

## 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

**Moodle** is the Learning Management System used by Music SA to deliver course induction, learning materials, activities, assessment tasks and grading decisions to students.

**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

## RTO Induction Policy and Procedure

### DOCUMENTS

The following documents support this policy and procedure:

- Music SA RTO Induction Course, which includes:
  - Housekeeping and IT User Agreement Sign Off
  - WHS and Emergency Information Sign Off
  - About Music SA Sign Off
  - Course Information Sign Off
  - Student Expectations Sign Off
  - Policy and Procedure Sign Off
  - Moodle Navigation Sign Off
  - Enrolment and Induction Feedback Form
- Music SA RTO Media Release Form (Individual)

### 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 Chief Executive Officer (CEO)** 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 Enrolment and Induction Feedback Forms
- presenting continuous recommendations in respect to the enrolment process for consideration by CEO
- preparing any draft revisions of the RTO Induction Policy and Procedure and presenting to the Music SA CEO for consideration, and;
- ensuring that all training staff comply with this policy and procedure when inducting students. This includes ensuring that all Sign Offs in the Music SA Induction Course are addressed, required documentation is completed.

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### RESPONSIBILITIES CONT.

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 Induction Course are addressed, required documentation is completed and that all students complete the required Sign Offs, and;
- storing exports of Induction Course student completion data and RTO Media Release Forms in student files; and forwarding all Enrolment and Induction Feedback Forms to the Music SA HT.

All **Students** are responsible for:

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

### PROCEDURE

- 1 Music SA Trainer responsible for a course will schedule an Induction Session for all students upon course commencement to work through the online induction course via Moodle.
- 2 Music SA Trainer will ensure that all relevant documentation is accessible to students during the Induction Session, including creation of student Moodle account credentials.
- 3 Music SA Trainer will diligently work through the sections of the Induction Course, making sure that all students understand all the information presented in topics and complete the Sign Offs accordingly.
- 4 Music SA Trainer will ensure that students complete all required documentation.
- 5 Music SA Trainer will store RTO Media Release Forms in student files.
- 6 Music SA Trainer will forward all Enrolment and Induction Feedback Forms to the Music SA HT.
- 7 Music SA HT will collate and analyse Enrolment and Induction Feedback Forms.
- 8 Music SA HT will present continuous recommendations in respect to the RTO enrolment process for consideration by the CEO.
- 9 Music SA BM will ensure that all approved continuous improvement recommendations are implemented and documented.
- 10 Music SA BM will safely and securely store all Enrolment and Induction Feedback Forms.

## STATUS AND DETAILS

Category:	Enrolment
Reference Code:	MSA-RTO-POLP-LSP:7-V1.1
Version No:	V1.1
Status:	Current
Commencement Date:	27/05/2019
Review Date:	27/05/2022
Authorising Authority:	Music SA Board
Authorisation Date:	27/05/2019
Accountable Officer:	Music SA Head of Training