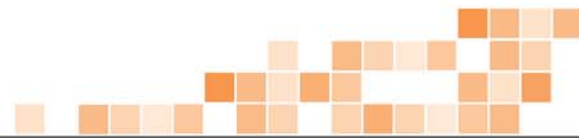




RIGHT WAY STANDARDS



THE RIGHT WAY.
PROVIDING INDUSTRY RECOGNITION OF QUALITY IMPLEMENTATION

Right Way program documents

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Service Skills Australia Recognises Quality

Supporting Skill Development for the Service Industries

Service Skills Australia (SSA) is a not-for-profit, independent organisation, which is one of 11 Industry Skills Councils funded by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) to support skills development for our industries. We consult and engage with industry, training organisations, government and other stakeholders to develop and support the implementation of nationally recognised training products that respond to industry skill needs.

Service Skills Australia supports skills development for our industries by:

- providing industry intelligence and advice to Skills Australia, government and enterprises on workforce development and skills needs
- actively supporting the development, implementation and continuous improvement of high quality training and workforce development products and services, including training packages. SSA currently manages a total of 10 industry training packages
- providing independent skills and training advice to enterprises, including matching identified training needs with appropriate training solutions
- working with enterprises, employment service providers, training providers and government to allocate training places

"To drive higher skills capability in the service industries workforce and service industries enterprises".

Through various research activities, SSA has been advised by industry and regulators to expand its focus and become more involved in the implementation of nationally recognised training to ensure the quality and effectiveness of training and assessment.

Building on Regulation

Regulation of training organisations is managed by State and Territory government registration authorities (SRAs) which audit against the prescribed standards contained within the Australian Quality Training Framework (AQTF).

The Right Way program for the service industries does not replace or duplicate the role of these government bodies. It does not introduce any additional standards for RTOs over and above those contained within the AQTF. SRA audits cover the whole of business operation for RTOs. The Right Way industry program uses the expertise of industry practitioners to check on and endorse RTO facilities. This important industry recognition supports RTOs to achieve quality delivery and is intended to support the work of regulators.

The Right Way Program for the Service Industries

A Need for Quality Training and Assessment

It is a basic principle of vocational education and training (VET) that participants should receive quality training and be assessed according to the robust requirements prescribed within National Training Packages. Yet service industry stakeholders have consistently reported poor outcomes to Service Skills Australia (SSA) across all the service industries:



The Right Way – Recognising Quality in Training & Assessment

In response, SSA has developed a range of products and services collectively known as the Right Way. This program, part of SSA's strategic work to achieve quality skills outcomes throughout the service industries, focuses on three key areas:

- quality training and assessment facilities
- quality trainers and assessors
- quality learning resources

Effective outcomes of training and assessment are inextricably linked to the quality of these core components of the VET system.

Through the Right Way, SSA provides industry recognition of facilities, trainers, assessors and learning resources.

Participants in this industry recognition system must adhere to standards and provide evidence of quality through an application and assessment process operated by SSA and its network of agencies.

The Aims of the Right Way Program

Through the Right Way program, Service Skills Australia aims to:

- ensure and recognise the provision of quality training and assessment by Registered Training Organisations (RTOs)
- build the capability of trainers and assessors who work in the service industries
- promote the development of and recognise effective learning resources which align to Training Package content
- achieve quality skills outcomes throughout the service industries

The Suite of Right Way Products

The following suite of three individual products and services is collectively known as the Right Way:



Right Way Training Facility

RTOs that adhere to the environmental and resource requirements prescribed within the Evidence Guide of Training Package competency standards and in the Assessment Guidelines can achieve industry recognition of their training facilities. Each facility, positively checked by an Industry Advisor, will be an industry recognised Right Way Training Facility.



Right Way Trainer & Assessor

Individual trainers and assessors who have the required industry experience, current vocational competencies and a qualification in training and or assessment can achieve industry recognition as a Right Way Trainer and or Assessor. To maintain this recognition, they must participate in professional development activities.



