

SATYANANDA YOGA ACADEMY



RTO STAFF HANDBOOK

INFORMATION FOR ALL WITH RTO RESPONSIBILITIES

12^h Edition

Version: Sep 2011

1 WELCOME TO SATYANANDA YOGA ACADEMY

1.1 Introduction

This handbook has been prepared as part of the induction programme for those with responsibilities for delivery and assessment of Satyananda Yoga Academy's accredited courses - Diploma of Satyananda Yoga Training and Vocational Graduate Diploma of Satyananda Yoga Training. It is intended for coordinators, educational staff, internal and external trainers and assessors, as well as some administration staff. It contains the information you are required to know in compliance of the Academy's requirements as a Registered Training Organisation.

1.2 About Satyananda Yoga Academy (Australasia)

Satyananda Yoga Academy (SYA) was established in 1995 to integrate Satyananda teacher training in Australia and to bring to Australia the Satyananda yoga courses developed at Bihar Yoga Bharati, Munger, India. Satyananda Yoga Academy now offers the most comprehensive yoga teaching qualification available in Australia.

1.3 Satyananda Yoga Academy Values and Principles:

a) Vision Statement

Our vision is to bring the joy of Satyananda Yoga to as many as possible in Australia and our region.

- We honour our teachers, Paramahansa Satyananda and his successor Paramahansa Niranjanananda, their teachings and their ongoing guidance.
- We believe that the teaching of the ancient traditions of Yoga go hand in hand with a high level of safety and professionalism.
- We promote a yogic lifestyle which is based on simplicity and respect for each other and the environment. We believe these are integral elements in the teaching and understanding of Yoga.
- We maintain a close relationship with other Satyananda organisations and teachers and strive for healthy cooperative relationships between other Yoga traditions throughout Australia and internationally.

b) Mission Statement

The mission of Satyananda Yoga Academy (SYA) is:

- to propagate and disseminate the knowledge, skills and understanding of Yoga by providing high quality training and learning opportunities accessible to all.
- to create an organisation and structure, meeting the highest international standards, to support training and learning of yogic disciplines and the practical experience of yogic lifestyle.
- to assist in the alleviation of suffering and benefit those in need by exemplifying and making available the practices and lifestyle skills of Yoga.

c) Values And Principles

- Honour Tradition: SYA as part of the international Satyananda Yoga community is committed to the teachings and guidance of our guru and master.
- Excellence: The Academy is committed to the principle that it should strive for excellence in all its activities, judged by the highest standards.
- Ethical Standards: All decisions of the Academy within the ethical guidelines based of the social conduct and internal observances given to us by the sage Patanjali. The Academy fosters the values of openness, honesty, tolerance, fairness and responsibility in academic and social matters.
- Compassion and Support: The activities of the Academy are designed to actively display compassion and support to the spiritual aspirant and the wider community.

- **Continuous Improvement:** The Academy strives to explore and appraise new perspectives and opportunities in the application of Yoga. It is committed to the regular evaluation of its activities and processes and believes that self-evaluation and review are central to its responsibility as an autonomous institution.
- **Access and Equity:** The Academy is committed to and will continue to develop strategies to ensure access and equity in its provision of services to all members of the community.

1.4 Satyananda Yoga Code of Ethics

This Code of Ethics was developed by the Satyananda Yoga Teachers' Association (SYTA). The Academy has endorsed this Code of Ethics as its ethical framework.

All accredited teachers and all those representing or acting on behalf of Satyananda Yoga are required to adhere to this Code.

