:

Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer. For any queries, students may contact through info@galaxytraining.com.au and their concerns will be attended to within a week.

At Galaxy Training Australia, we do not tolerate rude, abusive, offensive, or aggressive behaviour toward trainers or any other staff members by any student/client under any circumstances.

If, in the opinion of any staff member rude, abusive, or aggressive comments/statements are made in telephone conversations, the staff member may terminate the conversation and any subsequent calls.

Where a conversation is terminated, the staff member would create notes on the student's file detailing the conversation so that all other staff members are aware of the situation when dealing with the student/client in future.

Policy for national unique student identifier (USI)

The *Student Identifiers Act 2014* was approved and came into effect from the 1st of January 2015. Any USI provided to Galaxy Training Australia by a student is **verified** with the USI Registrar. This verification is done through the USI portal for training organisations. If the status does not change to valid, then one of the following student details is incorrect:

- First name
- Last name
- Date of Birth
- The Unique Student Identifier

These are the only data elements used to verify a USI, so if it does not verify then one of these elements is incorrect. A common error is the abbreviation of the student's name. The student may have registered their USI with the first name of "Benjamin" but has completed the enrolment application form with the first name of "Ben". The first name provided by the student must align with the name they provided when they registered their USI.

Student Identifier details and all related documentation under the control of Galaxy Training Australia **are kept secure**. This includes the information stored within Ace Avetmiss. User profiles and password protections to Ace Avetmiss are used to prevent any unauthorised access to USI information.

Complying with VET Quality Framework and National VET Regulator standards

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. This framework includes the VET quality framework requirements, the financial viability risk assessment requirements, the fit and proper person requirements, the data provision requirements, the Australian Qualifications Framework, and the standards for NVR registered training organisations. Galaxy Training Australia ensures to meet the standards and requirements as stated in the framework always and to provide quality service to the students.

To ensure quality outcomes, Galaxy Training Australia follows some principles of assessment which states that assessments should be fair, flexible, valid, and reliable as follows –

- a) Fairness – It requires consideration of the individual candidate's needs and characteristics and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands, and can participate in, the assessment process and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.
- b) Flexible – To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the candidate; and support continuous competency development.
- c) Validity – There are five major types of validity: face, content, criterion (i.e., predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g., competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence.
- d) Reliability – There are five types of reliability: internal consistency, parallel forms; split-half; inter-rater; and intra-rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence.

Records Retention and Management

At Galaxy Training Australia, we recognise our obligation to retain certain records from our delivery of training and assessment services to clients. The maintenance of a well-structured records retention system supports the continuous improvement of our operation and provides a basis for compliance with

legal and quality assurance requirements. We are committed to retaining records to ensure their accuracy and integrity.

For the purposes of this policy, records include:

- **Student results.** Training results include a record of the student’s details, date of enrolment and results of training and assessment. This should include what units of competency (including codes) and the result the student achieved. Student results also include all relevant data elements relating to the Australian Vocational Education and Training Information Statistical Standard (AVETMISS).
- **Qualifications / Statements of Attainment.** Qualifications and Statements of Attainment are documents issued to recognise the award of nationally endorsed and accredited outcomes. Qualifications and Statements of Attainment are formatted and prepared in accordance with the Australian Qualification Framework.
- **Completed student assessment items.** Completed assessment resources evidence has been recorded by students, and assessment decisions are recorded by assessors. It may be a combination of templates, questionnaires, checklists, summary sheets or records of feedback from assessors to students. Assessment resources include all those items which substantiate the assessment decision made by an assessor. ASQA refer to these records as “*Completed student assessment items*”⁵.
- **Assessment tools.** Assessment tools refer to the various templates, checklists, and assessment records that Galaxy Training Australia uses over the term of its operations. This specifically refers to the retention of the versions (master copy) of tools used as opposed to the retention of completed resources. The aim of retaining a record of versions used over time is to allow an appropriate record for future review by regulatory bodies.
- **Administrative records.** Administrative records are those documents that are used to facilitate the student’s administration during their enrolment. Examples of administrative records are enrolment forms, privacy forms, requests for refunds, etc.
- **Student file.** The student file is simply the file location where all student results, completed assessment resources, and administrative records are retained in hard copy. This will usually be a standard office file and will be archived within an archive envelope at the end of the student’s enrolment.
- **RTO management records.** RTO management records are those files that assist management and staff in coordinating RTO services. These may include policies and procedures, data registers, enrolment registers, attendance records, financial records and records of complaints and appeals.