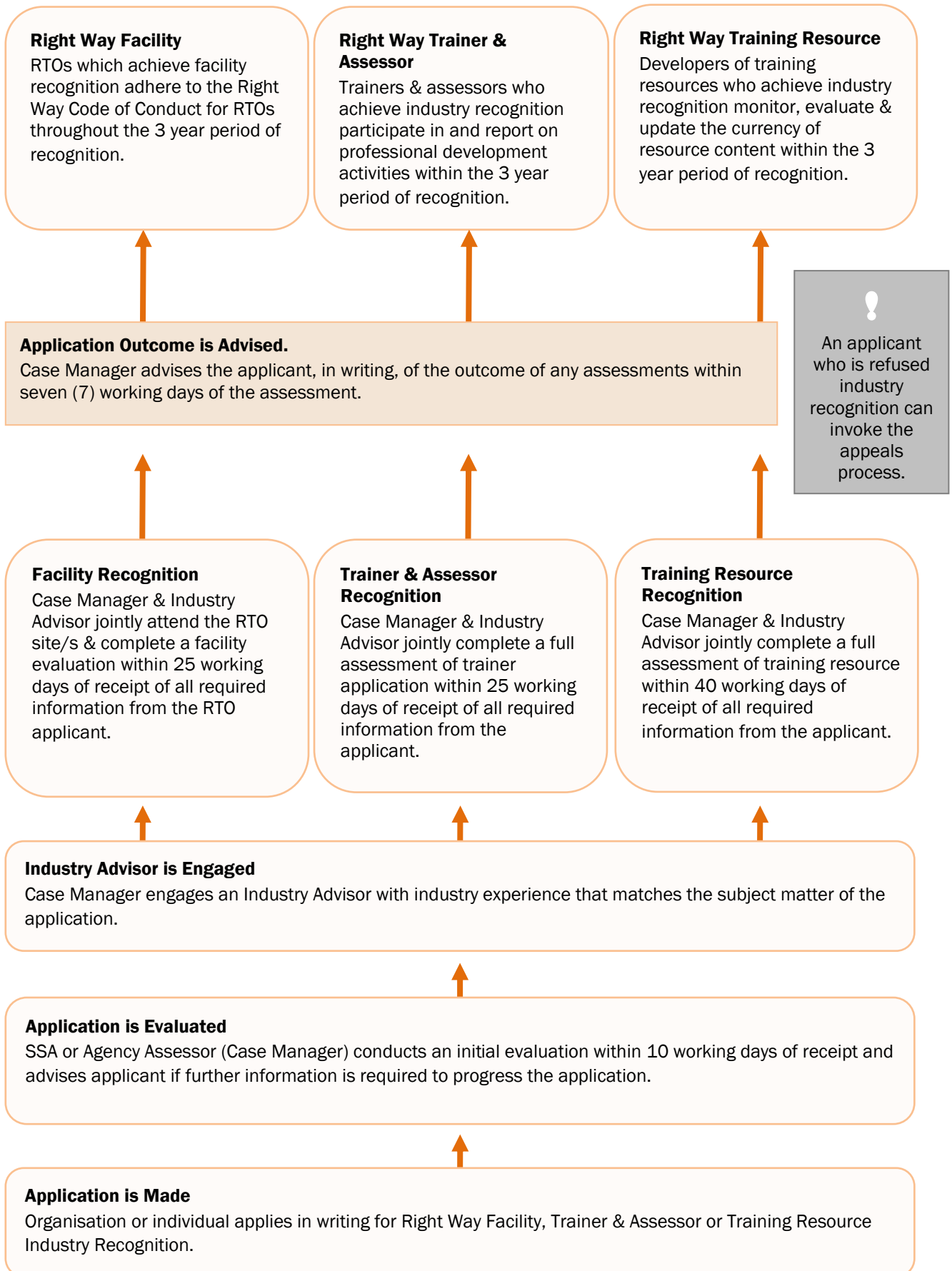
Right Way Training Resource

Developers of any type of training and or assessment resource designed to align to a service industry Training Package can achieve industry recognition of the material as a Right Way Training Resource. Developers can be any type of organisation including RTOs.

Period of Right Way Recognition and Renewal

Right Way recognition is granted for an initial period of three years and can be renewed for subsequent three year periods. Applications for renewal should be lodged no later than two months prior to the expiry date of recognition.

Right Way Industry Recognition Process



A Suite of Right Way Standards

Generally recognition systems, accreditation schemes and professional certification programs are underpinned by a set of standards to which applicants must adhere. They simply outline the requirements to be met before a person or organisation can be granted recognition.

Benchmarks for Granting Industry Recognition

Through the Right Way program, Service Skills Australia aims to:

- ensure and recognise the provision of quality training and assessment by Registered Training Organisations (RTOs)
- build the capability of trainers and assessors who work in the service industries
- promote the development of and recognise effective learning resources which align to Training Package content
- achieve quality skills outcomes throughout the service industries

Right Way industry recognition is based on a suite of standards which have been developed to directly link to these aims. These are:

- Standards for Right Way Training Facility Recognition
- Standards for Right Way Trainer & Assessor Recognition
- Standards for Right Way Resource Recognition

These standards outline organisational and personal performance measures that industry requires of the training system to ensure the quality and effectiveness of training and assessment.

