

## Process and Procedures for Ensuring the Adequate Maintenance and Delivery of Training

Victorian Occupational Training Educational Services (VOTES) provides support to training staff to assist in the delivery of the program. VOTES, or its auspiced nominee, ensures that all necessary materials and equipment are available to the trainers and that all administrative matters are handled efficiently.

VOTES continually evaluate the delivery of programs to ensure that the specified outcomes of the courses are achieved. All students are requested to complete an evaluation of the program on its completion, and these evaluations are used to ensure that training is effective and relevant to the needs of the student.

## Record Keeping

VOTES keeps records of all modules/units which it conducts including the names of participants, their assessments, and any relevant comments.

VOTES is responsible for issuing the appropriate qualification when participants have completed all relevant modules/units that are required for the issue of a particular award. A Statement of Attainment will be issued if the qualification has not been attained.

The trainer maintains results of assessment through training plans and assessment records. At the end of the course, the trainer provides details of final results to the VOTES office administrator. This information will then be recorded on to the Registered Training Organisation's (RTO's) database and the trainers' hard copy will be filed.

Regarding plagiarism and cheating, the detection software to be used where required is located at the URL <http://ed.grammarly.com>

Records of units/modules completed/not completed is stored for 30 years. All information required for AVETMISS is on the database.

The data contained on the computer system is backed up onto a tape and stored in a fire proof safe.