1. Ahimsa – acting with care

- 1.1 We act with care towards all persons with whom we are connected in yoga.
- 1.2 We respect the moral, social, cultural and religious values of our students.
- 1.3 We do not discriminate against or refuse teaching to anyone because of their gender, age, sexual preference, disability, race, culture, religion or political belief.
- 1.4 We take responsibility to decide whether or not we can assist a student in yoga.
- 1.5 We take responsibility to make an appropriate referral if for any reason we are unable or unwilling to teach a student.
- 1.6 We give priority to the teacher-student relationship which takes precedence over other personal or professional connections with our students.
- 1.7 We recognise that the teacher-student relationship involves a power imbalance in favour of the teacher. We also recognise that a power imbalance may exist between yoga associates, either in a residential/retreat situation or within the wider yoga community. We do not use this influence for our own gain, or the gain of any institution or organisation with which we are associated.
- 1.8 We do not verbally or in any other way abuse, harass, or coerce students or yoga associates.
- 1.9 We hold in confidence all verbal and written information about students and yoga associates.

We obtain consent from students and yoga associates if they appear in material for use in teaching and publicity, including when they are not identified. This includes verbal and written case histories, and audio or video tapes.
- 1.10 We do not claim to have or use 'psychic powers' in the course of teaching yoga.

2. Satya – speaking truth in the service of all

- 2.1 We use truthful and clear communication with all people with whom we are connected in yoga.
- 2.2 We communicate our teaching credentials truthfully and without misrepresentation to students, yoga associates and referral sources.
- 2.3 We teach yoga within the limits of our training, experience and competence.
- 2.4 We speak of other yoga teachers and yoga associates with respect.
- 2.5 We negotiate with other teachers or yoga associates when we are considering establishing yoga classes or programs in the same teaching area.
- 2.6 We use the appropriate processes to respond to a complaint about unethical behaviour by another yoga teacher.

- 2.7 We promote and advertise our teaching ability and our yoga classes truthfully, making only realistic claims about the possible benefits and effects of yoga. We do not use:
- *false, fraudulent, misleading, deceptive or unfair statements.*
 - *statements implying unusual, unique or one-of-a-kind abilities, including misrepresentation through sensationalism, exaggeration or superficiality.*
 - *statements intended or likely to exploit a student's fears, anxieties or emotions.*
 - *statements concerning the comparative desirability of offered services.*
- 2.8 We claim only those levels of initiation that we have been granted. We use only those titles accredited to us by our lineage.

3. Asteya – behaving honestly

- 3.1 We behave honestly in all our interactions: financial, material, emotional and spiritual, and use all resources with care.
- 3.2 In all contractual matters we conduct ourselves in a clear, honest and professional manner.
- 3.3 We conduct our financial affairs in line with recognised business, accounting and taxation procedures.
- 3.4 Before requiring any commitment from students or yoga associates we provide full information on fees, refunds and other financial arrangements.

4. Brahmacharya – being wise and caring in sexual conduct

- 4.1 We bring care and wisdom to our sexual conduct.
- 4.2 We avoid all forms of sexual exploitation, harassment and assault.
Sexual harassment is defined as, but not limited to:
- *repeated and offensive comments, gestures or physical contacts of a sexual nature.*
 - *the implication that the teacher is a 'Tantric' teaching a Tantric sexual practice.*
 - *the implication that teaching/ knowledge will be refused or withdrawn if a sexual relationship is refused.*
 - *the implication that a student or yoga associate has failed spiritually if a sexual relationship is refused.*
- 4.3 In any yoga teaching/ learning situation, including a residential/ retreat, any form of sexual exploitation or harassment of a resident/ yoga associate/ visitor is unacceptable.
- 4.4 Any form of sexual behaviour with a student is unacceptable.
Sexual behaviour is defined as, but not limited to, all forms of overt and covert seductive speech, gestures and behaviour including physical contact of a sexual nature, as well as claims of being a Tantric, and/or teaching Tantric sexual practices.
- 4.5 Any form of sexual relationship with a student is unacceptable, including when a student invites or consents to such behaviour. The exception is an ongoing sexual relationship that predates the teacher-student relationship. .

