



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 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 organization, and the regulatory environment and compliance framework within which Galaxy Training Australia operates. In the case of trainers, professional development also includes activities which 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 recognizes 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 own individual professional development and also 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 assessment 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 context and situations and all components of the unit of competency are being assessed.
- **Reliability.** We seek to gather and interpret evidence in a consistent manner 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 themselves.
- **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 is able to 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 are supported by using a range of assessment methods which lead to the collection of evidence over time based on a range of performances. Assessment based on first person view videos and various customized 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 evidence that is authentic. 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 candidate's own and does not involve help from anyone other than Galaxy Training Australia Trainer.
- **Currency.** We must be satisfied 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 on regular intervals to meet legislation changes for each state, relating to a particular unit of competency. This ensures assessors to 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 of 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 color, age, marital status, pregnancy, sexual orientation, religion, gender, language, culture, socio-economic background, or physical disability.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- 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 management system to create compliant files for both internal recordkeeping and to report government primary 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 2012 to provide National VET regulator 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 contains a copy of their employment document and any performance appraisals. All these 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 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.

Galaxy Training Australia establishes arrangements to ensure appropriate cooperation and interaction with ASQA. The CEO is responsible to coordinate arrangements to achieve this. 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 into 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 not limited to number of current enrolments, completions in 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.

Galaxy Training Australia gathers and reports AVETMISS compliant data on a timely basis according to the National VET Regulator requirements.

Galaxy Training Australia uses the official RTO forms available at

<https://www.asqa.gov.au/news-publications/forms-and-guides>, to notify the National VET Regulator of significant changes.

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 in order 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 change and 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 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 effected 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 must have either completed their training and have been issued with their AQF certificate or they must have been transferred to the revised training product. The student cannot remain in or be issued a certificate for a superseded training product beyond the 12 month time 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 submitting an application to change 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 must cease as soon as practical and all new enrolments must be made into the revised qualification or unit of competency. Please note that, the Standards for Registered Training Organisations does allow enrolments in superseded qualifications to continue until the superseded qualification or unit is removed from the national register of the RTO (which occurs 12 months after it is superseded). Galaxy Training Australia has taken the position to cease enrolments into superseded qualifications or units of competency as soon as possible in order 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.

- A new learner must 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 must be 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 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 must be 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 NCVET on an annual basis. This requirement is specified in the [Data Provision Requirements 2012](#) 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 Provider Collection Data Requirements Policy](#). Galaxy Training Australia meets this requirement by maintaining its activity data with Ace Avetmiss, our student management system.

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

Activity reports including all NAT files are submitted to the [AVETMISS Validation Software](#). This system will report any data entry errors which must be corrected and then resubmitted. Galaxy Training Australia is registered with the NCVET 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 2012 and explained further on the ASQA website: [ASQA - Quality Indicator Reporting](#). ASQA also issued a General Direction regarding Quality Indicator Reporting on 24th April 2012 which introduced new reporting arrangements using the ASQA Quality Indicator Annual Summary Report. The General Direction can be accessed at: [General direction - Quality indicators](#)

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 produce a report in 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 must address 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
- information gained from 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 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 staffs 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 provision 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 <http://www.comlaw.gov.au/Details/c2014c00076>

Copyright Act 1968

This Act is relating to copyright and the protection of certain performances, and for other purposes. Galaxy Training Australia ensures to holds 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 <http://www.comlaw.gov.au/Details/C1968A00063>

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. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. At Galaxy Training Australia, we ensure to provide a safe work environment to our staff.

More information on this Act can be found at <http://www.comlaw.gov.au/Series/C2011A00137>

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 taken into account 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/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>

Vocational Education and Training (Commonwealth Powers) Act 2012

This Act promotes 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/LEGISLTN/CURRENT/V/VocEdTrComPA12.pdf>

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 their details required for verification.

