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| Industry EngagementFrequently Asked Questions (FAQs) |  |

**Overview**

This Frequently Asked Questions (FAQs) document contains supplementary support material for VU Polytechnic industry engagement activities. It should be read in conjunction with the:

* VET Industry Engagement Procedure
* VET Industry Engagement Register
* VET Record of Industry Engagement
* VET Industry Engagement Guidelines (how-to guide)
* VET Industry Engagement “How to” presentation

Contact your Quality Partner for additional information if required.

**Common Questions**

**What is industry engagement?**

Industry engagement is a quality review process that confirms the training and assessment practices are relevant to the needs of Industry and informed by industry engagement.

Industry engagement is critical to ensuring training and assessment is aligned to current methods, technology, products and performance expectations for the workplace tasks specified in the training package or VET accredited course.

Through industry engagement VUP is able to monitor the implementation of strategies and practices to ensure training and assessment continues to meet industry needs, particularly in areas where technology and/or techniques change rapidly:

Continue the engagement and seek feedback about how training and assessment has been provided including feedback on resources used for both training and assessment

Confirm industry’s ongoing expectations for current industry skills and knowledge of trainers and assessors

**Why must RTOs undertake industry engagement?**

Under the Standards for Registered Training Organisations (Standards for RTOs, 2015) each RTO must have a systematic approach to industry engagement for each qualification and or stand-alone unit/course ensuring the following;

* The RTO’s training and assessment practices are relevant to the needs of Industry and informed by industry engagement (Standards for RTOs, 2015, Clause 1.5)
* The RTO implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of;

1. Its training and assessment strategies, practices and resources
2. The current industry skills of its trainers and assessors

(Standards for RTOs, 2015, Clause 1.6)

**Who is responsible for industry engagement?**

Industry Engagement is a collective effort involving the program manager, senior educators and teaching team. The VU Polytechnic VET Industry Engagement Procedure refers to the Polytechnic Manager. In most cases, this is the program manager, who has the responsibility to ensure their program(s) meet the requirements of industry engagement, however, in some program areas, it is the senior educator, program coordinator or course coordinator.

**How long should an industry engagement session take?**

Industry engagement sessions can vary in length due to a number of factors, for example, but not limited to:

* the AQF (Australian Qualifications Framework) level of qualification
* number of qualifications training and assessment strategy (including program design) to be reviewed
* number of elective units of competency and their currency and relevance to Industry
* the complexity of learner and assessor resources (including equipment and facilities)

The session should not be bound to a time-specific outcome, but rather an outcome focusing on quality and continuous improvement.

**What happens if the industry engagement is incomplete during the meeting time?**

If industry engagement is not completed during the allocated meeting time, the industry engagement session should be rescheduled to complete the industry engagement activities. Alternatively, different methods of feedback should be provided to allow flexibility for industry contacts.

**What are the key areas of focus for Industry Engagement?**

When planning and conducting industry engagement, there is a number of key areas of focus for the RTO to discuss and collaborate with your industry networks. These areas include:

* Training
* Assessment
* Resources and equipment
* Industry currency of trainers

**How do I learn more about industry engagement?**

Quality partners can provide further advice and workshops on industry engagement practice and procedures**.** Alternatively,there is more information on industry engagement within the Users’ Guide to the Standards for Registered Training Organisations 2015, <https://www.asqa.gov.au/standards/training-assessment/clauses-1.5-1.6> and in the VET Industry Engagement Guidelines.

**Participants and Process**

**How do I prepare for industry engagement?**

Preparation and planning are the keys to a successful industry engagement activity session. The VET Industry Engagement Guidelines (<https://intranet.vu.edu.au/VUPolytechnic/QualityComplianceTemplates/IndustryEngagement/VETIndustryEngagementGuidelines.pdf>), provide step-by-step instructions.

**Who can undertake industry engagement?**

A teacher (trainer and assessor), course coordinator and/or program manager, can lead and participate in Industry engagement activities. The Standards for RTOs 2015 do not explicitly outline or dictate what qualifications and or experience are required to undertake industry engagement. The expectations are that at least one team member from VU has industry experience and knowledge (Subject Matter Expert) in which VU is undertaking the industry engagement.