They are service industry statements which describe best practice performance, the outcomes which RTOs, trainers, assessors and resource developers should achieve and which broadly describe the actions they must take.

The Right Way Standards underpin all program activities. They have been used to produce documents which are directly aligned to the relevant elements of each group of standards:

- application forms used by applicants to provide evidence of compliance with the Right Way standards
- evaluation checklists used by SSA, agency personnel and Industry Advisors to make assessment decisions on whether or not to grant industry recognition

As the starting point for all Right Way processes, the standards are extremely important documents. The standards are subject to:

- ongoing feedback from SSA, agency personnel and Industry Advisors
- ongoing feedback from applicants, Industry Recognised organisations and individuals
- validation at the annual validation workshops

The Right Way Standards are the benchmarks against which all decisions to grant industry recognition are made.

Standards for Right Way Training Facility Recognition

Standard 1: Facility evaluations are based directly on the Training Package

1.1	Facility evaluations are only conducted against the requirements prescribed within each Training Package.
1.2	Facility evaluations cover three areas: <ul style="list-style-type: none"> • prescribed physical environments • prescribed equipment • prescribed resources i.e. documentation that people use in the workplace.
1.3	RTO application forms and self assessment checklists for physical environment, equipment and resources are directly aligned to the Training Package.
1.4	Evaluator guidelines and assessment checklists for physical environment, equipment and resources are directly aligned to the Training Package.
1.5	Information on the prescribed physical environment, equipment and resources is only taken from the: <ul style="list-style-type: none"> • Evidence Guide of each competency standard under the heading “Context of and specific resources for assessment.” • Assessment Guidelines document which outlines equipment lists (only some Training Packages) • Range Statement for each competency standard where these outline physical environments, equipment and workplace documentation
1.6	Current industry practitioners, known as Industry Advisors, participate in RTO facility evaluations to ensure equipment and other resources reflect those currently used in workplaces.

Evidence

The physical environment, equipment and workplace resources will differ for each Training Package. Each application form has been tailored and matches the mandatory requirements set out in the individual Training Package.

RTOs self assess and complete checklists, as part of their application, to indicate the availability of the mandatory physical environment, equipment and workplace resources.

The site evaluation verifies the availability and currency of mandatory requirements and confirms the RTO's written claim.

Standard 2: Training Organisations must achieve and maintain RTO status

2.1	Before any training organisation can achieve Right Way Training facility recognition, it must have first achieved Registered Training Organisation (RTO) status with a state, territory or national government registration authority.
2.2	Training organisations may apply for Right Way Training Facility recognition concurrently with their application to become an RTO. Right Way recognition will not be granted until the organisation achieves government registration.
2.3	RTO registration can be held in any state or territory.
2.4	At any time during the life of RTO registration, the organisation can make application to Service Skills Australia, or its local agency, to extend its scope of qualifications or to have additional sites recognised.
2.5	All RTOs that have achieved Right Way recognition must maintain its government registration status for the life of the Right Way recognition period.
Evidence	
Evidence of registration as an RTO or evidence of a pending application must be provided at the time of submitting a Right Way application.	

Standard 3: RTOs must provide the environment prescribed by the Training Package

3.1	The Training Package prescribed physical environment is detailed within the Evidence Guide of each standard under the heading “Context of and specific resources for assessment.” RTOs must deliver training and assess units of competency in the prescribed physical environment.
3.2	Unless specifically precluded by an individual unit, this physical environment can be simulated. Mandatory requirements for simulations are prescribed within the Assessment Guidelines document for each Training Package.
Evidence	
<p>RTOs self assess and must complete checklists, as part of their application, to indicate the availability of the mandatory physical environment.</p> <p>Where an RTO uses an off-site environment and has a contracted arrangement to use a facility operated by another organisation, the RTO must provide evidence of this arrangement.</p> <p>The site evaluation verifies the availability of the required physical environment and confirms the RTO’s written claim.</p> <p>Industry practitioners, known as Industry Advisors, validate the adequacy and currency of the physical environment.</p>	