Legislation	Our arrangements
	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. 2011	Policy for Training Safety – Ensures that all staff are informed of all 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 1993 & Disability Services Regulation 2003	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 the mechanism to make a complaint about their treatment.
Privacy Act 1988 and Australian Privacy Principles (2014)	Privacy Policy – The policies has been updated to align with the Australian Privacy Principles which came into effect on 12 th March 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

Legislation	Our arrangements
	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	<p>Fees and Refund Policy – This policy specifies the arrangements for disclosure of the information in accordance with Standards for 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.

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 will be achieved primarily through careful and diligent staff induction and through annual refresher training.

By taking a coordinated approach to inform staff of these requirements, we will build a culture of acceptance and positive compliance. It is the responsibility of the Chief Executive Officer to ensure Galaxy Training Australia 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.

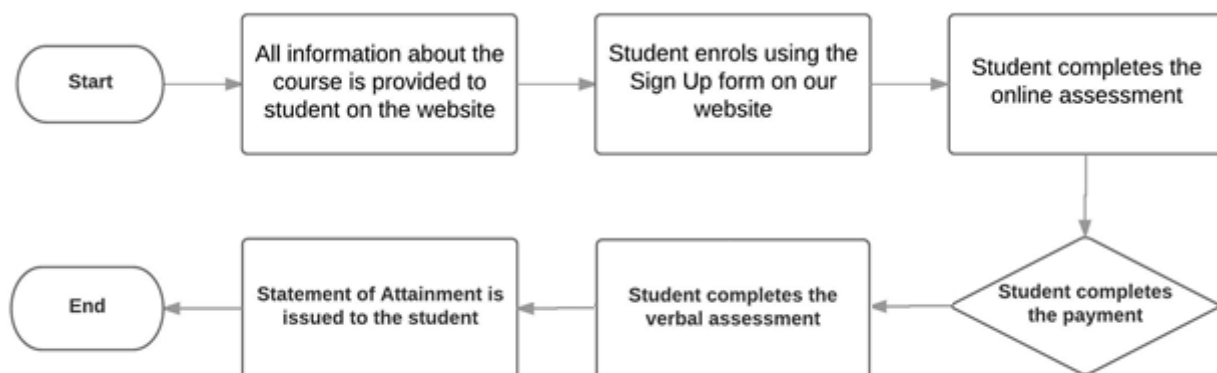
At time of enrolment on initial signup, we collect following details from the student –

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

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.
- Student is notified about their obligation to provide a USI

Course Flow



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

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

Financial Management

In accordance with the Standards for Registered Training Organisations, Galaxy Training Australia has systems and procedures in place to ensure an acceptable level of financial risk at all times. 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 must 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 archive for no less than seven years.

Chief Executive Officer responsibility

The Chief Executive Officer shall be 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 to ensure 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 make a determination 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).

The NVR Financial Viability Risk Assessment Requirements 2011 can be downloaded from the ASQA website 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 to maintain 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 4801:2001 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 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 which 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 so as 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. In the event that 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 which is free from discrimination and harassment and where all employees, contractors and clients are treated with dignity, courtesy and respect;

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.

- 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 which breaches this Discrimination and Harassment Policy;
and
- Promote appropriate standards of conduct at all times.

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 Amendment (Enhancing Privacy Protection) Act 2012.

Definitions

Under the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (s6(1)), personal and sensitive information is defined as follows:

- 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 Data Provision Requirements 2012 which is one of five legislative instruments that Galaxy Training Australia must comply 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 reserve the right to request additional information or identity proof (e.g. valid passport, driver's license or other valid ID) in cases which 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 form 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 at: <https://www.google.com.au/intl/en/policies/privacy/>. It is possible to disable cookies by adjusting web-browser setting and to opt-out of Google Analytics (<https://tools.google.com/dlpage/gaoptout>). Doing so, however, may affect web-site 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 should receive unsolicited personal information, it will be 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 may share personal information (first name, last name, date of birth, email address, telephone/mobile number, postal address and statement of attainment) with “Top End Consulting Pty Ltd” and “Darwin Turf Club Inc”, only if student is referred through their website www.topendconsulting.com.au and www.darwinturfclub.org.au respectively.

