

Trainer and RTO Requirements

This Appendix outlines the roles and responsibilities for both the Trainer and the RTO, allowing effective and appropriate management and monitoring of training programs.

1. Licence/Qualifications

To be able to teach and assess national accredited courses on behalf of RLSSWA, trainers must hold the following qualifications/licenses:

- TAE40116 Certificate IV in Training and Assessment or TAE40110 plus TAEASS502 and TAELLN411.
 - Hold vocational competencies at least to the level being delivered and assessed;
 - Hold current industry skills directly relevant to the training and assessment being provided;
 - Hold current knowledge and skills in vocational training and learning
 - Current HLTAID011 Provide First Aid;*
 - Current HLTAID014 Provide Advanced First Aid;*
 - Be of minimum age of 18 years;
 - Current Working with Children Clearance, and
 - Hold all permits, visas and licenses necessary for lawful performance of the services provided and evidence to support.
 - RLSSWA relevant Trainer Certificate
- *Not applicable to Swim Teachers Trainers

2. Trainer Requalification

The Trainer is to requalify every year before June 30. Trainers are not allowed to teach and/or assess any course on behalf of the RTO if their Trainer status is not current.

Trainer Requalification form is online and requirements to requalify are:

- Hold current Advanced First Aid and CPR (First Aid Trainers, Pool Lifeguard, Pool Operations) or Provide Cardiopulmonary Resuscitation (CPR and Swim Teachers Trainers only)
- Hold a valid Working with Children Check
- Complete/attend Professional Development sessions
- Maintain current industry skills (min. 8 hours)
- Review of Trainer Performance and/or desktop audit – Trainers must undertake a performance review on one of their training courses, when requested by RLSSWA officer and/or provide evidence when a desktop audit is due.

If a Trainer has not requalified for over 12 months and they wish to regain their trainer status, they must:

- Complete a Competency Mapping document for all units they deliver and assess
- Co-present a course with a RLSSWA “approved Trainer”

Coming requalification time, if requirements are met, Trainers will be awarded with the Trainer Certificate.

3. Review of Trainer Performance and desktop audit

RLSSWA will conduct ongoing reviews of all trainers who deliver programs on behalf of the RTO. This has been developed as a quality assurance and continuous improvement method by the RTO. Subject matter experts (SMEs) from RLSSWA will conduct assessments of training delivery.

Over the course of the financial year, RLSSWA will carry out a systematic review process, face-to-face and/or desktop reviews. Failing to undertake a trainer review, the RTO will cease the Volunteer or Employment agreement. Performance reviews are primarily based on risk, number of courses delivered or complaints.

Trainer reviews will be conducted using one or a combination of the following strategies:

- *Remote reviews* where trainers are observed using a remote technology such as Zoom, Skype for Business or Teams
- *Face to face reviews* where training delivery is conducted under observation
- *Video submission* where trainers video-film their training and assessment delivery and submit the video/s for review

The choice of method is based on the location and availability of the trainer and reviewer.

- *Desktop reviews* where trainers must submit evidence of specific paperwork as per Trainer Desktop Audit Checklist

Regarding face-to-face reviews, those trainers who may conduct programs over a long period of time *must* be prepared to deliver a full program, over a full day or provide evidence of training sessions by filming themselves and submitting the video files to the RTO, to allow the review and assessment to be finalised.

Following a finding of Non-Compliance, the trainer will be given feedback to identify what needs to be improved.

4. Issuance of statements and Fee

All assessment results (Learner declaration and Competency sign off sheet) are to be received by The RTO no later than 48 hours after the completed assessment.

Assessors must complete the required document confirming their assessment judgement.

RLSSWA will issue statements of attainments:

- a) no later than 10 working days from the date the completed documents are received
- b) during peak periods 1st November - 30th March statement will be issues no later than 20 calendar days from the date the completed documents are received. Documents which have not been completed to the required standard will be returned to the assessor and must be rectified within no more than 48 hours
- c) award fee for all training courses delivered by volunteers is \$26.40

5. Professional Development (PD) schedule

The following are the PD requirements for all Trainers of The RTO. Trainers are provided with a PD Plan and Schedule for the next 12-month period (See Annual PD schedule and topics) and are required to meet the minimum requirements over a 12-month period starting 1st July to 30th June. This will allow trainers to 'requalify in the area of PD' for the next 12-month period.

Annual Proposed PD Schedule RLSSWA July 2023 – June 2024	
Face-to-Face and Online Sessions	
Conference/Workshop –Metro/Regional	Bronze medallion videos
RLSSWA Trainer Seminar – 2024	Managing seizure in water/epilepsy
Wet Workshop – Metro	Alcohol/drugs and drowning correlation
Wet Workshop – Regional	Paddle rescue techniques
In-Service – Department of Education	Diabetes
Attend and observe in another RLSSWA trainer's course (1 day) Complete reflection exercise	VET PD 2024
Attendance of Advanced Resuscitation Techniques HLTAID015	Validations and review of resources
MINIMUM PD REQUIREMENTS	
❖ Aquatic, Resuscitation and Heart Beat Club Trainers	Aquatic, Resuscitation, Heart Beat are all required to complete a minimum of: 3 online sessions, OR 1 full day face-to-face session plus 1 online session, OR 1 half-day face-to-face session plus 2 online sessions.
❖ First Aid Trainers ❖ Pool Lifeguard Trainers ❖ Pool Operations Trainers ❖ Swim Teacher Trainers	First Aid, Pool Lifeguard and Pool Operations Trainers are required to complete a minimum of: 5 online plus 1 VET* session, OR 1 full day face-to-face session plus 3 online sessions, OR one half-day face-to-face session plus 4 online sessions. *VET session is mandatory
Sessions completed through external organizations will be validated case by case. Certificate of completion and summary of the session will be requested.	

