



Meeting Training Package Requirements

Each service industry Training Package outlines stringent assessment requirements which have been determined through the in-put of industry practitioners. These are outlined at unit of competency level and within the Assessment Guidelines document. It is an industry quality assurance requirement that RTOs assess units of competency:

- in the prescribed physical environment
- using the industry based equipment and resources defined

Only by meeting these mandatory Training Package requirements can the service industries be assured that practical assessment of skills and knowledge is conducted either in the workplace or in a simulated environment that realistically reflects a workplace.

Wherever a simulated assessment is conducted it is vital that the assessment environment is as industry realistic as possible. It is essential that assessment is conducted using suitable resources and equipment and under industry-relevant conditions as close to a real work situation as possible. Mandatory requirements for simulations are prescribed within the Assessment Guidelines document for each Training Package.

Industry places premium value on graduates of courses who are ready to work in their businesses because they have been exposed to industry conditions.

RTOs who adhere to the environmental and resource requirements prescribed within the Training Packages can achieve industry recognition of their training facilities.

The Environment Prescribed by Training Packages

Within each Evidence Guide there is a section entitled: "Context of and specific resources for assessment." This section of the competency standard outlines the environment i.e. the physical context in which RTOs must train and assess to prepare students to easily transition to a workplace environment, should they not already be training in a workplace.

For the service industries, this can mean that training and assessment must take place within such environments as:

- a commercial kitchen, bar, restaurant or accommodation facility such as a hotel
- venues where special occasions and events take place
- a fully equipped office environment used in the tourism and floristry industries to assist sales, operations, product planning and design functions
- guiding environments such as a tourist site, on a coach, in a national park or on a walking tour
- competition fields or courts, open fields and off-field locations such as gyms and other venues where coaching and playing sport may occur
- a floristry design, preparation and product construction area
- a beauty or hair salon

In the main, service industry Training Packages do not preclude the use of a simulated physical environment. There are some limited circumstances where licensing plays a role e.g. casino games or where it would be impossible to simulate the environment e.g. a mortuary. Right Way recognition is dependent upon RTOs providing the correct physical environment.

Equipment Prescribed by Units and Assessment Guidelines

Again, the “Context of and specific resources for assessment” section of the Evidence Guide prescribes equipment which is used on a day to day basis in industry and, therefore, which RTOs must have available when preparing students for a job role.

The depth of information which can be provided within each unit of competency is restricted and these often contain an overarching statement. Full information is provided in the third mandatory component of the Training Package – the Assessment Guidelines. Range Statements provide more comprehensive lists of equipment to which an RTO can refer.

The facility evaluation will include a check to ensure that the required equipment is available and in an appropriate ratio to students in-training.

Resources Prescribed by Training Packages

The “Context of and specific resources for assessment” section of the competency standard also outlines the types of resources i.e. documentation that people use in the workplace and, therefore, which RTOs must have available when preparing students for a job role. These types of resources include such things as:

- rules for sporting games
- menus for restaurants
- job specifications for the construction of floristry products
- legislation of which workers must have a knowledge
- manufacturer’s instructions
- product manuals and price lists which people use to sell various products and services
- policies and procedures to which people in the workplace must adhere

These types of resources should not be confused with learning and assessment resources; these are workplace documentation used on a day to day basis in industry.

The facility evaluation will include a check to ensure that these important and mandatory resources are available.

Consistent Guidelines

Any Service Skills Australia (SSA) personnel and Industry Advisors involved in a facility evaluation will use consistent guidelines and checklists. Since SSA personnel are directly responsible for the development of the suite of service industry Training Packages, they have an in-depth knowledge of the contents.

Industry Advisors experience the workplace on a daily basis and know what facilities, equipment and resources are needed to perform particular service industry jobs.

Service Skills Australia and its local agents use consistent facility evaluation documents and checklists which are derived from the relevant Training Package. The guidelines are developed by the Training Package developer in conjunction with industry and can be relied upon for accuracy and consistency.

Facility Evaluation

Access to a realistic industry environment plays an important role in service skills development and provides graduates that should be immediately useful and competent in a service industry environment.

A facility evaluation will be conducted in order to determine whether or not an RTO is conducting training and assessment in a correct environment and with appropriate equipment and resources. Apart from an administrative application process, the facility evaluation is the only process involved in achieving status as an industry recognised Right Way Training Facility.

The facility evaluation will involve a check on:

- the assessment environment (where the assessment is conducted)
- equipment available for assessment and correct equipment to candidate ratio
- resources available for assessment i.e. typical workplace documentation that people use in their day to day workplace activities

The facility evaluation will:

- be tailored to the specific sector of the service industries e.g. floristry, beauty, retail, tourism
- involve industry practitioners, known as Industry Advisors, who are currently working the particular sector subject to the facility evaluation
- be aligned to the environmental requirements prescribed by the relevant Training Package
- verify that the RTO does have in place a facility and associated equipment and resources that meet the requirements of the relevant Training Package
- validate that the facility and associated equipment and resources reflect those that are currently used and generally available in a modern Service Industry business.
- offer advice on how facilities, equipment and resources can be improved
- be provided on a fee for service basis
- in some cases, be directly related to the SRA full AQTF audit, where formal arrangements have been negotiated. For example, VETAB NSW values and requires Hospitality industry facility evaluations conducted by Service Skills Australia personnel and Industry Advisors.
- provide, on a positive evaluation, Right Way recognition of one or more training facility

The Outcome

Each facility, positively checked by an Industry Advisor, will be an industry recognised Right Way Training Facility.

If a facility does not meet the requirements of a Training Package, Industry Advisors will provide relevant information on how the facility does not meet industry's training and assessment standards and how the RTO can improve the facility before a secondary site evaluation.

How to Apply for a Facility Evaluation

We recommend that you complete the industry specific **Facilities, equipment and resources checklist** we have supplied. If you are unable to check off every time listed in the checklist, we do not recommend you to lodge your application for a Facility Evaluation, please complete the **Application for Right Way Training Facility Recognition**.