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 and paper 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 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 destroy 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 network 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 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 qualification to the candidate who demonstrate suitable competence against the relevant units of competency specified within the endorsed industry training package. In the vocational education and training sector, a Statement of Attainment can also be issued by an RTO when an individual has completed one or more accredited units of competency or study from an accredited qualification or an accredited short course. These requirements are outlined in detail in the Australian

Qualifications Framework (AQF), Second Edition, 2013 and also within the Standards for Registered Training Organisations, Schedule 5.

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.

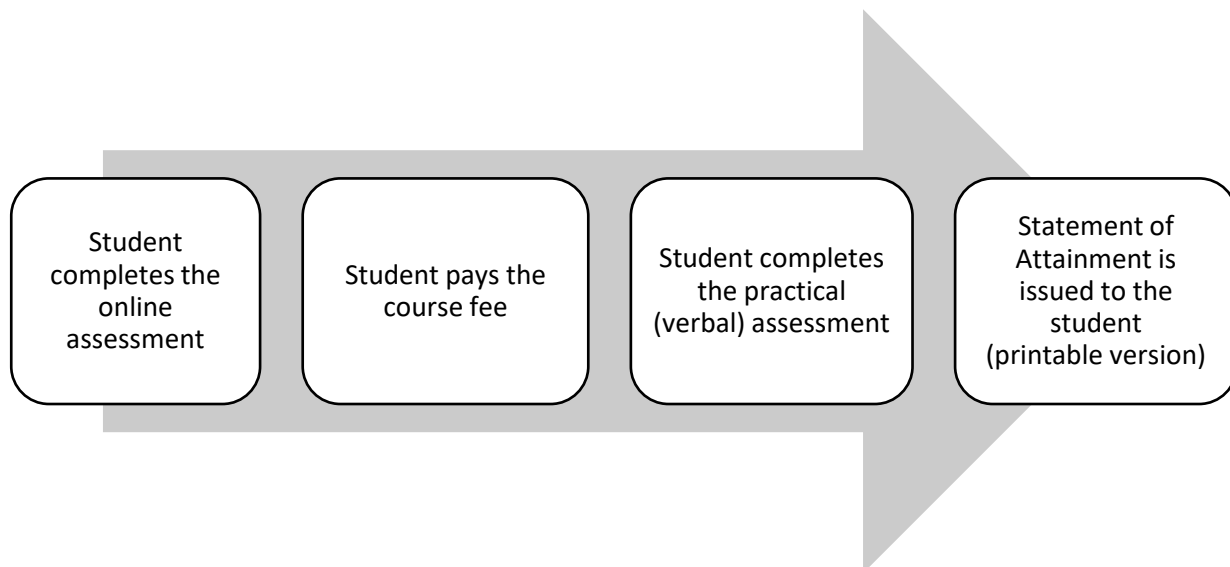
The Director/Trainer shall formalize competency by issuing a Statement of Attainment. It is exclusively Director/Trainer’s responsibility to ensure the consistency and/or accuracy of the results printed on the Statement of Attainment and to be familiar with the policy outlined on the ASQA website at 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 statement of attainment was issued. In this example it is 2013	Represents the month when statement of attainment was issued. In this example it is May	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

Statement of attainment is provided at the completion of a training program at no additional cost. For online delivery, issuing of 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 re-send the post only once in case the student has provided a wrong postal address. Galaxy Training Australia would notify students about this condition at the time of gathering 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 must 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 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 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 must **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 must not be issued a statement of attainment relating to nationally recognised training, unless an exemption applies under the Student Identifiers Act 2014.
- Where an exemption apply to the above requirement, Galaxy Training Australia must inform 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. Individual may be asked to verify their identity by providing a license, birth certificate, passport or other 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 will ensure that marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

Critical with this requirement, is compliance with the conditions of use for the Nationally Recognised Training (NRT). These conditions are specified within the Standards for Registered Training Organisations at Schedule 4.