5. Aparigraha – accepting only that which is freely given

- 5.1 We use our yogic knowledge and skills for the benefit of all people with whom we are connected in yoga and not to gain unfair personal advantage.
- 5.2 We respect the independence and autonomy of our students and yoga associates in making decisions regarding their spiritual life.
- 5.3 We establish fair and clear guidelines for:
- *participation in our yoga classes and other services.*
 - *the payment of fees, refunds and other financial arrangements.*
 - *donations of time, money or goods in relation to our teaching or to any organisation with which we are associated.*

- 5.4 We give due acknowledgment to the sources of information, techniques and teaching materials used in our classes and courses, with full compliance with copyright where relevant.
- 5.5 We do not coerce students or yoga associates to make payments or donations of money, goods or time to ourselves, another teacher, or any organisation with which we are associated.

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1.5 Satyananda Yoga Academy Computer Code of Conduct

I understand:

- That the Academy provides access to computer, internet and e-mail facilities for staff and students to carry out their Academy duties and that they are to be used primarily for this purpose.
- That the Academy reserves the right to modify, reduce, restrict or cancel access to these facilities.
- That the Academy cannot be held responsible for any modifications, loss or misappropriation of information from personal files made by other users.
- That the Academy may monitor usage of internet access.

I agree:

- To treat all equipment with care and respect, and report any damage or irregularities to my supervisor as soon as possible.
- Not to use the Academy's equipment unlawfully, and in particular I will not use the Academy's equipment to access internet sites containing unlawful material.
- To respect others' rights to privacy and refrain from the viewing or use of files or documents created by others without their permission.
- To abide by the laws of copyright and understand that the plagiarism of information created by others without their permission may be deemed as an infringement of this law.
- To refrain from making any alterations to computer settings without prior permission and to abstain from downloading any software or installing additional programmes.
- To abide by software licensing laws and not illegally copy any licensed software.

I understand and authorise the Academy to monitor, record, view, copy and log all electronic traffic that I directly or indirectly generate.

1.6 Satyananda Yoga Academy Assessor Code of Practice

I will ensure that:

- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary.
- All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of the assessment outcomes.
- The rights of the candidate(s) are protected during and after the assessment.
- Personal or interpersonal factors that are not relevant to the assessment of competency will not influence the assessment outcomes.
- The candidate(s) is made aware of rights and processes of appeal.
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency.
- Assessment decisions are based on available evidence that can be produced and verified by another assessor.
- Assessments are conducted within the boundaries of the assessment system policies and procedures.
- Formal agreement is obtained from both the candidate(s) and the assessor that the assessment was carried out in accordance with agreed procedures.
- The candidate(s) is informed of all assessment reporting processes prior to the assessment.

- The candidate(s) is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment.
- Confidentiality is maintained regarding assessment results.
- The use of assessment results is consistent with the purpose explained to the candidate.
- Self-assessments are periodically conducted to ensure current competencies against the competency standards from the Certificate IV in Training and Assessment (TAE40110)
- Professional development opportunities are identified and sought.
- Opportunities for networking amongst assessors are created and maintained.
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

1.7 Satyananda Yoga Academy Policies and Procedures

The Academy's values and principles are elaborated in more detailed form in the Policy and Procedure Manual. This document can be found in the Education folder on the Mangrove and Rocklyn networks, in the folder Diploma Course\Information for RTO Staff. The Policy and Procedure Manual consists of:

Vol 1: Codes of Conduct

- 2.1 Satyananda Yoga Academy Values and Principles
- 2.2 Satyananda Code of Ethics
- 2.3 Computer of Conduct

Learning and Assessment

- 3.1 Quality Learning and Assessment Policy
- 3.2 Code of Practice for Assessors
- 3.3 Recognition of Prior Learning

Vol 2: Access and Equity

- 1.1 Access and Equity Policy
- 1.2 Student Enrolment Policy
- 1.3 Student Support Services Policy
- 1.4 Complaints Resolution Policy
- 1.5 Academic Appeal Policy

Vol 3: Management Systems

- 1.1 Quality Management Policy
- 1.2 Student Fee and Refund Policy
- 1.3 Records Management Policy
- 1.4 Document Version Control Policy

