

Industry Engagement Policy

1. Purpose

1.1 This document applies to the **Innovative Institute of Australia**, its courses, its clients (students), and its controlled entities (collectively, "IIA", "Institute", "the Institute", "we", "us", "our").

1.2 The purpose of this policy is to

- i. Ensure our training and assessment align with current industry needs, practice and expectations.
- ii. Ensure training remains relevant, fit-for-purpose and reflective of current industry practice
- iii. Enable graduates to enter the workplace 'job ready', with the skills and knowledge required to succeed
- iv. Maximise students' opportunities for employment, advancement or further education
- v. Instil confidence (from employers, industry and students) in the integrity, currency and value of the qualifications issued by our RTO.

1.3 This policy is implemented in compliance with the requirements of the Education Services for Overseas Students Act 2000 (the ESOS Act), the Standards for Registered Training Organisations (2025), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

1.4 In this file, words that import gender include all other genders; the singular 'they' is gender-neutral and used to avoid specifying a person's gender; words in the singular number include the plural and vice versa.

1.5 This policy does not affect students' rights under the Australian Consumer Law.

1.6 The Institute reserves the right to amend these terms and conditions at any time.

1.7 This policy does not affect students' rights under the *Australian Consumer Law*.

2. Definitions

2.1 An education agent refers to an entity (in or outside Australia) that

- i. Engages in any of the following activities in relation to a provider:
 - A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or intending overseas students, in relation to enrolment;
 - C. otherwise dealing with overseas students, or intending overseas students;and
- ii. is not a permanent full-time or part-time officer or employee of the Institute.

2.2 Agent Agreement refers to the agreement between the Institute and the agent, including the schedules.

2.3 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.

2.4 ESOS Act refers to the *Education Services for Overseas Students Act 2000 of the Commonwealth of Australia*.

2.5 National Code refers to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

2.6 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the *ESOS Act*.

2.7 DHA refers to the Department of Home Affairs.

2.8 OSHC refers to the Overseas Student Health Cover.

2.9 eCoE refers to the electronic Confirmation of Enrolment.

2.10 2025 Standards for RTOs refers to the *National Vocational Education and Training*

Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025.

3. Policy

3.1 Approach to industry engagement: The Outcome Standards for RTOs require that the Institute's training and assessment practices are relevant to industry needs and informed by industry engagement. The Institute implements industry engagement to:

- i. Identify relevant industry or employer representatives and seek meaningful advice and feedback from those representatives,
- ii. Use the advice and feedback to inform changes to training and assessment strategies and practices,
- iii. Use our engagement with industry to inform our training staff, currency, and professional development.
- iv. Ensure our students are prepared to enter the workplace with the right skills and knowledge, and
- v. Ensure our training and assessment are relevant to and valued by industry.

3.2 Industry engagement is a positive business development opportunity that allows us to shape our services to meet client needs. All staff are encouraged to interact with the industry and seek industry feedback during all interactions. Feedback allows The Institute to improve and meet the constantly evolving needs of our clients and students.

3.3 **Planned strategies to seek industry feedback:** The Institute will seek industry feedback on the appropriateness of training and assessment strategies and resources in several ways. These include:

- i. **Industry engagement workshop.** Industry engagement workshops are opportunities to invite employers and other industry representatives to our training facilities, where training and assessment strategies are presented and discussed. These opportunities may be used to review our equipment and

resources and seek industry feedback on how these resource arrangements align with industry needs. The engagement should commence with an overview of the training and assessment strategy for the sample course, followed by a tour and review of the facilities and equipment supporting training and assessment. An industry engagement workshop is to be conducted at least once per year, as outlined in the assurance activities calendar. Identified opportunities for improvement arising from these are to be recorded in a Continuous Improvement Report and referred to the management meeting for consideration as part of the continuous improvement process.

