

# FACT SHEET

## THE RIGHT WAY



### **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 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.