Policies related to legislation

- 2.1 Occupational Health and Safety Policy
- 2.2 Sexual Harassment Policy
- 2.3 Equal Opportunity and Anti-discrimination Policy
- 2.4 Privacy Policy
- 2.5 Child Protection Policy
- 2.6 Copyright Policy
- 3.1 Policies related to RTO registration

You are expected to be conversant with and comply with the Academy's Policies and Procedures. Please inform the Quality Assurance Officer of errors, omissions or opportunities for improvement on dharmadeva@satyananda.net

As part of your induction, you will be required to sign an Acknowledgment Form, indicating your compliance with the Policies and Procedures, Satyananda Values and Principles, the Satyananda Code of Ethics, Assessor Code of Practice and Computer Code of Conduct. You will also need to complete the "Prohibited Employment Declaration" to comply with Child Protection legislation.

Academic Appeal Policy

| | | | |
|-----------------------------|-------------------------|-----------------------------|--------------------|
| Name: | Academic Appeal Policy | Responsible Officer: | Education Director |
| Approving Authority: | Satyananda Yoga Academy | Date of Adoption: | 24/5/02 |
| Due for Review: | 30/12/12 | Last Amended: | 16/9/10 |

Academic Appeal Policy Statement

Satyananda Yoga Academy is committed to a fair, just and easily accessible system for responding to academic appeals from students, with sensitivity, confidentiality, effectiveness and promptness, at no charge to the student.

a) Definitions

Academic Appeal Review Panel: Three (3) or more members engaged by Satyananda Yoga Academy to hear academic appeals. It will be independent of the Academy and other parties involved in the appeal and may call on outside expertise if required.

Grounds for Appeal:

- Course unit requirements and assessment procedures were not published or were changed without notification and were different to the methods outlined at the outset of the module.
- The student feels:
 - The assessment was not carried out in accordance with the assessment plan.
 - The assessment decision has been made incorrectly.
 - The assessment process was not fair or valid.
- The student has verifiable information regarding relevant and unavoidable circumstances, which directly and significantly affected performance in a course unit. These circumstances may include illness, death of a family member, personal/emotional problems or a serious unexpected event. As a consequence, the student believes the result does not fairly reflect ability and competence.
- The student does not believe that reasonable adjustments were made to take account of special needs, and as a consequence, the student believes the result does not fairly reflect ability and competence and that their assessment has therefore been unfair.

Confidentiality: Confidential records of appeals are to be kept.

Interpreters: The services of an interpreter should be offered if needed.

b) References

- ◆ Links to other Policies and Documents
 - Complaints Resolution Policy

c) Principles Underlying Policy

- This policy ensures that appeals are dealt with sensitively, confidentially, effectively and promptly.
- This policy is available to students or prospective students, regardless of the location of the campus, the student's or person's place of residence or mode of study.
- This policy ensures all complainants and respondents are treated fairly and not subject to any victimisation or discrimination.

- Academic appeals are dealt with by a process that is easily accessible and at no cost to the student.
- Information about this policy will be published in the Course Handbook, provided to prospective students prior to enrolment.
- Staff will be informed of this policy in the RTO Staff Handbook and trained in its application as part of their induction process

d) Outcomes of this Policy and Procedures

- All staff and students are aware of the academic appeals policy and procedures and the support available.
- Appeals are resolved in a fair manner.
- All parties are treated with dignity and respect.
- A written record is kept of all appeals and outcomes.

e) Evidence of Compliance

- Information is available to students and staff through various methods.
- Recording system for appeals and outcomes, retained for at least five years.
- Annual internal audit.

f) Operational Procedures

The Education Director will ensure:

- Students are informed about this policy in writing prior to enrolment
- Staff are trained in the application of this policy during induction.

APPEAL PROCESS

STEP 1: Investigation of academic appeal

The initial approach should be made to the assessor concerned or the Course Coordinator, but must be made within 10 days of notification of the results.