Authorisation

All advertisements and marketing material must be 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. Galaxy Training Australia must:

- not provide 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 advertise units of competency that are listed as current on the Galaxy Training Australia scope of registration;
- upholds the reputation of online education and training;
- identify 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;
- maintain a clear distinction between nationally endorsed training being offered and other training being offered by Galaxy Training Australia;
- not integrate or confuse in any way training that is nationally endorsed with training that is not accredited;
- not draw false or misleading comparisons with other education providers or courses;
- not refer to another person or organisation in any marketing material without obtaining prior consent and approval;
- not make inaccurate claims about associations with other providers or organisations;
- use the NRT logo only in accordance with the Standards for Registered Training Organisations, Schedule 4;
- identify Galaxy Training Australia in any marketing material by its full RTO code and legal name;
- not provide 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; and
- monitor closely the advertising and marketing been provided by any third party organisation on behalf of Galaxy Training Australia

Marketing non-accredited training

When Galaxy Training Australia is promoting the non-accredited training, it must clearly distinguish between nationally recognised training and that which is not nationally recognised. The NRT logo must not be used in association with non-accredited training. Practices where nationally endorsed and non-accredited training are combined within a brochure or a website are avoided. Ideally it is best to completely separate these course offerings into different areas of our website in order to make a clear distinction.

NRT Logo Colours

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

An overseas student is defined in Section 5 of the ESOS Act as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994), excluding:

- a Subclass 576 (Foreign Affairs and Defence Sector) visa, or
- a person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations 1994 for the grant of the visa, or
- a secondary exchange student within the meaning of the Migration Regulations 1994, or
- an overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.

An overseas student in Australia on a student visa is permitted to undertake an additional study (that is, a course of education or training) at the same time as the principal course for which they hold a student visa. **However, any course undertaken by a student visa holder must be registered on CRICOS and Galaxy Training Australia is NOT registered on CRICOS.**

Galaxy Training Australia do not collect any Visa information from its students. Overseas Student must abide by their visa conditions or their visa could be cancelled. Overseas Student can check their visa conditions in [Visa Entitlement Verification Online \(VEVO\)](#).

Policy for transition to training packages

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

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

A student must be allowed to complete the course in which they originally enrolled or be transferred to the replacement course with minimum disadvantage to the student. The students who are required to be transitioned to the new qualification must be 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 expiry date has passed. The transition period for superseded/expired qualifications should not exceed 12 months, except in special circumstances.

