

RTO PAPERWORK – ERROR REGISTER

The following Policy statement was presented at the Executive Committee meeting held on 25th June 2011 and adopted as Branch Policy from 31st August 2011.

1. INTRODUCTION

This policy provides a guide for clubs, trainers, assessors and facilitators of SLSQ Point Danger Branch regarding the process relating to incorrect submission of RTO paperwork and any subsequent costs/consequences that clubs may incur.

2. AIM

This policy aims to

- Clarify SLSQ Point Danger Branches position relating to the processing of RTO paperwork
- Clarify the process fixing any errors on course paperwork submitted
- Outline the necessary process and expense reimbursement related to RTO paperwork errors.
- Assist the clubs in improving the standard of paperwork submitted on behalf of their members

3. BACKGROUND

- Since the introduction of the RTO process for the affiliated clubs and Branches of Surf Life Saving Queensland there have been constant errors made in the submission of paperwork. These errors include but are not limited to
 - Missing candidate signatures
 - Missing assessor signatures
 - Course Reports incorrectly completed
 - VET forms not submitted
- Fixing of these errors has proved costly both from a human and non human resource point of view with the Branch finding it necessary to mail out full course paperwork back to clubs to fix, mail forms to individual assessors and/or candidates.

4. PROCESS FOR REGISTERING AN ERROR WITH RTO PAPERWORK

- When all paperwork from the approved course is submitted the Branch will carry out the following checks
 - All enrolment forms are checked (both sides)
 - Course Report (CMF6) is checked to ensure all necessary information is listed
 - All workbooks are checked to ensure that signatures are in necessary areas, all questions are completed and marked and results of assessment are listed
 - All students are checked to see if they require VET forms.
 - Submission of checklists

5. NOTIFICATION TO CLUBS

- Should we find any errors in the submissions then the following will occur

- An e-mail will be sent to the club, facilitator, training officer, Chief Training Officer, President
- The e-mail will outline the errors as noted by the Branch
- A due date for resubmission will be included
- Clubs will be invoiced for any out of pocket cost experienced by the Branch due to the error register e.g. postage for paperwork back to club/facilitator/assessor/trainer/candidate
- The errors will be added to the Branch RTO Error Register for our records

6. CONSEQUENCES

- If a club has sustained many errors then a notification will be sent to the club placing the club on a course embargo i.e. no courses, awards etc will be approved
- The Branch will notify SLSQ Training and Education and SLSQ Regional Development Officer of this.
- Clubs will be required to attend a “retraining” session involving all trainers, assessors, facilitators and any other interested parties
- The embargo will not be lifted until such time as clubs attend the retraining session and the Branch Manager feels that the club and its members have a clearer understanding of the process
- Clubs will be charged for any postage associated with the return of paperwork.

7. CONCLUSION

This policy is a Branch Policy and as such all Branch Office Bearers, Facilitators, Trainers, Assessors and personnel involved in training and education must adhere to this as part of their responsibility towards the Branch

This policy is to be brought to the attention of all personnel for strict compliance