

What you need to know – key take outs

Industry and enterprise engagement is crucial to the successful delivery of training and assessment services which benefit students and assist them to grow their employment prospects into the future. ITeC Academy is dedicated to ensuring that engagement with employers, industry and enterprise is meaningful and informs the development of the training and assessment programs which it delivers.

ITeC Academy will use different means to source industry information and feedback, including but not limited to direct consultation with industry subject matter experts and structured feedback tools.

Industry engagement may include, but is not limited to, strategies such as:

- Partnering with local employers, regional/national businesses, relevant industry bodies, and/or enterprise RTOs;
- Involving employer nominees in industry advisory committees and/or reference groups;
- Embedding staff within enterprises;
- Networking in an ongoing way with industry networks, industry skills councils, peak bodies, and/or employers;
- Developing networks of relevant employers and industry representatives to participate in assessment validation; and
- Exchanging knowledge, staff, and/or resources with employers, networks, and industry bodies.

Always read this policy in conjunction with the related procedures identified below.

Policy principles	Industry and enterprise engagement is crucial to the successful delivery of training and assessment services which benefit students and assist them to grow their employment prospects into the future. ITeC Academy is dedicated to ensuring that engagement with industry and enterprise is meaningful and informs the development of the training and assessment programs which it delivers.
Purpose	The purpose of the Industry Engagement Policy is to ensure that the training and assessment practices of ITeC Academy are relevant to the needs of industry, and that the process for engaging with industry and using the data gathered for the purposes of continuous improvement is systematic.
Risk statement	IRT and ITeC Academy have a low appetite for failing to meet our legislative obligations.

Scope	The scope of this policy covers all ITeC Academy employees, contractors and/or third parties acting on behalf of ITeC Academy.
Related procedure	See ITeC Academy Procedure Manual section; <ul style="list-style-type: none"> • Industry Engagement
Related documents	<ul style="list-style-type: none"> • 1.03.810 Continuous Improvement Policy • 1.03.829 Complaints and Appeals Policy • 1.03.813 Records Retention and Reporting Policy • Procedure Manual • Industry Consultation Report Form
Compliance requirements	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for RTOs 2025: <ul style="list-style-type: none"> • Standard 1. Training and Assessment <ul style="list-style-type: none"> ○ 1.2 Engagement with industry, employer and/or community representatives informs the industry of the relevance of the training offered.
Diversity Statement	IRT and ITeC Academy are committed to respecting, valuing and celebrating diversity in all its forms in our customer, older people and workforce population and catering for diverse needs through respectful, inclusive and equitable practices.
Policy owner	General Manager ITeC Academy
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1 Regulatory Standards and Relevant Legislation

This policy has been written to align with the Standards for RTOs and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

Standard / legislation	What this means
National Vocational Education and Training Regulator Act 2011	<p>The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector.</p> <p>ASQA is tasked with ensuring the quality and consistency of VET services across Australia.</p> <p>ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.</p>
Standards for RTOs 2025	<p>Standards for RTOs 2025:</p> <p>Standard 1. Training and Assessment</p> <ul style="list-style-type: none"> 1.2 Engagement with industry, employer and community representatives effectively informs the industry relevance of training offered.

2 Direct Industry Engagement

ITeC Academy undertakes direct industry engagement/consultation. The outcomes of direct engagement are to be recorded and maintained by ITeC Academy. The information gathered is used to identify industry needs and to collaborate on the development of learning solutions (including but not limited to training and assessment strategies) and provision of services that meet the industry context for qualifications and accredited courses. These activities are also used to inform continuous improvement actions for existing training programs.

Informal industry engagement may include but is not limited to contact with employers via email, phone calls and during site visits.

3 Employer Survey

Surveys are undertaken with student employers including;

- Annual employer engagement survey.

4 Employee Engagement with Industry

Employee involvement with industry refers to the activities undertaken by Trainer/Assessors to maintain their skills and industry knowledge and vocational competence (i.e. their technical skills).

Examples of involvement with industry may include membership of industry forums and associations, part time work, attendance at industry conferences and workplace visits. Reference is to be made to the ITeC Academy Trainer/Assessor Matrix and Axcelerate continuing professional development (CPD) tracker supervised by the RTO Manager.

5 Peak Body and Other Association Membership

ITeC Academy maintains membership with State Industry Training Advisory Bodies and subscriptions to relevant industry networks/agencies and VET and Industry Associations.

6 Complaints

Complaints are a rich source of information for continuous improvement of RTO operations. Complaints from industry should be viewed positively and seen as an opportunity for improvement offered by an important stakeholder. If complaints from industry are received, they should be recorded as per the Complaints and Appeals Policy on the complaints/appeals register along with information that indicates how the matter was dealt with and over what timeframe.

7 Records Management

All documentation from enrolment processes is maintained in accordance with the relevant Record Retention and Reporting Policy and associated RTO procedures.

8 Monitoring and Improvement

Employee related practices, matters and activities are reviewed by the RTO Leadership Team through established meeting cadences, self-assessment activities and areas for improvement identified and acted upon (See Continuous Improvement Policy).

In practice example:

As part of the project to apply to ASQA to add the HLT23221 Certificate II in Health Support Services to the Academy's scope of registration, the RTO Manager establishes an industry working party including representatives across relevant IRT business units. The group selects relevant electives for the qualification and the industry consultation form is completed for sign off by the General Manager ITeC Academy.

9 Roles and Responsibilities

Role	Responsibility
Policy Owner – General Manager ITeC Academy	Overall responsibility for the development and implementation of policy.
Subject Matter Expert – Compliance Manager	<ul style="list-style-type: none"> • Policy drafting. • Provide advice regarding opportunities to improve the policy. • Lead the RTO self-assessment activity to review operational compliance with the policy and regulatory obligations.
Implementation – RTO Manager	<ul style="list-style-type: none"> • Lead industry consultation activities and complete all required documentation or delegate as appropriate. • Respond to feedback from sources such as; employers, trainer/assessors and students.

10 Definitions

In this Policy, words have the following meaning:

Term	Definition
RTO	Registered Training Organisation
P&C	People and Culture
SRTO	Standard for RTO
Direct Supervision	See current information at; https://www.asqa.gov.au/guidance-resources/resources-providers/guidance-providers/working-under-supervision