Standard 4: RTOs must provide the equipment prescribed by the Training Package

4.1	<p>The Training Package prescribed equipment is detailed within the Evidence Guide of each standard under the heading “Context of and specific resources for assessment.” For some Training Packages further equipment lists are provided in the Assessment Guidelines document.</p> <p>RTOs must deliver training and assess units of competency using the prescribed equipment.</p>
4.2	<p>Equipment must be that which is currently used and generally available in a modern Service Industry business.</p>
4.3	<p>Sufficient equipment must be available to service the training and assessment needs of each student. Sufficient equipment means that each student, at their individual time of training and assessment will have access to a workstation and equipment that is typically available in a modern service industry business used to provide high level service to customers. This will vary according to the particular service industry and sector. For example, in the Beauty Industry, an operator (student) would need one massage bed for one customer; one nail table for one customer. In the Retail industry a workstation might be a point of sale area shared by 2 or more operators (students). In the Hospitality industry a workstation can vary from a bar area with a number of operators (students) servicing several customers to one gaming table with one gaming attendant (croupier/student) servicing several customers. It is not possible to prescribe sufficient equipment across service industry training environments. Whilst equipment and resource checklists for individual service industry industries and sectors nominate guideline numbers of workstations and equipment, the professional judgement of Right Way evaluators in negotiation with RTOs will prevail in the decision making process.</p>

Evidence

RTOs self assess and must complete checklists, as part of their application, to indicate the availability of the mandatory equipment.

The site evaluation verifies the availability of equipment and confirms the RTO’s written claim.

Industry practitioners, known as Industry Advisors, validate the adequacy, sufficiency and currency of all equipment.

Standard 5: RTOs must provide the resources prescribed by the Training Package

5.1	<p>The Training Package prescribed resources are detailed within the Evidence Guide of each standard under the heading “Context of and specific resources for assessment.”</p> <p>RTOs must deliver training and assess units of competency using the prescribed resources i.e. documentation that people use in the workplace. (These types of resources should not be confused with learning and assessment resources; they are workplace documentation used on a day to day basis in industry.)</p>
5.2	<p>Resources must be those which are currently used and generally available in a modern Service Industry business.</p>
5.3	<p>Sufficient resources must be available to service the training and assessment needs of each student. Sufficient resources means that each student, at their individual time of training and assessment will have access to workplace documentation that is typically used in a modern service industry business to provide high level service to customers. This will vary according to the particular service industry and sector. It is not possible to prescribe sufficient resources across service industry training environments. Whilst equipment and resource checklists for individual service industry industries and sectors nominate guideline numbers of resources, the professional judgement of Right Way evaluators in negotiation with RTOs will prevail in the decision making process.</p>
<p>Evidence</p>	
<p>RTOs self assess and must complete checklists, as part of their application, to indicate the availability of the mandatory workplace resources.</p> <p>The site evaluation verifies the availability of resources and confirms the RTO’s written claim.</p> <p>Industry practitioners, known as Industry Advisors, validate the adequacy, sufficiency and currency of all resources.</p>	

Standards for Right Way Trainer & Assessor Recognition

Standard 1: Right Way trainers & assessors are qualified in training and or assessment

1.1	A Right Way industry recognised trainer or assessor has a qualification in workplace training and or assessment.
1.2	<p>The Right Way program recognises the following VET training qualifications:</p> <ul style="list-style-type: none"> • TAA40104 Certificate IV in Training and Assessment • TAE40110 Certificate IV in Training and Assessment • Any higher education degree in education which contains any of the abovementioned VET qualifications. <p>Those who have a training and assessment qualification will be granted recognition as a Right Way Trainer and Assessor (provided they meet other Right Way standards).</p>
1.3	<p>The Right Way program recognises the following VET assessment qualifications for those who provide assessment only services:</p> <p>Statement of Attainment in Assessment from TAA04 including all three of the following standards:</p> <ul style="list-style-type: none"> • TAAASS401A/B/C Plan and organise assessment • TAAASS401A/B/C Assess competence • TAAASS404A/b/C Participate in assessment validation <p>Statement of Attainment in Assessment from TAE10 including all three of the following standards:</p> <ul style="list-style-type: none"> • TAEASS401A Plan assessment activities and processes • TAEASS402A Assess competence • TAEASS403A Participate in assessment validation <p>Those who have a Statement of Attainment in Assessment will be granted recognition as a Right Way Assessor (provided they meet other Right Way standards).</p>
1.4	A Right Way industry recognised trainer or assessor will have recent training and or assessment experience.
Evidence	
<p>Trainers and assessors will provide a copy of their qualification which must show a list of competencies and which must be certified as a true copy by a Justice of the Peace or Solicitor. They will provide details of recent training & assessment experience.</p> <p>The desk evaluation by SSA verifies the validity of the qualification and recency of training & assessment experience.</p>	