Galaxy Training Australia

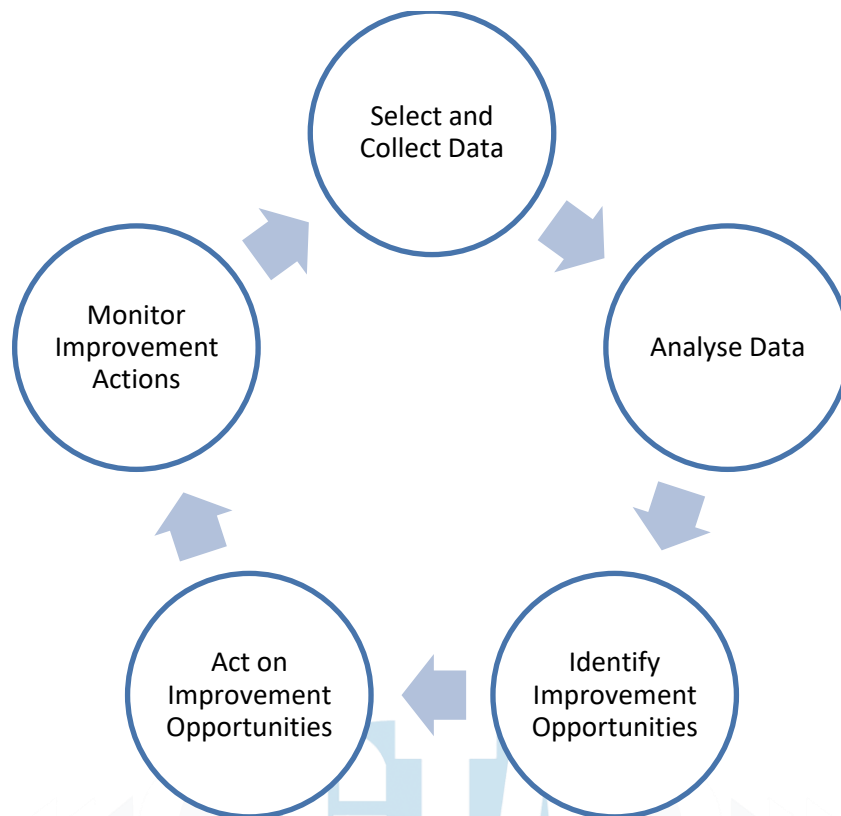
Policy for continuous improvement

At Galaxy Training Australia we are committed to the continuous improvement of our training and assessment services, student services and our 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 so as to meet the changing needs of clients and industry. Galaxy Training Australia's stakeholders are prospective students and Director/Trainer of the company.



Selection of Data

Data collected by Galaxy Training Australia has been selected on the basis of 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 expectation 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 provides 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 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 '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 seeks 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 includes 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 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 must be 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 collected 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 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 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 to 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 industry representative and is recorded in Industry Engagement form.
- Complaints from industry are viewed positively and seen as an opportunity for improvement offered by an important stakeholder. If complaints from industry are received, they are recorded in 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 in order 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 their particular 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 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 should 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 submitted 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. **Student may not enrol only for national recognition.**

The following guidelines is 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 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; and
- 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 must be kept on the student file.
- The completed national recognition application form must be 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 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 at info@galaxytraining.com.au along with scan copy of original statement of attainment and/or certificate. After we verify, we may request you to provide certified copy of your qualification or/and identity proof signed by a justice of 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, learner could email to 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 would assist the candidate to determine 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 policy for qualification issuance.

LLN (Language, Literacy and Numeracy) Strategy

Galaxy Training Australia 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 available courses 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.

If students are experiencing difficulties, or anticipate that they will require LLN assistance, they can contact one of our trainers. Students can request language, literacy and numeracy assessment at any time during their study program. Where a 'skills' gap is identified, Galaxy Training Australia will offer coaching and assistance and/or reasonable adjustment, as deemed required.

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 or find a third party to provide such assistance.

Students may email at info@galaxytraining.com.au for any other concerns related to language, literacy or numeracy. In this circumstance Galaxy Training Australia will consult with the student to analyze necessary requirements to meet their needs and take necessary actions, this may include any further support or reasonable adjustment to assist them through their course.

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. Galaxy Training Australia 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 an opportunity to formally present his or her case at no cost.
- The policy for complaints and appeals is publicly available and published on 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 a written response to the complaint/appeal, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint/appeal.
- Complaints/appeals must be resolved to a final outcome within sixty (60) days of the complaint/appeal being 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 must 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 the 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 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 must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Review by 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 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 in regards to 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 grievance with an external agency who will follow up and investigate their complaint. 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 unfavorable 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 make a decision 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 CEO.
- Complainant/Appellant to be acknowledged via phone or email within 5 working days of receipt.
- The Chief Executive Officer reviews the matter and make 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 task 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 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 as a result of the complaint.
- Opportunities for improvement that were identified as a result 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 kept up to date at all times 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 a 'live' document and should always accurately reflect 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 will 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. Strategies are also supported by other resources such as those developed by industry, e.g. industry regulations or equipment operating instructions.