The Assessor/ Course Coordinator will:

- Talk to all the persons involved and allow them to present their case.
- If resolution successful, write a report detailing action and send this to the Grievance Officer for filing in the 'Register of Academic Appeals'.
- Inform the student of their right to access the external review process if they are not satisfied with the result or conduct of the internal process.
- Complete this process within five (5) working days.

STEP 2: Formal Resolution

If not resolved by step 1, the Course Coordinator will refer the Appeal to the Education Director.

- The appeal becomes a formal appeal and must be in writing.

The Education Director will:

- Either personally, or appoint an independent person, to investigate the circumstances.
- Provide each complainant or appellant the opportunity to formally present their case at no cost.
- Allow each party to be accompanied and assisted by a support person.
- Decide on appropriate action.
- Advise the student, in writing, of the decision, including details of the reasons for the outcome.
- Inform the student of their right to access the external review process if they are not satisfied with the result or conduct of the internal process,
- Record the outcome in writing and send to the Grievance Officer for filing in the 'Register of Academic Appeals',
- Retain records of grievances, appeals and outcomes for at least five years and allow parties to the complaint appropriate access to these records

- Ensure these records are treated as confidential
- Commence this process within 10 working days of receipt of the formal appeal and complete the process within 20 working days of the appeal.
- Ensure all complainants and respondents are treated fairly and subjected to victimisation or discrimination.

STEP 3: Appeal

The student has the right to appeal the decision of the Education Director to an independent Academic Appeal Review Panel or person. There is no charge to the student for this process.

The panel will:

- Draw on independent outside expertise as required. This may include an approach to Satyananda Yoga Teachers Association (SYTA) or a professional dispute resolution service.
- Give all parties the opportunity to present their case and inform them that they may be accompanied by one other person for support or as representation.
- Make a decision on the appeal and the action that should follow. Its decision will be binding on all parties.
- Advise all parties of the outcome, in writing, including details of the reasons for the outcome.
- Submit the records of appeals and outcomes to the Education Director who will retain these records for at least five years and allow parties to the complaint appropriate access to these records.
- Ensure these records are treated as confidential
- Commence this process within 10 working days of the appeal being notified and complete the process within 20 working days.

Outcomes of Appeal Process:

As a result of the appeal, a decision may be made to confirm the original assessment or make an amendment.

- The revised assessment will be entered in the student and Academy records.
- If the complaint and appeal process results in a decision supporting a student, the Academy will immediately implement the decision and/or corrective and preventative action required and will advise the student of the outcome.
- If a student chooses to access the complaints and appeals process, their enrolment will be maintained while the process is ongoing.

2 Vocational Education and Training

All trainers, assessors and coordinators need to understand the educational context of SYA accredited courses within the Vocational Educational sector.

Vocational education and training (VET) is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners. VET in Australia is an industry-led system, through the development of industry-recognised training packages.

The VET system is "competency based". Being competent means (in this context) having the skills, knowledge and attitude to perform a job of work to a standard set by industry. A job or task can be made up of a number of competencies. These competencies are collected together into standards.

2.1 Training Packages

Training Packages provide the central systems 'architecture'. Training Packages specify the competencies that must result from the provision of learning services, industry requirements for assessment, and the qualifications that result from competence.

They are developed by national Industry Training Advisory Boards (ITABs), other industry based bodies or enterprises to meet the identified training needs of specific industries or industry sectors.

Each Training Package:

- Provides an integrated set of nationally endorsed competency standards, assessment guidelines and qualifications for a specific industry, industry sector or enterprise.
- Enables qualifications to be awarded through the direct assessment of competencies rather than against the learning outcomes of a course
- Encourages the development and delivery of training which suits individual needs
- Encourages learning in a work environment (on-the-job, work experience, work placement, work simulation or by a combination of methods) which leads to verifiable workplace outcomes.

Training Packages complete a quality assurance process and are then endorsed by the National Training Quality Council (NTQC) and placed on the National Training Information Service (NTIS).