6. Roles and Responsibilities

The following *Roles and Responsibilities Checklist* outlines generic and specific areas of responsibility for both *The RTO* and *The Trainer*

RLSSWA Responsibilities	Trainers Responsibilities
RTO Responsibilities:	<i>Trainer to read and acknowledge:</i>
<ul style="list-style-type: none"> • <i>provide all validated training and assessment resources for the agreed program</i> • <i>Authenticate assessment, resources, processes and judgements as per the Standards for Registered Training Organisations (RTOs) 2015</i> • <i>issue certificates and/or statements of attainment (only on supply of the learners USI)</i> • <i>ensure we meet all legislative requirements as applicable</i> • <i>safeguard all personal information received with confidentiality maintained</i> • <i>monitoring all training and assessing conducted by the Trainer</i> • <i>monitor the quality of training being delivered by the Trainer</i> • <i>provide all policies and procedures for view to the Trainer prior to contract agreement signature and as required</i> • <i>review this Appendix every 12 months</i> • <i>provide an annual Professional Development (PD) Schedule providing the opportunity for trainers to choose a variety of industry related topics to complete throughout the year</i> • <i>screen and review the capacity for trainers and assessors to deliver the RLSSWA programs</i> • <i>review and evaluate trainers performance on a regular basis</i> • <i>develop a training and assessment strategy for every program on scope</i> • <i>provide accurate information to the learner about services,</i> 	<ul style="list-style-type: none"> • <i>will cooperate with the RTO with accurate and factual responses of information and in the conduct of review</i> • <i>meet requirements, follow policies & procedures laid out by The RTO at all times</i> • <i>ensure appeals and complaints are dealt with immediately in a fair and effective manner as per the policies of The RTO</i> • <i>will follow the Training and Assessment Strategy for each course as outlined by the RTO</i> • <i>ensure summative (final) assessments are provided to RLSSWA NLT 48hours after completion</i> • <i>ensure learner feedback forms are provided to each and every student on completion of each program</i> • <i>ensure required licences and qualifications are current and valid at the time of delivery of any program</i> • <i>must safeguard all personal information received and that learner confidentiality is maintained</i> • <i>must utilize the learning and assessment materials supplied by The RTO</i> • <i>must follow the delivery schedule and plan as laid out by RLSSWA for each program</i> • <i>must be conversant with and have full knowledge of all aspects of the assessment tools</i> • <i>equipment is checked NLT 48hrs to ensure Workplace Health and Safety (WHS), serviceability and duty of care is considered at all times</i> • <i>venue and facility are checked for workplace, health and safety issues prior to delivery of any program</i> • <i>data collection and evidence are gathered, verified and provided to RLSSWA as required and on request</i> • <i>must complete requested sessions of Professional Development (PD) over a staggered 12 month period</i> • <i>must self-manage PD and provide all certification and evidence via RLSSWA website trainer portal</i> • <i>must maintain vocational competence</i> • <i>must hold relevant industry qualifications</i> • <i>must complete external customer satisfaction reports as required</i> • <i>must monitor the continuous improvement and quality assurance principles of The RTO</i> • <i>must demonstrate professionalism at all times</i> • <i>must refrain from coarse language in mixed environments at all times</i> • <i>must maintain the policies and procedures as outlined in this service level agreement</i>

<p><i>qualifications, resources, fees, complaints and appeals, learner support, RPL</i></p> <ul style="list-style-type: none"> ● <i>provide advice to prospective learners about the training product prior to enrolment and/or commencement of training</i> ● <i>manage enrolments</i> ● <i>collect fees</i> ● <i>ensure authorised executive officers are in place</i> ● <i>Ensure all resources are validated according to the validation schedule</i> ● <i>Conduct face to face reviews</i> ● <i>Provide all learners with opportunities for RPL</i> ● <i>Engage with industry</i> ● <i>Provide learner support</i> ● <i>Employ skilled trainers and assessors</i> ● <i>Participate in validation activities</i> ● <i>Manage the transition of superseded training products</i> ● <i>Implement quality assurance strategies</i> 	<ul style="list-style-type: none"> ● <i>duty of care issues is discussed with management as they arise</i> ● <i>must demonstrate proficiency and reliability at all times</i> ● <i>must requalify advanced first aid every 3 years</i> ● <i>liaise with the governing body as and if required</i> ● <i>must hold or have available all required resources and equipment for the delivery and assessment of all programs</i> ● <i>maintain the copyright and intellectual property of all RTO materials and resources</i> ● <i>make no copies of RTO resources or materials that will not be used directly for and by The RTO</i> ● <i>Participate in assessment validation activities</i> ● <i>work with RLSSWA to ensure that training content is culturally specific and promotes technical competence</i> ● <i>must comply with The RTO license for learning materials and must NOT transmit or reproduce in any form, electronic, recorded or mechanical without permission by RLSSWA</i> ● <i>Where variations to the assessment activities or resources are considered necessary-contact the RLSSWA to discuss reasonable adjustment</i> ● <i>Inform management of any discrepancies found during training and assessment</i> ● <i>Notify RLSSWA of any necessary variations to the details of this appendix within 7 days of the change occurring</i>
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