



**EMPIRE**  
INSTITUTE OF EDUCATION

**National Code 2007**  
**Standard 14**  
**Policy & Procedure**





## Staff Capability, Educational Resources and Premises

### Purpose

The Purpose of this standard is to ensure that providers employ suitable staff, educational resources and premises to educate students. The provision of staff and services are to accord with existing quality assurance frameworks that apply to the course or, where none exist, providers must have appropriate policies and procedures of their own.

### Scope

#### Definitions:

<b>CRICOS:</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>DIBP:</b>	Department of Immigration and Border Protection
<b>ESOS:</b>	Education Services for Overseas Students Act 2000
<b>International Student:</b>	A person holding an Australian Student Visa, enrolled in a CRICOS registered, on shore course, at Empire Institute.
<b>National Code:</b>	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
<b>PRISMS:</b>	Provider Registration and International Student Management System
<b>Course:</b>	Program of Education or Training defined as a course in the ESOS Act

### Policy

This policy and procedure ensures that Empire Institute of Education employs staff using a consistent approach, and ensures that any staffing needs within Empire Institute are identified, and appropriate persons employed.

Staff performance is regularly reviewed, on an annual basis, and may occur more frequently, in these situations:

- Where a staff member has received recommendations from a previous appraisal.
- If there is student-initiated complaint about an EIE staff member, the RTO manager is deemed to be responsible. In this case, the staff member is given access to the details of the student complaint and if, in the opinion of the RTO Manager, a performance review is deemed necessary, the staff member will be notified that a review is to take place.

Professional development is approved by EIE management, and offered in response to specific organisational, department, individual and/or legislative needs. Professional development opportunities in the form of professional development internal days, conferences, short courses, or accredited courses, professional networking and learning material are advertised to all staff, on a regular basis. As per Standards for Registered Training Organisation (SRTOs) guidelines, the Trainer/Assessor needs to demonstrate their



current VET knowledge and training and assessing knowledge through continuous professional development to maintain their currency.

The Empire Institute of Education applies consistent recruitment and selection practices and procedures to ensure all applicants for positions receive fair and equitable consideration. The knowledge, skills and experience required for each position is determined to ensure the quality of the Institute's operations and services is maintained and continually improved.

It is essential that EIE Recruitment and Selection policy and procedure are consistent with the principles of equal employment opportunity (EEO), and consider the Empire institute of Education Access and Equity Policy.

### Procedure

This procedure provides a guideline to the requirements when employing any staff member within Empire Institute and ensuring that staff meet the needs of the organisation and can perform their job role competently.

#### Key Requirements for Trainers and Assessors

- Empire Institute staff members are suitably qualified or experienced for the functions they perform for students.
- The educational resources of the Institute support the appropriate delivery of courses to students.
- The suitability of staffing, educational resources and provider premises will be determined, in accordance with applicable quality assurance frameworks.

#### Staff Recruitment

- All staffing requirements are to be authorised by the CEO. These staffing requirements will be addressed through an internal review process conducted annually and through regular meetings with the relevant staff within Empire Institute.
- The organisational chart shall be the responsibility of the CEO, ensuring it is always updated and indicating the correct personnel within Empire Institute.

#### Position Descriptions

As new positions are identified via the business planning process or the Management Staff Matrix, a job description is developed, in order to capture the following information:

- Job title
- Reporting relationship
- Job purpose
- Key result areas and responsibilities
- Education requirements
- Experience requirements
- Financial and decision-making authorities

Consideration is also given to whether the position is full-time or part-time or for a fixed period, or can be filled using a contracted specialist or consultant.

#### Advertising

All recruitment shall be authorised and finalised by the CEO.



Advertising for any position within Empire Institute must occur both internally and externally.

Job advertisements should include:

- Empire Institute logo
- Position title
- Job status (e.g. full or part time)
- Office location
- Job specifications
- Person specifications
- Essential qualifications or experience needed
- Closing date for applications
- Contact number for further information or to request a job description.

Note: A job description should be made available to potential candidates on request.

### Interviewing & Recruiting

The selection process may consist of a combination of these methods:

- Initial resume screening
- Proof of essential qualifications
- Interview
- Reference checking
- Other methods appropriate to the position

All candidates undertake the full selection process and are ranked according to the objective criteria, which includes both job and personal attributes. Job fit and cultural fits are both important considerations, in the selection process.

Reference checks are to be conducted via telephone with a minimum of one (1) referee check by RTO manager or delegated staff.

Once a suitable candidate has been selected and approved, these steps are to occur:

- Offer letter is sent to the successful candidate, including a start date of employment,
- Employment file is to be created,
- Employment details, such as wages, hours and position are to be given to accounts department,
- Staff induction program is organised for new staff member,
- Staff employment contract signed,
- Trainer profile completed (applicable for trainers and assessors).



# Staff Induction

## Policy

This policy and procedure ensures that staff are introduced to Empire Institute and are aware of their role and responsibilities, at Empire Institute. The RTO manager will follow the procedure when a staff member is employed or promoted within Empire Institute, in a management, administration, trainer or assessor role, and will oversee the induction process.

This procedure ensures the induction into Empire Institute is completed, effectively and efficiently.

## Procedure

### Staff Induction Management

- All staff employed by Empire Institute are to undertake the induction program, immediately, on commencement of employment. The induction is to be initiated by the RTO manager or a delegated staff member, and all steps are to be clearly explained to the employee.
- The RTO Manager or delegated staff member shall ensure these steps are undertaken for all staff, as part of the induction program:
  - a) An offer letter and general employment contract is created, and accepted and signed by the new employee.
  - b) An employee file is to be created for the new employee, containing all information relating to the person's employment within the business, including a position description.
  - c) All Trainers/Assessors are to also have a staff file created, containing all information relating to their ability to train and assess. They must also have complete Trainer/Assessor Profile, indicating their qualifications and the units they are able to deliver and assess.
  - d) The RTO manager is to ensure the staff induction checklist is completed and signed by the new staff member, and placed in the employee file.

### ESOS Framework Obligations for EIE Staff

As a CRICOS Registered Provider of programs to overseas students, EIE is required to ensure compliance with the ESOS Act and National Code of Practice. EIE is responsible for maintaining ESOS compliance.

It is the responsibility of each staff member within the wider EIE community, who interacts directly with international students, to be aware of the ESOS Act, to understand its purpose and functions, and to give consideration of the ESOS Act in all operational and decision-making activity, ensuring that the implications of these actions and decisions for international students are managed in a compliant manner.

Standard 6.7 of the National Code of Practice requires EIE to ensure that staff members who interact directly with international students are aware of EIE obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Staff members need to comply with and develop an understanding of ESOS Framework obligations. Note: EIE require ISANA certificate from each EIE staff member to demonstrate his/her understanding and obligation as per ESOS Act. ISANA Tutorial and Certificate: <http://www.isana.org.au/evaluation-certificate/>.



### **CRICOS Registration of Courses for International Students**

A course must be CRICOS registered by the national regulator to be available to International Students on Student Visas. A course that is not CRICOS Registered:

- Cannot be advertised or marketed in any way to international students; and
- International Students on Student Visas cannot be enrolled in the course

### **Useful Links for Employees**

- [ESOS Framework](#)
- [National Code of Practice 2007](#)
- [National Code Explanatory Guide](#)
- [CRICOS](#)



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