Training Packages have a set date for review - usually around three years after they are endorsed. Reviews ensure Training Packages remain current to meet industry needs and allow issues that arise during their implementation to be addressed.

The Diploma of Satyananda Yoga Training includes units of competence from the Health Training Package and the Business Training Package.

2.2 Accredited courses

In industry areas where there are not yet Training Packages, accredited courses may be used. While accreditation is done at a state level, the qualifications are recognised nationally. Accreditation is the formal recognition of a course by the state/territory course accrediting body (in NSW: Vocational Education Training Accreditation Board, VETAB). Courses have to meet similar requirements to training packages and are based on competency standards. The Diploma of Satyananda Yoga Training and the Vocational Graduate Diploma of Satyananda Yoga Training are accredited courses. The "industry" has been defined as the Satyananda style of Yoga as taught by accredited Satyananda Yoga teachers.

2.3 Competency based training and assessment

Competency (also competence) is the ability to perform tasks and duties to the standard expected in employment. Competency-based assessment (or CBA) is the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

Competency-based training (or CBT) training develops the skills, knowledge and attitudes required to achieve competency standards. It is a system of training which is geared towards specific outcomes. These outcomes are tied to skill and performance levels which are required on the job and are known as competency standards.

2.4 Recognition

This is the recognition and acceptance by a Registered Training Organisation of Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations, enabling individuals to receive national recognition of their achievements.

As Satyananda Yoga Academy is a Registered Training Organisation, its qualifications and statements of attainment issued under the Australian Quality Training Framework are recognised by other RTO's. In turn, SYA recognises such qualifications and units of competence obtained by students at other RTO's.

2.5 SYA becomes a Registered Training Organisation

At the direction of Paramahansa Niranjanananda and in line with the principle of striving for excellence, a commitment was made to seek the highest recognition for the yoga teaching training offered by the Academy. In the vocational education sector, this involved the Academy becoming a Registered Training Organisation and the training course becoming accredited as nationally recognised training. This goal was achieved in 2003.

2.6 Development of the Diploma of Satyananda Yoga Training

The Yogic Studies courses developed at Bihar Yoga Bharati were first delivered in Australia by Satyananda Yoga Academy in 1998. The Yogic Studies units were combined with two teacher training units to form the 3 year Diploma of Satyananda Yoga Teaching, which was accredited as nationally recognised vocational training in 2003.

Accreditation for this course expired in 2008. A new 2 year Diploma of Satyananda Yoga Training was accredited and training began in 2009. This new qualification retains the essential yogic training from Bihar Yoga Bharati and combines it with the latest western knowledge of exercise science.

2.7 Development of the Vocational Graduate Diploma of Satyananda Yoga Training

To enable Satyananda Yoga teachers to acquire advanced skills in training for special needs and in research skills, the Vocational Graduate Diploma of Satyananda Yoga Training was developed over 2009 – 2010. This is a new qualification in the vocational education sector and overlaps with higher education, being placed between a Bachelor and Master's degree.

3 The Australian Quality Training Framework (AQTF 2010)

All trainers, assessors and coordinators need to understand the legislative framework under which Satyananda Yoga Academy operates as a Registered Training Organisation delivering an accredited courses

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system. The AQTF was initially established in 2001 and the latest version (AQTF 2010) became effective from 1 July 2010.

The key features of the AQTF are:

- Outcomes focussed – focus on quality of services and outcomes for clients rather than the inputs used to get there, allowing more flexibility for RTOs in their approach.
- Nationally consistent – meeting the expectation that the same skills are acquired no matter where the training is obtained
- Streamlined – the standards for RTOs have been simplified and streamlined to focus on outcomes.
- Transparent – all reference material is readily accessible through the national training website at www.training.com.au

3.1 The Essential Conditions and Standards for Continuing Registration

The AQTF Essential Conditions and Standards for Continuing Registration include:

- Nine conditions of registration
- Three Standards, each comprising several elements
- Quality Indicators

These are underpinned by:

A focus on outcomes – an RTO must be able to show, through systematic approaches to management and continuous improvement, that it is focussed on improving its outcomes in relation to each Standard

A systematic approach – involves planned, purposeful and repeatable actions to improve products and services for clients.