⁵ ASQA General direction: Retention requirements for completed student assessment items, 12 May 2016

Storage of records

To ensure records are maintained in a safe and suitable condition, the following is applied:

- Records are kept securely to prevent them from being accessed by any non-authorized personnel.
- Records are kept confidential to safeguard information and to protect the privacy of students and Galaxy Training Australia staff.
- Records are kept avoiding damage by fire, flood, termites, or any other pests.
- Student results and Qualification / Statements of Attainment are backed up in an electronic format and is available to be retrieved at any time.
- Electronic data storage are safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device.

Period of retention

Galaxy Training Australia complies with a range of record retention requirements, including:

- ATO requirements relating to financial records
- State Funding Authority requirements relating to training and assessment records, and
- ASQA General Direction [Retention requirements](#) for completed student assessment items

In determining our period of retention, Galaxy Training Australia has selected retention periods beyond some requirements to simplify our approach and to ensure compliance with all requirements under the one approach. The following time periods are to apply to the retention of student electronic records at Galaxy Training Australia:

- **Student results / Qualifications / Statements of Attainment.** Student results / Qualifications and Statements of Attainment (100%) are retained for a minimum of thirty (30) years.
- **Completed assessment resources.** All completed student assessment items for each student are retained for a period of six months from the date on which the judgement of competence for the student was made.
- **Assessment tools.** Assessment tools (100%) are retained for a minimum of five (5) years.
- **RTO management records.** RTO management records are retained for a minimum of five (5) years. This requirement relates to the versions of these records.
- **Administrative records.** Administrative records are retained for a minimum of five (5) years. This requirement relates to the versions of these records and completed records.

Note. Records may be retained in hard copy or electronically.

Destruction of Records

Galaxy Training Australia CEO is the only person who can authorise the destruction of records. Records are only to be authorised for destruction after the retention period has lapsed.

Documents identified for destruction are shredded before being recycled. The archive register is updated in the notes section to identify that a particular record has been destroyed.

Trainer Competency Requirements

In accordance with the Standards for Registered Training Organisations, trainers and assessors employed by Galaxy Training Australia meets specific competency requirements to deliver training and assessment services as a Registered Training Organisation. It is summarised here to provide clarity on the preferred approach to this requirement by Galaxy Training Australia.

Vocational Competency

Galaxy Training Australia ensures that training and assessment is delivered only by persons who have:

- Vocational competencies at least to the level being delivered and assessed. This means that they either hold the actual unit of competency or hold an equivalent unit of competency.
- If the nominated trainer does not hold the actual or an equivalent unit of competency, then they may provide other supporting evidence to demonstrate their competency to the level being delivered and assessed. This other evidence should be presented like an RPL application and should overwhelmingly demonstrate the trainer's competency. Evidence may include certified copies of higher or related qualifications or Statements of Attainment, work samples, employer references, resume, referees contact, etc. It is very clear from the presented evidence that the trainer is competent in each unit of competency they are delivering.

Training and Assessment Competency

Galaxy Training Australia ensures its Trainers and Assessors hold one of the following:

- TAE40110 Certificate IV in Training and Assessment, or
- A Diploma or higher-level qualification in adult education

Galaxy Training Australia acknowledges that the Standards for Registered Training Organisations do make provision for those undertaking assessments only to only hold the Assessor Skill Set (up until 1 Jan 2016 only). Galaxy Training Australia has determined that it will not apply this provision and require all staff delivering training or assessment to hold a full qualification as listed above.