- ii. **Employer survey.** Employer surveys are part of the Quality Indicator Resources. These survey tools collect quantitative and qualitative data on the employer's observations of training quality, employees' work readiness, and training conditions. Survey results are entered and collated to identify opportunities for improvement. Employer surveys will be administered to employers who have engaged directly with The Institute for services to be delivered once per year. This survey will be administered via email in September, or according to the calendar of assurance activities, to enable the results to be collated and reported as part of the required annual Quality Indicator Annual Summary, due before 30 June each year. Identified opportunities for improvement arising from the annual survey are to be recorded in a Continuous Improvement Report and referred to the management meeting for consideration as part of the continuous improvement process.
- iii. **Direct industry engagement.** Direct industry engagement involves making time to meet with relevant employers or supervisors in their workplaces, or over the phone or via video conference, to present our training and assessment arrangements and to seek feedback and identify opportunities for improvement. It will usually involve an interview and a joint review of a resource or strategy with the employer or supervisor. This may be undertaken by our trainers, assessors or management representatives. Feedback arising from direct industry engagement is to be recorded on the Industry Engagement Questionnaire. This form records actions to be taken by us resulting from direct engagement and acts as a point of

reference for future activities and quality compliance. Direct industry engagement is to be undertaken by the coordinator of the activity once per year, usually in September or according to the assurance activities calendar. The activity must include seeking feedback on all active courses.

- iv. **Prior planning is important before engaging the industry directly.** Industry representatives may not have significant feedback or comments, so targeted questions on the focus areas for seeking industry feedback (see considerations) should be used. Industry representatives mustn't simply be given a questionnaire to complete. The Institute representative should ask the relevant questions, and notes should be recorded based on the feedback provided. From the industry representative's perspective, this should just be a professional discussion and an opportunity to improve the training services being provided to their organisation. Identified opportunities for improvement arising from direct industry engagement are to be recorded in a Continuous Improvement Report and referred to the management meeting for consideration as part of the continuous improvement process.
- v. **Industry Network.** Where the opportunity presents itself, nominated persons may engage with industry networks, peak bodies, or industry groups to remain informed about industry developments, including changes to industry practices and standards and the introduction of new equipment. The information gathered through network engagement will directly improve training and assessment to ensure that students who complete a training program with The Institute have the most up-to-date skills and knowledge required in the workplace. Staff participation in industry networks also helps demonstrate their ongoing currency in their industry. Participation in industry network activities will be considered and allocated by management as opportunities present themselves. Staff participating in these activities will be required to prepare a basic report within two weeks of the activity's completion, identifying the key lessons learned and opportunities for improvement regarding the training and assessment services delivered by The Institute. Identified opportunities for improvement arising from engagement in industry network activities are to be recorded in a Continuous

Improvement Report and referred to the management meeting for consideration as part of the continuous improvement process.

3.4 Responsive strategies to seek industry feedback

- i. In addition to planned industry engagement, The Institute also recognises that opportunities will regularly arise through its normal interaction with industry clients, representing valuable opportunities for industry engagement. This often happens during our communication with industry clients about the services we provide and the preferences they express. These preferences may often include requests to vary the training products delivered, to include specific training content according to enterprise requirements, and to incorporate specific equipment or enterprise standard operating procedures.
- ii. These opportunities are simply part of business as usual when planning service delivery for industry clients. These opportunities also represent valuable industry engagement where opportunities for improvement are identified and acted upon in the planning and preparation for client services. Identified opportunities for improvement arising from service planning for industry clients are to be recorded in a Continuous Improvement Report and referred to the management meeting for consideration as part of the continuous improvement process.

3.5 Selecting relevant industry, employer and/or community representatives

- i. The selection of industry, employer, and/or community representatives is a critical planning consideration for industry engagement activities. The Institute will engage with a diverse range of industry, employer and/or community representatives to verify that training and assessment are reflective of broad industry practice. Industry, employer and/or community representatives include individuals within industry-based organisations who are either:
 - A. Employers who may be the recipients of our students entering their workplace;
 - B. Supervisors of workers that our training programs are designed to train and assess;

- C. Representatives of licensing, accreditation and legislative bodies within the industry that inform the requirements of training products we deliver; or
 - D. Community representatives who have a stake in improving the relevance of the training and assessment services we provide.
- ii. It is critically important that those who provide feedback in our industry engagement activities are suitably experienced and knowledgeable about current industry requirements to ensure the feedback is meaningful and supports the relevance of training and assessment. Selected industry representatives should be reviewed each year before conducting industry engagement activities to ensure they remain valid and that these activities present opportunities for fresh ideas and perspectives.