Standard 2: Right Way trainers & assessors have the relevant vocational competencies

2.1	<p>Recognised trainers and assessors have relevant industry experience in the service industry competency field in which they are training and assessing. (Fields are nominated in competency standards e.g. floristry design and construction, fitness, events, food and beverage, nail services.)</p> <p>In order to successfully train and or assess, they must have experience in workplace application of the specific units of competency. This means they have actually worked in a job where they would have applied the particular Training package competencies that they will now use in training and assessment activities.</p>
2.2	<p>Recognised trainers and assessors will have sufficient breadth, depth and length of industry experience in their field of service industry operation.</p>
2.3	<p>Relevant industry-based supervisory and or management experience in the field would be of benefit but this is not a condition of recognition.</p>
2.4	<p>A vocational qualification would be of benefit for all applicants but is only a condition of recognition as follows:</p> <ul style="list-style-type: none"> • Trainers and assessors for Beauty • Trainers and assessors for Hairdressing <p>Full details are contained in the Beauty and Hairdressing Competency Standard & Qualification Checklists.</p>

Evidence

Trainers and assessors provide evidence of relevant industry experience in a range of jobs where they would have applied the particular Training package competencies to be used in their training and assessment role.

This may include such things as:

- employment or consultancy contracts
- statements of employment
- job descriptions
- references

Trainers and assessors will provide a description of their job activities and length of service in each job to demonstrate a breadth, depth and length of industry experience in their field of service industry operation.

Where required, Trainers and assessors will provide a copy of their vocational qualification which must show a list of competencies and which must be certified as a true copy by a Justice of the Peace or Solicitor.

The desk evaluation by SSA and Industry Advisors verifies the relevancy of vocational competence and breadth, depth and length of industry skills and experience.

Standard 3: Right Way trainers & assessors engage in continuous improvement of their training and assessment skills.

3.1	Recognised trainers and assessors must engage in continuous improvement of their training and assessment skills on an annual basis.
3.2	<p>The Right Way program recognises the following types of professional development activities for VET trainers and assessors:</p> <ul style="list-style-type: none"> • a program operated by a state or territory recognition authority (15 points) • a public program operated by any public or private Registered Training Organisation (15 points) • a private in-house program operate by any public or private Registered Training Organisation specifically designed as a professional development activity for employed or contracted trainers and assessors (15 points) • participation in trainer and assessor networks (15 points) • a program operated by Service Skills Australia or its local agent (25 points) • enrolment in a VET or higher education course which provides a qualification exceeding the Certificate IV in Training and Assessment e.g. a Diploma, Vocational Graduate Certificate, Vocational Graduate Diploma covering VET competencies, a Bachelor of Education (25 points) <p>The subject matter of any of the above mentioned programs must be specifically designed to enhance training and assessment skills.</p>
3.3	Renewing recognised Trainers and Assessors must achieve a minimum of 50 Right Way points annually and a minimum of 150 points over the previous three calendar years.

Evidence

Trainers and assessors provide a copy of any documents that substantiate their participation in professional development activities. This may include such things as:

- enrolment documents
- tax invoices for fees
- Certificates of Attendance
- qualifications or Statements of attainment

Trainers and assessors provide a description of the activity or any brochure materials which describe the activity.

The desk evaluation by SSA verifies the participation in and validity of the professional development activity.

Standard 4: Right Way trainers & assessors maintain current vocational competence

