

## Industry Engagement Policy & Procedure

### Purpose

To document how Skills Strategies International (SSI) will engage with industry and utilise the information gained in the development, validation and monitoring of training and assessment services provided by the SSI.

### Scope

This policy is applicable to all staff who are involved in consultation, moderation and validation which occurs with industry representatives including but not limited to key stakeholders, employers, current clients, potential clients, Industry Skills Councils, Industry regulators, Industry Training Advisory Boards.

### Industry Feedback

We are committed to delivering training programs that align to and reflect current industry best practice. Training and assessment strategies applied by us will be developed in direct consultation with employers and the wider industry and other stakeholders as appropriate.

Skills Strategies International apply a variety of methods to monitor our practices by seeking industry feedback on the appropriateness of training and assessment strategies and resources. SSI engage with industry in a variety of ways. This may include but not limited to:

- validation and moderation
- work placement feedback through site visits, email, phone
- regulator or legislative updates
- surveys – including employer satisfaction
- direct consultation and business development activities
- engaging with Industry Skills Councils
- complaints and appeals

### Communication & Implementation

Training and assessment strategies applied by us will be developed in direct consultation with employers, the wider industry and other stakeholders as appropriate. The information gathered as a result of direct engagement acts as a point of reference for future activities and quality compliance will be;

- recorded and maintained in the Compliance folder>Industry Engagement on the shared O Drive.
- identified Opportunities for Improvement (OFI) are communicated to all staff through the Staff Meeting and recorded on the minutes.
- OFI are actioned by the Quality, Compliance and Risk Manager
- staff updated via email once the task has been completed and uploaded to the resources for implementation.

### Compliance

This policy and procedure refers to the following Standards for RTOs 2015: Standard 1 Clause 1.5 and 1.6