Competency based Training and Assessment Strategy

Students enrolled in training which will lead to either 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 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 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 at any stage over a 12-month period. Student course enrolment is deactivated if the student fails to achieve the competency before the end of this duration. 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 list of units of competency which contain pre-requisite or co-requisite requirements.
- **Strategies for Evaluation.** Toward the end of the training strategy, the strategies 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 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 are 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 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 which is closely managed by Galaxy Training Australia. The validation process ensures that assessment strategies, resources and tools are continuously improved and meeting the needs of 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 must be reviewed at least once in that five-year period. At least 50 per cent of the training products must be validated in the first three years of the schedule. Validation process is lead out by consultants, trainers & assessors. The validation outcomes are recorded in the Validation Form and decisions are implemented for improvement of the assessment tools and processes.

- **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. Reasonable adjustment may take into account the following:
 - Student’s language, literacy, numeracy requirements;
 - Provision of personal support services, for example, reader, interpreter, scribe, support person;
 - Use of adaptive technology or special equipment;
 - Flexible assessment sessions to allow for fatigue or administering of medication;
 - Adjustment of assessment materials, for example, in Braille, first language, use of audiotape/videotape;
 - Adjustments to the physical environment or venue;
 - Considerations relating to age and gender; and
 - Considerations relating to cultural beliefs, traditional practices and religious observances.
- **Assessors.** Like the training strategy, the assessment strategy clearly identifies 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 assessment in accordance with the National Skills Standards Council.

Fees and Refund Policy

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 following Units of Competency -

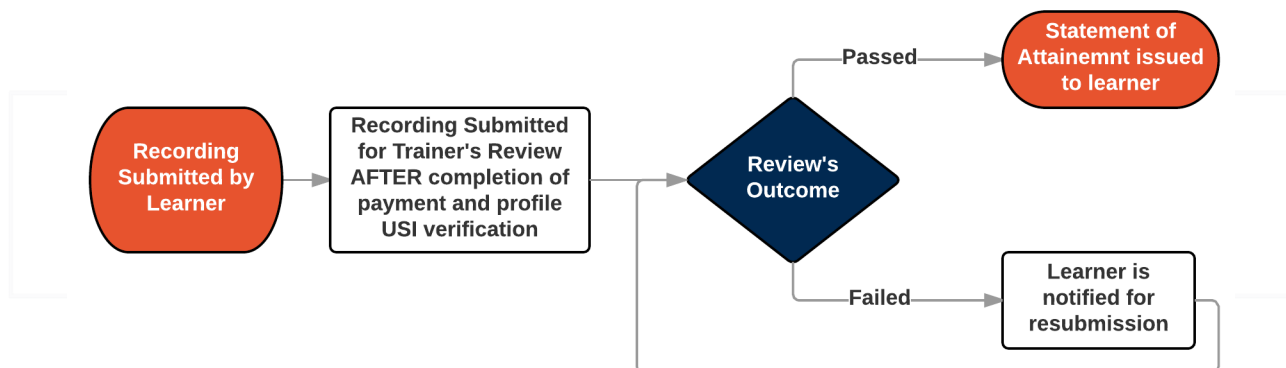
SITHFAB002 Provide responsible service of alcohol

SITHGAM001 Provide responsible gambling services

The current fees and charges are published on the Galaxy Training Australia website and may vary depending upon 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.

For online training

Payment is the second last step in complete learning cycle of the student i.e. Galaxy Training Australia charges when the student has completed the online assessment. The last step is to submit a verbal assessment.



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

- If softcopy of statement of attainment is required, Galaxy Training Australia provides them the same with no additional charges.
- If hardcopy of 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 re-send the post only once in case the student has provided a wrong postal address. Galaxy Training Australia would notify students about this condition at the time of gathering correct address.

Refunds

Galaxy Training Australia refunds the full fees only when the student has been charged incorrectly. For example - double payment or incorrect amount.

If a refund is granted for any other reason, Galaxy Training Australia will deduct an administration fee of \$10 per unit, for the service and resources provided to the student. For example - if a user has enrolled

and paid for just RSA or RSG course then the refund amount will be 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 course fee paid by the student minus \$20.

