



OSCAR INSTITUTE

RTO :21118

Industry Engagement



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Industry Engagement

Purpose

Oscar institute endeavours to maintain strong industry engagement to align training and assessment strategies with current industry practices, technologies, and needs. By consulting with industry stakeholders regularly, we ensure that the industry has confidence in the integrity, currency and value of the qualifications we issue. This policy outlines our commitment to systematic industry engagement, compliance with regulatory requirements, and the continuous improvement of our training and assessment practices and materials.

Scope

This policy applies to:

- All staff; and
- All of our training and assessment services, and business functions.

Responsibilities CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Ensures systematic industry engagement is undertaken across all training products.
- Approves industry engagement plans.

RTO Manager

- Oversees the implementation of industry feedback into training and assessment practices.

Administrative Staff

- Maintains accurate records of all industry engagement activities, including signed industry engagement records.
- Updates the Industry Engagement Register and the Continuous Improvement Register accordingly and ensure documentation is accessible for compliance audits.
- Supports Trainers & Assessors in coordinating engagement activities.

Trainers & Assessors

- Leads industry engagement activities for their respective training programs.



- Reviews industry feedback and integrate findings into training and assessment resources, strategies and practices

General Principles

At Oscar institute, to ensure the effectiveness of our industry engagement activities, we aim to be guided by the following:

- Undertake industry engagement activities at least once every 12-months for each training program we deliver.
- Systematically undertake industry engagement activities with relevant representatives – they are to be identified depending on:
 - o The scope of our industry consultation;
 - o The industry our training program targets or serves;
 - o The role they hold – ideally those who are in the potential job outcome(s) of our training program or their manager; and
 - o What types information we are seeking.
- Seek meaningful input from industry partners in the development phase of the training program and throughout the course of the delivery of the training program, particularly on:
 - o Industry needs, expectations, concerns and skill shortages;
 - o Future of the industry and employment trends;
 - o What they are looking for in the graduates;
 - o Suitable elective units;
 - o Expectations and currency of Trainer & Assessor's qualifications and work experience;
 - o Validation frequency of training and assessment resources and strategies;
 - o Legislation, regulations and standards that apply to the industry;
 - o Technology(ies) used by the industry;
 - o Current knowledge, skills and practices of the particular roles (job outcomes of the training product);



- o Preference about the way in which a program is delivered – including the delivery structure (i.e. the scheduling of the units of competency or cluster) and mode(s);
- o Appropriateness of the breakdown of the allocation of hours or training and assessment;
- o Whether our training activities and resources are engaging and detailed enough to support our teachings;
- o Resources required for the delivery of the training program;
- o Advice on contextualising or adapting purchased assessment materials to suit workplace contexts;
- o Our assessments reflect the knowledge required and how tasks are undertaken in the workplace;
- o Facilities, equipment and supervision that will be available for work placements, if applicable;
- o How we would structure and integrate any work placement programs into our course, if applicable.
- Stay abreast on the latest industry news and information by networking and maintaining good relationships with key industry figures, particularly on:
 - o Current market environment, trends and state of the industry;
 - o Changes in the way work is undertaken and in standard operating procedures;
 - o Changes in legislation and regulations; and
 - o New technology, equipment, systems and processes.
- Analyse the suggestions and feedback obtained from the industry representatives to amend or update our training and assessment strategies, practices and tools as part of our continuous improvement initiatives.
- Monitor the implementation of our training and assessment strategies, practices and tools to ensure our training continues to meet industry needs, particularly in areas where practices, techniques and/or technologies evolve rapidly.

Compliance

This policy aligns with:



- Standards for RTOs 2025:
 - o Standard 1.2 – Effective engagement with industry, employer and/or community representatives informs the industry relevance of the training.
 - o Standard 4.2 – Roles and responsibilities are clearly defined and understood.
 - o Standard 4.3 – Risks to VET students, staff and the RTO are identified and managed.
 - o Standard 4.4 – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

Failure to comply with this policy can have serious consequences, including but not limited to:

- For the RTO – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, industry dissatisfaction which can result in loss of reputation.
- For Staff Members – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- For Learners and Clients – non-compliance could lead to irrelevant training and assessment services being delivered and they may struggle when they eventually commence their careers in the industry.