**Who is Industry?**

The Industry is the generic term to describe the external bodies and organisations that have a stake in the services provided by Victoria University Polytechnic. Included are:

* 1. Enterprise/industry clients, e.g. employers;
  2. Group training organisations
  3. Industry organisations/peak bodies;
  4. Industry skills councils/Skills Service Organisations (or their deemed equivalent)
  5. Industry training advisory bodies;
  6. Industry regulators;
  7. Unions; and
  8. Job Service Agencies / Recruitment organisations.

The Industry representatives being consulted during an industry engagement activity must be able to reasonably demonstrate a level of knowledge and skills pertaining to the area/discipline for which the industry engagement is being undertaken.

**How often do we conduct industry engagement for a qualification?**

Industry engagement is a continuous activity, so in each qualification, there ***must*** be at least one formal industry engagement activity undertaken annually and documented accordingly.

Industry engagement happens in a range of ways continuously throughout the calendar year. It is essential that any interaction with industry where discussions are held about training, assessment, resources or trainer currency is captured and recorded. These conversations will sometimes occur during informal meetings while visiting students in workplaces but can also occur in a more formal and structured way through structured industry engagement activities where industry representatives are invited to attend campus, given a tour of facilities and asked to provide feedback on the course offering. In this instance the VET Record of industry engagement document needs to be completed. For less formal activities that might occur out in the workplace as described above, this interaction needs to be recorded on one line in the VET Industry engagement register.

**What is the difference between the VET Industry engagement register and the VET Record of industry engagement?**

The **VET Industry engagement register** is used to record every interaction with industry where feedback is provided on training, assessment, resources and equipment as well as industry currency of trainers. These interactions can happen in a formal setting such as an organised meeting or event, or informally while VU staff are interacting with industry representatives:

* in the workplace while visiting students
* at industry awards
* at conferences
* while on industry release
* etc.

The **VET Record of industry engagement** is a document that needs to be completed during a formal engagement activity and is designed to provide topics and questions to ask industry representatives about how courses are offered at VUP. The topics and related questions asked will need to take into consideration the industry representatives’ level of understanding of training and assessment. The list of questions can be expanded to suit the relevant program area in gaining the feedback required to make improvements to their offering.

Both informal and formal engagement activities must be recorded on the VET Industry engagement register.

**Does there need to be a separate register for each year?**

Yes. A register that is kept for each calendar year assists in making relevant changes to the Training and Assessment Strategy (TAS) in response to feedback from industry. Keeping records of regular industry engagement and following up with changes in the TAS and course delivery provides a clear demonstration that VUP is being responsive to the needs of industry.

**Who is responsible for maintaining and monitoring the VET Industry engagement register?**

The Program Manager (or delegated representative) is responsible for maintaining the register and entering details of each industry engagement activity after they have been reported from a member of the team. The person maintaining the register will also need to monitor any actions or outcomes that need to be included on the program area continuous improvement register for action and follow up.

**How do I record our industry engagement findings?**

The industry engagement findings are recorded in the VET Industry engagement register and/or the VET Record of industry engagement. The Program Manager needs to include a summary of issues/opportunities on the Continuous Improvement Register (CI Register) for action and follow up.

**How many people can do industry engagement?**

It is a requirement that one or more persons (where applicable) conduct industry engagement activities. Although The Standards do not explicitly specify who can undertake industry engagement activities, industry engagement activities are undertaken and facilitated by a VU team member.

**What is the difference between a formal industry engagement activity and an informal industry engagement activity?**

Formal industry engagement activities can include:

* Scheduled meetings with industry representatives to review and discuss a range of aspects of course delivery, sometimes hosted on campus
* Validation activities that include an industry representative on the validation panel

Informal industry engagement activities can include:

* Visiting a workplace of student/apprentice/trainee and having discussions with the supervisor or employer about the training, assessment, resources and/or trainer currency of the course
* Attending industry reference group events, conferences or advisory board meetings where ideas are presented that could be implemented into the course
* Industry release where a staff member returns to VUP with ideas and actions to implement into the course