Continuous improvement – an integral part of the AQTF, refers to the continual enhancement of an RTO's performance so that the changing needs of clients and industry continue to be met.

Access and equity – to provide opportunities for everyone to access and participate in learning and to achieve their learning outcomes.

You should be familiar with the document – “User Guide for Continuing Registration”, available on the national training website at www.training.com.au

3.2 AQTF 2010 Conditions and Standards with particular relevance for trainers and assessors

Condition 1 – “The RTO must explicitly demonstrate how it ensures the decision making of senior management is informed by the experience of its trainers and assessors.”

- Your input directly to the Education Director or through Education Staff meetings is encouraged and welcomed. You may be asked to provide more formal feedback at certain times

Condition 3 - “The RTO must comply with relevant Commonwealth, State legislation and regulatory requirements that are relevant to its operations and its scope of registration. It ensures that its staff and clients are fully informed of these requirements that affect their duties or participation in vocational education and training.”

- The Policy and Procedure Manual attempts to encompass all relevant legislation that impacts on SYA activities. If you become aware of any omissions, please inform the Quality Assurance Officer or Education Director

Condition 7 – “The RTO must recognise the AQF Qualifications and Statements of Attainment issued by any other RTO”

- The accredited courses offered at SYA are not covered by other AQF qualifications, but they include some units of competence in other AQF qualifications. SYA also has a Recognition of Prior Learning Policy in relations to evidence of informal or formal prior training.

Standard 1.1 – “The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment”

- The major data collection activities for the Diploma of Satyananda Yoga Training are at the conclusion of the Residential Learning Period and the End of Module. Feedback is obtained from students and trainers/assessors at the conclusion of the Residential, from which the module coordinator prepares an “Action Plan” for improvement to be discussed and implemented at an Education Staff meeting. At the end of the module, student complete the AQTF Learner Questionnaire for submission as part of the Quality Indicators to the registering body. An “Action Plan” for the next module is prepared by the Coordinator in preparation for the next delivery of that module.

See the “Quality Learning and Assessment Policy” for more detail.

Standard 1.5 – “Assessment including Recognition of Prior Learning

a) meets the requirements of the accredited course

b) is conducted in accordance with the principles of assessment and rules of evidence

c) meets workplace and, where relevant, regulatory requirements

d) is systematically validated

- Detailed procedures for assessment and assessment validation are contained in the “Quality Learning and Assessment Policy”, “Code of Practice for Assessors” and “Recognition of Prior Learning Policy”

Standard 2 – Access and Equity

- Details of how SYA meets the requirements on access and equity including: continuous improvement of client services, information prior to enrolment, meeting client needs, access to records and response to complaints are contained in “Access and Equity Policy”, Student Enrolment Policy”, Student Support Services Policy”, Complaints Resolution Policy” and “Academic Appeal Policy”

Standard 3.4 – “The RTO manages records to ensure their accuracy and integrity”

- Details of SYA compliance with this Standard are in “records Management Policy” and “Document Version Control Policy”

4 HUMAN RESOURCES INFORMATION

This section applies to all trainers and assessors

4.1 Competence of Assessors

By June 2012, all assessments for progress towards the Diploma of Satyananda Yoga Training and the Vocational Graduate Diploma of Satyananda Yoga Training must be conducted by persons who:

- I. hold the following competencies from the TAE10 Training and Education Training Package
 - a. TAEASS401A: Plan assessment activities and processes
 - b. TAEASS402A: Assess competence
 - c. TAEASS404A: Participate in assessment validation OR
 - II. be able to demonstrate equivalent competencies OR
 - III. work together with a person holding the above competencies to conduct the assessment
- Vocational competency requirements:

- Be accredited by Satyananda Yoga Academy as a Level 2 Accredited Teacher; and
- Equivalent or greater qualifications/experience than subject matter being delivered/assessed

Continue to develop their vocational and training and assessment competencies to support continuous improvements in the delivery of RTO services

4.2 Competence of Trainers

By June 2012, all training in the Diploma of Satyananda Yoga Training must be delivered by a person who:

- hold the TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package OR
- be able to demonstrate equivalent competencies OR
- work under the direct supervision of a person with the above competencies.