3.6 Focus areas for seeking industry feedback

- i. **Training product selection.** Feedback should be sought to confirm the suitability of the training products to be delivered or to identify alternatives.
- ii. **Equipment used in the workplace.** Review the equipment used in training and assessment to confirm its alignment with what is used in the workplace, or to identify alternatives.
- iii. **Workplace forms or documentation.** Identify any specific workplace forms or documentation that can be incorporated into training and assessment activities to ensure that students are familiar with these documents before commencing work.
- iv. **Workplace procedures and practices.** Identify Workplace procedures and practises that reflect the way tasks are performed and may be integrated with training and assessment to align with the workplace requirements and complement training product requirements.
- v. **Industry standards or codes of practice.** Identify any updates or changes to industry standards or codes of practice that should be incorporated into existing training assessments.

- vi. **Industry licensing or accreditation requirements.** Identify any changes to industry licensing or accreditation requirements that should inform the development and structuring of training and assessment.
- vii. **The sequence and structure of training and assessment.** Feedback should be sought from industry representatives on the sequence and structure of training and assessment, particularly to ensure a logical learning sequence and to ensure sufficient time is allocated to support competency development aligned with industry expectations.
- viii. **Mode of delivery, training techniques and activities.** Feedback should be sought from industry representatives on the selected mode of delivery and training techniques to be used to develop skills and knowledge. This should focus on ensuring that the training techniques are aligned with the type of skills being developed and enable their incremental development before assessment.
- ix. **Opportunities for trainer professional development.** Identify opportunities for trainer professional development arising from changes within the industry or the workplace to ensure trainers maintain current industry skills and knowledge.

4. Measures

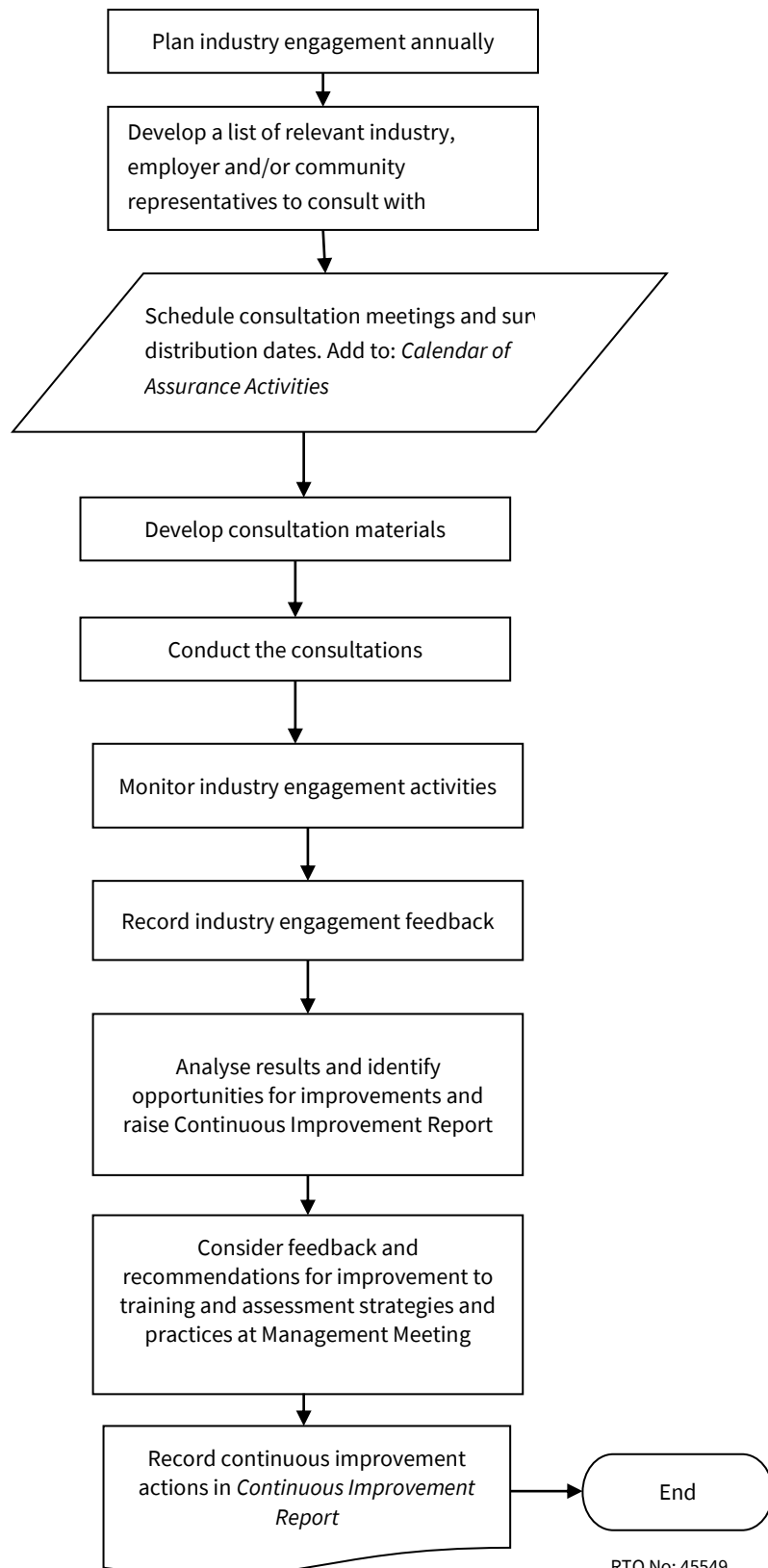
Steps		Person/s responsible
Industry Engagement		
i.	Plan industry engagement The Training Manager will plan and implement industry consultation activities using the consultation strategies identified in the Policy section above. In January each year, the Training Manager will prepare an	Training Manager CEO Trainers and

