

RTO Induction Policy

PURPOSE

The purpose of this policy and procedure is to outline Music SA's obligations and processes in respect to the induction process to be implemented at the time of course commencement.

SCOPE

This policy and procedure applies to all nationally recognised Training Products offered by Music SA under its Scope of Registration, or through third party arrangements with another RTO.

POLICY STATEMENT

As an RTO, Music SA is obligated under the *Standards for Registered Training Organisations (RTOs) 2015* to ensure that:

- students are provided with education and support services
- students are well-informed; and
- complaints and appeals are well-managed.

Music SA has legislative responsibilities in respect to Work Health and Safety, Child Protection, Equal Opportunity and the provision of educational services for persons with a disability.

As a high profile Music Industry peak body, Music SA also has a public reputation to protect.

Music SA is committed to meeting all its obligations and stakeholder expectations and in doing so, to provide a safe, fair, equitable and positive learning environment for its students and staff.

Music SA will ensure that all students participate in a comprehensive induction process as one of the key ways in which Music SA can deliver on this commitment.

DEFINITION

Training Product is the collective name used to describe an AQF Qualification, Skill Set, Unit of Competency or accredited Short Course.

REFERENCES

- Standards for Registered Training Organisations (RTOs) 2015
- Users Guide to the Standards for Registered Training Organisations 2015

DOCUMENTS

The following documents support this policy and procedure:

- Music SA RTO Induction Checklist
- Music SA RTO Media Release Form (Individual)
- Music SA RTO IT User Agreement
- Music SA RTO Enrolment Process Feedback Form

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RESPONSIBILITIES

The **Music SA Board** is responsible for:

- approving the RTO Induction Policy and Procedure and all subsequent revisions; and
- participating in the complaint resolution process as outlined in the RTO Complaints Policy and Procedure.

The **Music SA General Manager (GM)** is responsible for:

- presenting any subsequent revisions of the RTO Induction Policy and Procedure to the Music SA Board for approval
- approve any recommendations for improvement to enrolment processes
- ensuring that all RTO staff understand their roles and responsibilities in relation to this policy and procedure; and
- responding to any complaints received by students in relation to any aspect of the induction process, in accordance with the Music SA RTO Complaints Policy and Procedure.

The **Music SA Business Manager (BM)** is responsible for:

- ensuring that all approved continuous improvement recommendations are implemented and documented; and
- all RTO Enrolment Process Feedback Forms are safely stored.

The **Music SA Head of Training (HT)** is responsible for:

- collating and analysing feedback provided in RTO Enrolment Process Feedback Forms
- presenting continuous recommendations in respect to the RTO enrolment process for consideration by GM
- preparing any draft revisions of the RTO Induction Policy and Procedure and presenting to the Music SA GM for consideration, and;
- ensuring that all training staff comply with this policy and procedure when inducting students. This includes ensuring that all items in the RTO Induction Checklist are addressed, required documentation is completed and that all students sign-off the RTO Induction Checklist.

All **Music SA Training Staff** are responsible for:

- ensuring that an Induction Session is scheduled for students upon course commencement.
- ensuring that they comply with this policy and procedure when inducting students. This includes ensuring that all items in the RTO Induction Checklist are addressed, required documentation is completed and that all students sign-off the RTO Induction Checklist, and;
- storing completed RTO Induction Checklists, RTO Media Release Forms and RTO IT User Agreements in student files; and forwarding all RTO Enrolment Process Feedback Forms to the Music SA BM for action and storage.

All **Students** are responsible for:

- ensuring that they fully understand all information presented in their Induction Session prior to signing off the Induction Checklist and completing all required Induction documentation honestly and accurately.

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PROCEDURE

- 1 Music SA Trainer responsible for a course will schedule an Induction Session for all students upon course commencement.
- 2 Music SA Trainer will ensure that all relevant documentation has been printed off and/or is accessible to students during the Induction Session.
- 3 Music SA Trainer will diligently work through the list of Induction Items on the Induction Checklist, making sure that all students understand all the information presented in topics.
- 4 Music SA Trainer will ensure that students complete all required documentation.
- 5 Music SA Trainer will ensure that students complete and the Sign-Off section of the RTO Induction Checklist.
- 6 Music SA Trainer will store RTO Media Release Forms and RTO IT User Agreements in student files.
- 7 Music SA Trainer will forward all RTO Enrolment Process Feedback Forms to the Music SA HT.
- 8 Music SA HT will collate and analyse RTO Enrolment Process Feedback Forms.
- 9 Music SA HT will present continuous recommendations in respect to the RTO enrolment process for consideration by the GM.
- 10 Music SA BM will ensure that all approved continuous improvement recommendations are implemented and documented.
- 11 Music SA BM will safely and securely store all RTO Enrolment Process Feedback Forms.

STATUS AND DETAILS

Category:	Enrolment
Reference Code:	MSA-RTO-POLP-LSP:7-V1.0
Version No:	V1.0
Status:	Current
Commencement Date:	29/10/2018
Review Date:	29/10/2021
Authorising Authority:	Music SA Board
Authorisation Date:	20/10/2018
Accountable Officer:	Music SA Head of Training