

Training Environment

1. Purpose

Envirotech Education undertakes and maintains compliance with the Standards for Registered Training Organisations 2015, The Commonwealth Register of International Courses for Overseas students and the English Language Intensive Courses for Overseas Students by providing training facilities which meet the minimum and on occasion exceed requirements for the benefit of the learners.

2. Scope

This policy is for all areas of the business, VET, ELICOS and CRICOS learners across all currently registered campuses with the National and State regulators. Ensuring all areas are appropriately designed, equipped and maintained to support the educational requirements for all learners at all campuses.

3. Relevant Standards

- Standards for Registered Training Organisation's 2015
- The National Code 2018
- DET QLD – User choice, and PQS Policy 2017-18

4. Associated policies and procedures

- Workplace Health and Safety Policy
- Quality Assurance Policy
- Guideline for learner's mental support

5. Procedures

Envirotech Education will ensure all campuses registered with the National Regulator and CRICOS meet the required standards for the relevant course or qualification being undertaken. Envirotech offers a range of qualifications across all campuses with the same facilities being utilised for all learners.

All training facilities are maintained for cleanliness daily, with preventative maintenance and regular review of lighting, systems and resources conducted no less than every 10 weeks in the breaks of the academic calendar.

All campuses have as a minimum:

- First aid kit
- Lunch/Common room for student use with tea and coffee making facilities, and a microwave for heating meals
- Toilets
- Separate areas for use as counselling rooms as and when needed
- Tutoring area
- Staff room
- Online learning resources
- Wifi to access and utilise the online resources and contact family and friends
- Commonly use class utilities such as Air-condition, speakers, white board, projector etc.

Envirotech ensures that training environment is always sufficient and meeting the following standards:

- Staffing have the relevant currency and competency requirements and inform Envirotech of the current industry requirements to be able to assess in an industry determined environment. This may include a simulated environment.
- On the job training where required meet the requirements as established on the Employer Resource Assessment. Any discrepancies or deficiencies are identified with steps taken to ensure minimum requirements are met where possible. If not possible, Envirotech will not continue with the training.

Staffing – Learner Facing and Support Services

- All staff employed with Envirotech Education undergo a recruitment and selection process to ensure the established criteria, educational and vocational experience, “must have” and desired attributes are determined to meet the desired position outcomes and suitability for interaction with internal and external customers. Customer service and learner support services are a key areas Envirotech focuses on to ensure ongoing business and learner satisfaction levels.
- Feedback received regarding any staff member is taken seriously with conversation and actions undertaken to respond in a timely and appropriate manner

Approved	10/04/2019	Compliance
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