Trainer and Assessor Currency

The Standards for Registered Training Organisations require that training and assessment is delivered only by persons who have the following:

- Current industry skills that are directly relevant to the training and assessment being provided.

- Current knowledge and skills in vocational training and learning that informs their training and assessment.
- Can demonstrate the participation in professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

The requirement for current industry and vocational training skills and knowledge means that the trainer has maintained their skills and knowledge in their industry area of speciality. This is more general than the requirement to demonstrate competency and requires the trainer to have sufficient evidence to demonstrate the industry currency. Further policy guidance on mechanisms to maintain currency is provided in the Trainer Currency and Professional Development policy.

Trainer Currency and Professional Development

It is a requirement as a Registered Training Organisation to provide for the continued professional development of staff members. Specifically, Galaxy Training Australia applies systems to maintain and develop the professional competence of trainers and assessors and training support personnel. This includes ensuring that staff maintain the currency of their knowledge and skills relevant to the training and assessment being delivered or the role they perform. This requirement has three specified components:

- Continued development of their vocational competence (i.e., trade / industry skills and knowledge);
- Continued development of their training and assessment competence (if applicable to the role); and
- Continued development of their awareness of applicable legislative and enterprise requirements.

To achieve this, Galaxy Training Australia will implement professional development in two strategies:

- Individual professional development, and
- Collective professional development.

Aim

The aim of this policy is to:

- Provide support for career advancement so that we will retain staff who perform well;
- Prepare staff members for possible future responsibilities within Galaxy Training Australia ;
- Enhance the standard of performance of all staff members in their current jobs;
- Maintain and increase job satisfaction;
- Improve and develop the ability of staff members to initiate and respond constructively to change;
- Maintain and continuously improve the vocational skills and knowledge of trainers and assessors;
- Provide a procedure for staff to play an active role in their own professional development; and

- To ensure trainers and assessors maintain the currency of vocational skills and knowledge.

Individual professional development

Galaxy Training Australia staff members are required to compile an individual professional development plan. This plan is to be reviewed annually and forms the basis for our distribution of financial support for individual professional development activities. Individual plans are developed in consultation with supervisors and are approved by the Chief Executive Officer.

Approval by the Chief Executive Officer does not guarantee financial support for the plan but does ensure that it will be considered when financial support is distributed and will depend on our financial position.

Collective professional development

Collective professional development includes all professional development activities organised and facilitated by Galaxy Training Australia for the participation of all staff members. Activities that may be included in collective professional development include:

- In house training;
- Attendance at webinars and seminars;
- Trainers and assessors moderation;
- Industry consultation;
- Access to RTO Magazine;
- Induction training; and
- Focus groups.

We will develop a collective professional development schedule that meets our requirements under Standards for Registered Training Organisations and accurately reflects our training tempo and business priorities. The Chief Executive Officer is responsible for the development and implementation of the collective professional development schedule.

Recording Professional Development

To ensure an accurate record of professional development activities, all staff members are required to submit evidence of their professional development to the administration so it can be properly recorded.

Strategy to process and manage records /Accuracy and integrity of records

Galaxy Training Australia ensures to maintain and manage all records in an efficient and effective manner. Upon enrolment, the candidate's details are entered into the RTO database system. The personal information of the students is stored electronically in the database. This information is retained securely for administration purposes and for future reference.

Galaxy Training Australia ensures that the student files are accurate, current, relevant, and integrated always. Copy of assessment outcome and statement of attainment are filed electronically for a period of 30 years.

Galaxy Training Australia reserves the right to delete any user account at its discretion with no prior notice and no explanation. Galaxy Training Australia reserves the right to modify, reject or eliminate any information residing on its database that the Galaxy Training Australia team, in their sole discretion, believe is unacceptable or in violation of our policies.

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