

QUALITY ASSURANCE FRAMEWORK



Right Way program documents

Prepared by: Project Portfolio
Margot Homersham

Address: 3/1a Bishops Avenue
RANDWICK NSW 2031

Mobile: 0402 830 872

email: projectport@optusnet.com.au

For further information on the contents the Right Way Fact Sheets or to provide comment, please contact:

Service Skills Australia

Kit McMahon, General Manager

Address: Level 10, 171 Clarence Street
SYDNEY NSW 2000

Phone: (02) 8243 1200

Fax: (02) 8243 1299

email: kmcmahon@serviceskills.com.au

Web site: www.serviceskills.com.au

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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.



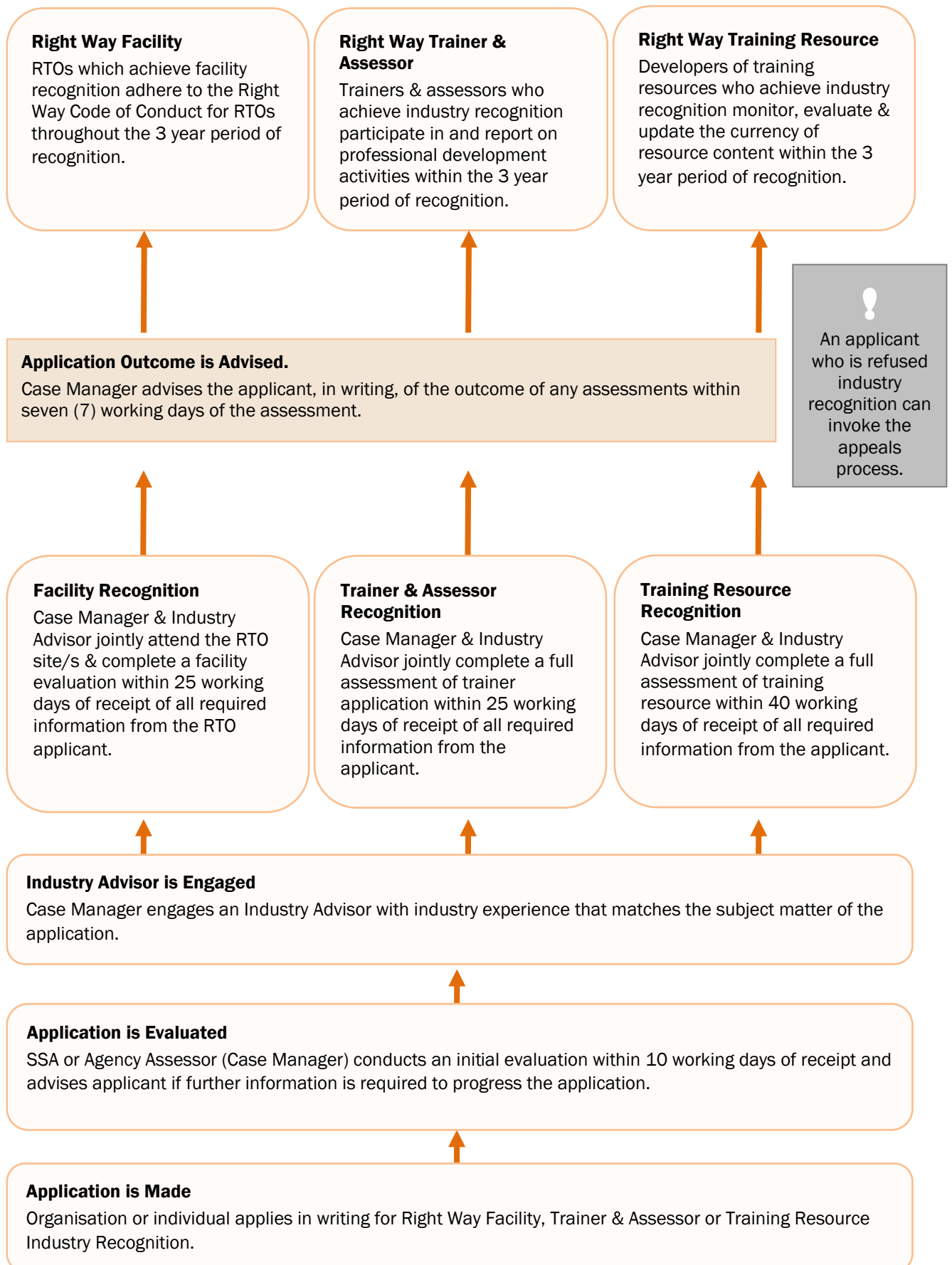
Right Way Training Resource

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



Right Way Quality Assurance Framework

The Right Way program is an important part of Service Skills Australia's strategic work to achieve quality skills outcomes throughout the service industries. Monitoring, evaluating and improving the effectiveness of the program is essential to the success of this goal. Assuring the integrity of the program provides confidence to

- industry stakeholders that the Right Way program provides industry recognition with integrity and consistency across SSA operations and that of its network of agencies
- RTOs, trainers, assessors and resource developers that the Right Way program is implemented in a fair and consistent manner across SSA operations and that of its network of agencies

Quality assurance activities apply equally to Service Skills Australia and its network of agencies.

