Speaking ASQAneese

Joe Newbery

Webinar Companion

Part 3

This companion provides a summary of the key areas you need to consider against each question to help you prepare for your audit, and address the questions in the moment.

Together with the webinar, it will help you be well prepared and ready for your ASQA audit.

RTO Data Cloud

Question 1

How do ensure that you have verified that the learner has been enrolled into the appropriate training product?

- Ensure that students have been provided with any supports they need – an interview is the best way to do this.
- Language, literacy and numeracy assessments are crucial.
- An enrolment interview record is a good way to document that you have assessed areas of support.

Notes

Question 2

How do you determine if the learner requires support services?

- Use a systematic, multi stage approach:

1. Point of contact/enquiry

2. Application/pre-enrollment information

3. Interview

- Supports required can be very broad, and your policy and checklists should reflect this.

Notes

Question 3

How do management ensure that the assessment being administered is compliant?

- Management should be overseeing or delegating that assessment processes are compliant.
- Every assessment should be checked word for word to ensure that it aligns with the requirements of the training package.

Notes

Question 4

Can you talk me through your arrangements to verify the adequacy of assessment before issuing competency?

- Ensure there is a centralised independent quality review process of all assessments.
- Make sure student records are complete with adequate evidence.
- Only record results in your system once they are remediated and correct.
- Assessors should be submitting their results to a quality control area to review and centralise before reporting.
- These quality control areas are not assessing, but ensuring records are complete and any immediate remediation can occur.

Notes

Question 5

Can you talk me through your process for recruiting trainers and assessors?

- You should have a systematic approach to collect evidence such as qualifications, statements of attainment, or vocational equivalency.
- Copies of qualifications should always be authenticated.
- Ensure that you can explain the process of collecting qualifications and/or experience, and how your RTO verifies and records it.
- Remember that this is not a question of recruitment, but a process of collecting and storing evidence of credentials.

Notes

Question 6

How do you verify a trainer's competency when they don't hold a full unit of competency?

- Collect evidence of equivalent vocational competency.
- Conduct an interview process asking questions of certifications, industry skills, currency of skills and references.
- Complete a document with a competency matrix as proof of competency.

Notes

Question 7

How do you ensure that trainers maintain their currency?

- Ensure you are familiar with your own RTO's policies on currency.
- All trainers need to have up to date currency in their relevant role.
- Not all forms of evidence of currency hold the same weight.
- The evidence you provide will often be a collage of different pieces of information.

Notes

Question 7

Can you talk me through how you self-assure your trainers to meet vocational currency and trainer assessment requirements?

- Ensure you have a knowledge of your RTO’s policy regarding currency requirements.
- Conduct a quality review on your trainers every six to twelve months to ensure your records are current.
- Use this as an opportunity for improvement for your trainers.

Notes