4.1	All recognised trainers and assessors have current industry knowledge, expertise in current operational practice and knowledge of what workplace equipment and resources are currently used so that their training and assessment activities reflect up to date workplace practice.
	<p>The Right Way program recognises that some recognised trainers and assessors will maintain part or full time employment in industry and work for an external RTO on a part time basis.</p> <p>They may also be working in a service industry job and provide in-house training and assessment activities to other employees.</p> <p>The Right Way program will allocate 85 points annually to those trainers and or assessors who have regular recent and relevant paid work on a part or full time basis in a relevant commercial service industry environment.</p>
4.2	Recognised trainers and assessors must engage in continuous improvement of their industry skills and knowledge on an annual basis.
4.3	<p>The Right Way program recognises the following types of professional development activities for those VET trainers and assessors not currently working on a part or full time basis in a commercial service industry environment:</p> <ul style="list-style-type: none"> • participation in return to industry programs to achieve currency of vocational skills and knowledge (15 points for one to two weeks, 30 points for three to four weeks) • regular participation in training and or assessment activities conducted in the workplace (30 points).
4.4	<p>The Right Way program recognises the following types of industry based professional development activities, for all VET trainers and assessors, to enhance and update their industry skills and knowledge of current industry practice:</p> <ul style="list-style-type: none"> • involvement in professional industry networks, memberships, trade shows, events competitions etc (15 points for three different activities) • conduct of relevant projects and research activities in conjunction with or on behalf of industry (15 points) • a private in-house program operate by any public or private Registered Training Organisation specifically designed as an industry update activity for employed or contracted trainers and assessors (15 points) • an industry program operated by Service Skills Australia or its local agent (25 points) • enrolment in a VET or higher education course which provides a vocational qualification which is higher than one currently held e.g. upgrade from a Certificate III to a Certificate IV in any service industry qualification. (25 points) <p>The subject matter of any of the above mentioned activities must be specifically designed to enhance and update industry skills and knowledge and must be relevant to the service industry field in which the trainer and assessor operates.</p>

Evidence

Trainers and assessors provide evidence of current industry employment in a part or full time job where they will be currently applying the particular Training package competencies relevant to their training and assessment activities

Trainers and assessors provide evidence of return to service industry programs in which they have been engaged in workplace activities relevant to their training and assessment activities.

This may include such things as:

- employment or consultancy contracts
- statements of employment
- job descriptions
- references

Trainers and assessors provide a copy of any documents that substantiate their participation in professional development activities. This may include such things as:

- copy membership card for professional associations
- copy of accreditation confirmation
- copies of brochure materials
- enrolment documents
- tax invoices for fees
- certificates of attendance
- qualifications
- Statements of Attainment
- published articles
- research reports

Trainers and assessors provide a description of the activity or any brochure materials which describe the activity.

The desk evaluation by SSA Industry Advisors verifies the participation in and validity of the professional development activity.

Standards for Right Way Resource Recognition

Standard 1: The resource is directly aligned to the Training Package

1.1	The Right Way program only recognises those resources that are directly aligned to Training Package content.
1.2	Developers use the Training package and competency standards as a starting point for the development of their resource. Training resources must be specifically written to address national competency standards, and not simply mapped back to them.
1.3	Since national competency standards describe discrete skills which do not exist in isolation, it is preferable that resources cover suites of related standards which can be trained and assessed together in a holistic manner but this is not a condition of recognition.
Evidence	
<p>Resource developers provide a matrix to indicate where each competency standard or group of standards is covered within the resource and where each aspect of the competency standard/s appear within the resource.</p> <p>The resource evaluation verifies the inclusion of the competency standards and confirms the developer's written claim.</p>	

Standard 2: The resource sufficiently covers the competency standards

2.1	<p>The resource content either covers all aspects of a competency standard or group of competency standards or only certain portions of the standard/s</p> <p>A resource developer may choose to develop a resource which covers all aspects of the competency standard/s:</p> <ul style="list-style-type: none"> • Elements • Performance criteria • Required skills and knowledge <p>Alternatively they may chose to cover just required knowledge in the case of a text book, reference guide, series of fact sheets etc.</p>
2.2	<p>The content either deals with a range of contexts discussed by the Application and Range Statements or is sufficiently contextualised to a meet a particular industry sector, workplace, job outcome or local circumstance.</p>
2.3	<p>No matter what portion of the standards the resource covers, it must be sufficiently detailed to cover those aspects of the unit/s which the resource seeks to address.</p>

Evidence

Resource developers nominate which aspects of the competencies the resource seeks to cover and the range of contexts covered.

Resource developers provide a matrix to indicate where each competency standard or group of standards is covered within the resource and where each aspect of the competency standard/s appears within the resource.

The resource evaluation verifies that the content is sufficiently detailed to cover those aspects of the unit/s which the resource seeks to address.

Standard 3: The resource provides current industry content.

3.1	The resource makes reference to current industry practices, uses correct and current terminology for such things as workplace activities, industry interactions and equipment.
3.2	If there are activities which students must complete, they relate directly to workplace activities that employees would be currently engaged in.
Evidence	
<p>Resource developers provide information on what, if any, industry consultation was undertaken when developing the resource to ensure its currency.</p> <p>Industry practitioners, known as Industry Advisors evaluate the resource and validate the currency of the information and activities.</p>	

