Resourcing Policy and Procedure

Policy

The RTO has access to enough resources to cover every aspect of registration that is compatible with its business plan and strategy for training and assessment.

Procedure:

1. **Resources:**
   The RTO will guarantee that it has enough of each of the following:
   - Trainers, assessors, and support staff for the professional delivery of training and assessment
   - Educational support services to meet the needs of enrolled students
   - Learning resources are made available to students so they can fulfil the requirements of each unit of competency
   - Equipment and facilities to support the quantity and variety of courses offered as well as the number of trainees attending training at the RTO.

2. **Educational and Support Services:**
   Educational and support services may include, but are not limited to:
   - pre-enrolment information including, e.g., licensing requirements and testing
   - training and assessment programs contextualised to the workplace
   - scheduling and delivery of training and assessment to suit both employed and unemployed applicants
   - comprehensive learner resources providing course information
   - additional handouts, videos and reference resources to complement learner resources
   - one-on-one support when required
   - additional time or one-on-one coaching outside class when necessary to support students to achieve competency
   - referral to language, literacy and numeracy (LLN) programs if required
   - referral to services such as mediation or counselling services if required

3. **Resources, Facilities and Equipment:**
   The RTO's present operations include training/meeting rooms with access to tools and supplies commonly utilised in the sector. Students are informed of safety standards for training activities and the usage of facilities and equipment, and equipment is maintained.

Links to other systems, processes or documents:

- Student handbook
- Website information
- Training and assessment strategy
- Learning and assessment materials.