



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.

Using the Training Package as the Starting Point

Each service industry training package outlines stringent assessor requirements, outlined in the assessment guidelines document, which have been determined through the in-put of industry practitioners. It is an industry quality assurance requirement that trainers and assessors:

- have achieved a qualification in training and or assessment
- have relevant experience in the sector in which they are training and assessing – vocational competence in various units of competency
- have comprehensive current knowledge of the industry, current industry practices and the job role against which performance is being assessed
- participate in industry specific professional development activities to update the currency of their industry experience

These requirements have been used as the basis for Right Way Trainer and Assessor recognition.

For some service industry training packages, assessors must also have achieved a vocational qualification, for example a hairdressing or beauty qualification.

The Right Way program facilitates all trainers and assessors to meet these important standards so that the service industries can be assured that practical development of student skills and knowledge is conducted by qualified trainers and assessors who know the current practices of the industry.

Training and Assessment Skills

Any Right Way industry recognised trainer or assessor will need to have a qualification in workplace training and or assessment. This ensures that they will have the planning, communication, competency based training delivery and assessment skills to effectively participate in the VET system.

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).

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).

Recognised trainers and assessors must engage in continuous improvement of their training and assessment skills.

Relevant Vocational Competence – Industry Experience

The V in VET is vocational and, in the context of the training system, it takes on the most basic definition. A vocation simply means a particular occupation, business, or profession – a job.

Vocational training involves teaching people how to do a job.

Industry holds a view that a trainer's ability to train and an assessor's ability to assess is directly linked to their vocational competence - they must have had experience in a job in order to teach someone else how to do it and to assess that they are doing it properly.

The service industries and the Right Way program, therefore, defines a vocationally competent trainer and assessor as one who has:

- 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.
- sufficient breadth, depth and length of industry experience in their field of service industry operation
- industry experience that is specifically relevant to their current role in training and assessment. For example, fitness sector experience may not be useful if delivering and assessing in the field of outdoor recreation, food and beverage experience not useful for training front office competencies.

Currency of Industry Skills and Knowledge

Currency of vocational competence is crucial to the success of training and assessment outcomes for the service industries. It ensures that those involved in training and assessment processes have current industry knowledge, expertise in current operational practice and knowledge of what workplace equipment and resources are currently used so that training and assessment activities reflect up to date workplace practice.

Right Way recognition of trainers and assessors is based on currency of vocational competence which can be maintained through such activities as:

- recent and relevant part or full time employment in a commercial service industry environment
- participation in return to industry programs to achieve currency of vocational skills and knowledge
- participation in industry based professional development activities to update knowledge of current industry practice

Continuous Improvement of Training, Assessment and Industry Skills

Maintenance of status as a Right Way Trainer & Assessor is dependent on the trainer and assessor participating in professional development activities which will enhance their training, assessment and industry skills.

A Points System Applies to Right Way Trainers and Assessors

In order to maintain status as a Right Way Trainer and Assessor, participants must engage in professional development activities within the life of their registration which will:

- enhance their training and assessment skills
- enhance and update their industry skills and knowledge of current industry practice

Points are allocated to each of these activities and Right Way Trainers and Assessors must achieve points as follows:

Training & Assessment PD	Industry Skills PD	Total points
50 points annually	50 points annually	100 points annually
150 points over the previous three calendar years	150 points over the previous three calendar years	300 points over the previous three calendar years

A schedule of points is provided to each applicant.

Service Industries Professional Development Activities

Service Skills Australia (SSA) develops programs to enhance trainers' and assessors' knowledge and skills in key aspects of competency based training and assessment.

Other programs relate directly to current industry practice and any changes affecting the future operation of service industry businesses.

These are delivered either directly by SSA or by its network of agencies to ensure national coverage. A fee is charged for participation.

An annual program is planned and distributed to all interested trainers and assessors.

Points will be allocated to each program and SSA issues a certificate of attendance which indicates the points achieved. Renewing trainers and assessors can claim these points by providing a copy of this proof of attendance

Other Professional Development Activities

The Right Way program recognises a vast range of professional development activities available to service industry trainers and assessors. Again, SSA allocates points according to the type of activity and renewing trainers and assessors can claim these points by providing proof of attendance.

Trainer and Assessor Networks

SSA and its local agencies operate trainer and assessor networks, participation is free and all Right Way Trainers and Assessors are advised of how to participate in network activities. The purpose of these networks is to:

- provide a mechanism for the exchange of ideas and information on training and assessment practices
- moderate and validate assessment practices and tools
- provide coalface feedback on government initiatives and policy change

Trainers and assessors can also participate in other networks not operated by SSA. Participation in any network is encouraged; SSA allocates points and renewing trainers and assessors can claim these points by providing proof of regular participation.

Evaluation of Applications

Applicants will be assessed against the Right Way trainer and assessor recognition standards and evidence requirements.

Service Skills personnel will assess the applications to ensure that applicants have the appropriate training and assessment qualification and that renewing trainers and assessors have participated in sufficient professional development activities to maintain Right Way recognition.

However, SSA personnel may or may not have had current industry experience in the field relevant to the applicant trainer and or assessor. Particular job titles and associated duties may be unfamiliar to them.

Assessments will, therefore, involve industry practitioners, known as Industry Advisors who are currently working the particular sector relevant to the applicant trainer and or assessor. Their role is to:

- validate that the applicant has had relevant industry experience in the field in which they are training and assessing. (field may be tour guiding, commercial cookery, nail artistry, personal training etc)
- validate that they have actually worked in a job where they would have applied the particular competencies relevant to their training and assessment activities
- assist SSA personnel to identify the relevance and value of professional development activities undertaken by renewing applicants

Any Service Skills Australia (SSA) personnel and Industry Advisors involved in a trainer and assessor evaluation will use consistent guidelines and checklists which are derived from the relevant Training Package and the trainer and assessor recognition standards.

Period of Right Way Recognition and Renewal

Right Way Trainer & Assessor 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. Applicants renewing will be required to provide evidence of professional development activities undertaken with the preceding three year period.