SSA will ensure the quality of, and continuously improve, its Right Way Program through implementation of a range of quality checks described in the following documents:

- Code of Conduct for Right Way Agencies
- Right Way Code of Conduct for Industry Advisors
- Right Way Customer Service Standards
- Right Way Assessment Validation

All of these processes are integral parts of the Right Way program quality assurance framework. Full details are contained within each individual document, available to all Right Way participants.

Code of Conduct for Right Way Agencies

assures that agencies operate the program consistently and ethically.

Code of Conduct for Industry Advisors

assures that advisors provide quality service & act ethically.

Right Way Customer Service Standards

assure efficient & high quality customer service delivery.

Right Way Assessment Validation

assures assessment is valid, reliable, flexible and fair & the Right Way program and its component standards, application forms, assessment guidelines and evaluation checklists are continually improved.

Agency & Customer feedback

on all program documents & processes assure that the Right Way program and its component standards, application forms, assessment guidelines and evaluation checklists are continually improved.

Code of Conduct for Right Way Agencies – a summary

The competence and integrity of Right Way Agencies engaged by SSA is essential to the success of the program. The aim of the Code of Conduct for Right Way Agencies is to ensure that all agencies provide high quality service with high standards of ethical behaviour to Registered Training Organisations, trainers and assessors and developers of training resources seeking Right Way industry recognition. The Code of Conduct outlines the obligations and standards of conduct expected of all Right Way Agencies who operate the Right Way program.

Right Way Code of Conduct for Industry Advisors – a summary

The competence and integrity of Industry Advisors engaged by SSA is essential to the success of this program. The aim of the Code of Conduct for Industry Advisors is to ensure that all advisors provide high quality service with high standards of ethical behaviour to Registered Training Organisations, trainers and assessors and developers of training resources seeking Right Way industry recognition. The Code of Conduct outlines the obligations and standards of conduct expected of all Industry Advisors who participate in the Right Way program.

Right Way Customer Service Standards – a summary

The purpose of the customer service standards is to ensure that the Right Way program operates efficiently for customers and that high quality customer service is delivered at all times.

The standards cover the ethical and efficient provision of customer service to all Right Way applicants and outline the complaint handling and appeals processes.

The customer service standards apply to all people involved in the provision of administration and assessment services for the Right Way program including Service Skills Australia personnel and those of its agencies.

Continuous Improvement of the Right Way Program

To allow for the continuous improvement of the program, all agencies are required to provide feedback on the utility of all program components and documents:

- codes of conduct
- customer service standards
- fact sheets
- the suite of Right Way Standards
- application forms
- evaluation guidelines and checklists
- the validation process and checklists

This feedback will be monitored at all times throughout the year to ensure any urgent issues are resolved. In addition, feedback will be formally evaluated at the annual validation workshops. A report will record suggested deficiencies and improvements and an action plan for implementing improvements.

Customer Feedback and Complaints

SSA and its agencies will actively seek positive and negative feedback from all applicants. Individual customer complaints will be actioned and monitored at all times throughout the year to ensure they are resolved. In addition, feedback will be formally evaluated at the annual validation workshops. A report will record agreed deficiencies, improvement suggestions and an action plan for implementing improvements.

Assessment Validation – a summary

To ensure the integrity and continuous improvement of the Right Way program, Service Skills Australia will monitor its assessment processes and decisions and that of its agencies.

Service Skills Australia will convene Right Way Program Validation workshops annually. All key SSA and agency personnel responsible for case managing applicants and conducting assessments will attend.

Service Skills Australia and its agencies will jointly, via workshop activities, review at least 10% of all assessments undertaken by SSA and each Right Way Agency. These will include a spread of decisions on industry recognition of facilities, trainers and assessors and learning resources.

Training Package Continuous Improvement

The Right Way program is based on the implementation of service industry training packages. It is an important way of recognising any deficiencies and need for improvement.

SSA, agency personnel and Industry Advisors are asked to provide feedback on the training packages while undertaking their Right Way assessment activities. Evaluation checklists provide a method of recording this feedback.

To assist in ensuring the ongoing relevance of service industries training packages, this Right Way feedback will be fed back into the continuous improvement process for training packages.

The annual validation workshop will be used as a conduit for formally evaluating comments on the utility of training package content.