Continuous Improvement

- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvements are documented in our Continuous Improvement Register.
- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.

Related Documents

- Continuous Improvement Register
- Continuous Improvement Schedule
- Industry Engagement Record – General template



- Industry Engagement Record – Round 1 template
- Industry Engagement Record – Round 2 template
- Industry Engagement Register
- Industry Engagement Schedule
- TAS templates
- Training and assessment tools

Industry Engagement Procedure

1. Select appropriate industry personnel and schedule activity

- Systematically undertake industry engagement activities with relevant representatives – they are to be identified depending on:
 - The scope of our industry consultation;
 - The industry our training program targets or serves;
 - The role they hold – ideally those who are in the potential job outcome(s) of our training program or their manager; and
 - What types information we are seeking.
- Select the type of industry engagement activity, this can be a meeting, a survey or a questionnaire.
- The appointed Trainer & Assessor is to reach out to the industry counterpart and invite them to participate in the industry engagement activity.
- Advise them of the purpose of the industry engagement activity.
- If it is a meeting, set a suitable time and date.
- If it is a survey or questionnaire, request for it to be sent back by a specific date.

2. Prepare and participate

- Once the industry representative is agreeable, the responsible Trainer & Assessor start preparing for the industry engagement activity.
- This could include preparing the survey or a list of questions we would like them to assist us with or preparing the training and assessment tools we would like them to review.



- iii. You are to use the Industry Engagement Record templates as a guide.
- iv. Remember to be objective and ask relevant questions. Seek out meaningful input and as much detail as possible from the industry figure, particularly:
 - Industry needs, expectations, concerns and skill shortages;
 - Future of the industry and employment trends;
 - What they are looking for in the graduates;
 - Suitable elective units;
 - Expectations and currency of Trainer & Assessor's qualifications and work experience;
 - Validation frequency of training and assessment resources and strategies;
 - Legislation, regulations and standards that apply to the industry;
 - Technology(ies) used by the industry;
 - Current knowledge, skills and practices of the particular roles (job outcomes of the training product);
 - Preference about the way in which a program is delivered – including the delivery structure (i.e. the scheduling of the units of competency or cluster) and mode(s);
 - Appropriateness of the breakdown of the allocation of hours or training and assessment;
 - Whether our training activities and resources are engaging and detailed enough to support our teachings;
 - Resources required for the delivery of the training program;
 - Advice on contextualising or adapting purchased assessment materials to suit workplace contexts;
 - Our assessments reflect the knowledge required and how tasks are undertaken in the workplace;
 - Facilities, equipment and supervision that will be available for work placements, if applicable;



- How we would structure and integrate any work placement programs into our course, if applicable.
- v. If the activity is a meeting, be sure to complete all of the questions prepared earlier and conduct yourself professionally at all times.
- vi. If the activity is for the industry personnel to complete a survey or questionnaire, walk them through the survey or questionnaire and answer any questions they may have.

3. Record management

- i. It is important and good business practise for us to keep and maintain detailed records of all industry engagement activities conducted.
- ii. All correspondences and notes are to be saved in the relevant training product's folder on our server.
- iii. This enables us to be able to refer to these records easily when preparing or revising our training and assessment strategies, practices and resources.
- iv. It is also imperative these records are easily accessible during a compliance audit.

4. Continuous improvement

- i. The feedback received from and the outcomes of the industry consultation is to be reviewed by the Trainers & Assessors, as well as the CEO.
- ii. Where relevant, we are to incorporate the feedback into the development or revision of our our training and assessment strategies and practices, and our learning resources and assessment tools.
- iii. Where areas for improvement are identified, we are to follow our Continuous Improvement policy and record the areas for improvement in our Continuous Improvement Register accordingly.



Industry Engagement Process Flow-Chart