We do not issue refunds if a student fails to complete his/her practical/verbal assessment. In case the student experiences any issues completing their assessment, we recommend to contact us at help@galaxytraining.com.au or +61 7 3062 7222 for trainer assistance.

Refunds are made within 14 working days by payment reversal or online fund transfer to the account that paid for the student course.

Miscellaneous Charges

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

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 re-send the post only once in case the student has provided a wrong postal address. Galaxy Training Australia would notify students about this condition at the time of gathering correct address.

Our Guarantee to Clients

If for any reason Galaxy Training Australia is unable to fulfil its service agreement with a student, Galaxy Training Australia issues a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

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 which 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

Galaxy Training Australia will not refund fees if the student has completed online assessment and not practical/verbal for the RSA/RSG courses. 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.

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 in order 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 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

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

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

Support Services

Galaxy Training Australia provides full support for the whole duration of 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 scope of registration as an RTO. If support services are identified, the following is a guide to support that can and should be provided:

Individual need	Support Service
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the policy document, the applicable course information and the payment options.
Minor LLN deficiency that would inhibit the participation	Allocate the trainer to provide individual support during learning activities and reasonable adjustment during assessment activities.
Significant LLN deficiency that would prevent participation and completion of the course	Refer the student to TAFE to complete Course in Language, Literacy and Numeracy
Recognised difficulties in studying and learning	<p>Where appropriate to the program students identified with recognise difficulties in studying and learning are to be scheduled with additional support sessions throughout the unit completion. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. The study sessions should direct student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p>

Individual need	Support Service
	<p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of student life. www.studygs.net</p> <p>Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. https://vt.edu</p>
Student required counselling support and advice about their personal situation	<p>Student may be referred to:</p> <ul style="list-style-type: none"> – Lifeline 13 11 14 – Beyond Blue 1300 22 4636 – Salvation Army Family Welfare Centres – CatholicCare, Family Support Service
Students with a disability or medical condition	<p>All possible allowances may be provided to persons with disabilities. Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.</p>
Students with visual impairment	<p>Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p>

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 within a week.

Policy for national unique student identifier (USI)

The *Student Identifiers Act 2014* was approved and came into effect from the 1st January 2015. Any USI provided to Galaxy Training Australia by a student must be **verified** with the USI Registrar. This verification is done through 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 **must be kept secure**. This includes the information stored within Ace Avetmiss. User profiles and password protections to Ace Avetmiss are used in order 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, at all times 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 –

- 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 is able to 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.
- 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.
- 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 retain 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 Galaxy Training Australia 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 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.

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

- **Administrative records.** Administrative records are those documents which are used to facilitate the student’s administration during their enrolment. Examples of administrative records are enrolment forms, privacy forms, requests for refund, 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 which assist management and staff to coordinate RTO services. These may include policies and procedures, data registers, enrolment registers, attendance records, financial records and records of complaints and appeals.

Storage of records

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

- Records must be kept securely to prevent them being accessed by any non-authorized personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of students and Galaxy Training Australia staff.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Student results and Qualification / Statements of Attainment must be backed-up in an electronic format and must be available to be retrieved at any time.
- Electronic data storage must be 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 must comply 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 [Click Here](#).

In determining our period of retention, Galaxy Training Australia has selected retention periods beyond some requirements in order 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 must be 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 qualification or Statements of Attainment, work samples, employer references, resume, referees contact, etc. It must be very clear from the presented evidence that the trainer is competent in each and every unit of competency they are delivering.

Training and Assessment Competency

Trainers and Assessors must 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 assessment 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 following:

- Current industry skills 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 participating 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 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 must be 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 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, 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 purpose and for future reference.

Galaxy Training Australia ensures that the student files are accurate, current, relevant and integrated at all time. 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 Galaxy Training Australia team, in their sole discretion, believe is unacceptable or in violation of our policies.

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