	Industry Engagement Plan for the year to be discussed and agreed upon at the Management Meeting. The Industry Engagement Plan will identify; • The strategies to be used • The training products to seek feedback on • When the strategy will be implemented • the resources to be used to collect feedback (such as surveys, questionnaires, interviews, etc.) • allocate responsibility for implementing each strategy	Assessors
ii.	Develop a list of industry representatives to consult with Prepare a list of industry representatives to consult with about each training product. Industry, employer or community representatives must be suitably experienced and positioned within industry to provide valid input. The list should include at least one representative per training product, the person's name, position, and contact details. Assign responsibility for engaging with each representative. The final list of industry representatives should be confirmed with the CEO for approval before proceeding with the engagement.	Training Manager, Trainers and CEO
iii.	Schedule consultation meetings/survey distribution dates Set a clear timeline for when the consultations will take place and when surveys will be distributed. Record these activities in the Calendar of Assurance Activities.	Training Manager
iv.	Develop consultation materials Create clear, concise questionnaires for the training products we are seeking feedback on. Create questionnaires that staff can use	Training Manager

	to prompt them during interviews or meetings with industry stakeholders. Employer surveys which are part of the Quality Indicator Resources can be accessed from the ASQA website.	
v.	Conduct the consultation Lead discussions / distribute surveys. Ensure the facilitation is neutral and encourages open and honest feedback. Encourage interaction and questions, and ensure that participants feel their contributions are valued. Focus on getting feedback based on the Focus areas for seeking industry feedback. Record all feedback accurately by taking notes during discussions. Note: Industry representatives are much more likely to respond to verbal questioning than requests for written feedback. Meetings provide an opportunity to discuss and brainstorm potential improvements. The person conducting the interview is responsible for recording the discussion after the meeting.	Training Manager, Office Manager, CEO, Trainers
vi.	Monitor industry engagement activities. The Training Manager will monitor the implementation of industry engagement strategies, ensuring that time and resources are committed to undertaking industry engagement throughout the year. In addition to planned industry engagement activities, the RTO	Training Manager

	supports responsive industry engagement, such as when trainers visit employer worksites or when employers contact the organisation to enquire about services.	
i.	Record Industry Engagement and Respond to Outcomes Identified opportunities for improvement arising from direct industry engagement are to be recorded in a Continuous Improvement Report and referred to the management meeting for consideration as part of the continuous improvement process.	Training Manager
ii.	Analyse results Feedback from industry engagement will be monitored at the Management Meeting, and key themes, concerns, or requests from stakeholders will be identified. Changes in industry practices or technology, gaps between current training offerings and industry needs, and potential opportunities for new or enhanced training programs will be identified.	Training Manager Trainers and Assessors
iii.	Implement continuous improvement Recommendations for improvement to training and assessment strategies and practices will be raised and discussed at Management Meetings, and action plans will be entered into the Continuous Improvement Register and implemented through the continuous improvement process.	All Managers

5. Flow chart



VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Revised and updated to include the changes according to the ESOS 2000 Act.