(Coordinators supervision procedures are detailed in the SYA “Quality Learning and Assessment Policy”)

AND

- be a Level 2 Satyananda Yoga Academy Accredited Teacher
- have additional knowledge as required by individual units of competence.

AND

- continue to develop their vocational and training and assessment competencies to support continuous improvements in the delivery of RTO services.

Note: If you have the Certificate IV in Assessment and Workplace Training, you will need to upgrade to the new TAE40110 Certificate IV in Training and Assessment by June 2012

4.3 Induction for Education Staff, Trainers and/or Assessors

Before commencing as a Trainer or Assessor, please provide the following information.

- Your current Curriculum Vitae, including workplace experience/employment history or complete the SYA Curriculum Vitae Form. This form includes information about vocational and Yogic training and experience.
- A certified copy of your professional qualifications
- A certified copy of your yoga qualifications - certified if issued by Satyananda Yoga Academy prior to 13th October 2003 or by any agent other than Satyananda Yoga Academy

- A certified copy of your qualification in VET Training and Assessment.
- A completed “Prohibited Employment” Declaration

If you have this information in electronic form, please email it to the RTO Human Resources Officer (YogaPrabha) to yogaprabha@satyananda.net.

If you only have hard copy, please send it to your module Coordinator.

Coordinators please advise the RTO HRO of any new trainers and assessors. The list of trainers and assessors who have already met the requirements are on the network under Education, Administration, RTO Human Resources, List of Trainers and Assessors. If Coordinators wish to send the Induction package to new trainers and/or assessors, please do so asking them to send the information by email yogaprabha@satyananda.net. If they only have the information in hard copy, Coordinators please retain at Mangrove or Rocklyn until it can be filed.

Included in the induction programme will be information on where to access:

- Policy and Procedure Manual
- Diploma in Satyananda Yoga Training Learning and Assessment Plan and/or
- Vocational Graduate Diploma in Satyananda Yoga Training

You will be required to sign an Acknowledgment Form, indicating your compliance with the policies and procedures and with the Satyananda Code of Ethics, Assessor Code of Practice and Computer Code of Conduct. You will also need to complete the “Prohibited Employment Declaration” to comply with Child Protection legislation

4.4 Privacy Policy

Satyananda Yoga Academy adheres to the National Privacy Principles contained in the Australian Privacy Act (1988). This sets out standards for the collection, use, storage and disclosure of personal information.

Personal information is collected on trainers and assessors for the administration of the Academy and for documentation needed for registration as a Training Organisation. Confidential information is held in the RTO Human Resource office and will only be disclosed on your written permission.

Both internal and external trainers and assessors have the right to examine and correct any information on their file.

4.5 Ongoing Requirements for Education Staff

In addition to the Trainer and Assessor Induction, Education Staff are required to do

- **Participate in an Annual Review**
- **Undertake Professional Development**

4.6 Staff Reviews

Job performance and staff development are reviewed at least annually, in the form of a Staff Review meeting. This is attended by the staff member, their work supervisor and the RTO Human Resource Officer.

Prior to the meeting, the staff member completes the **Staff Review Form or Coordinator's Staff Review Form** (on the Mangrove network in Education\DIPLOMA COURSE\Information for RTO Staff Forms). This forms the basis for the discussion at the review. Past performance and progress towards previous objectives are reviewed, and new objectives set. Plans for further training are made and job descriptions reviewed. Remuneration is also reviewed and recommendations made to the co-ordination group for adjustment.

4.7 Professional Development for Education Staff

Satyananda Yoga Academy is committed to optimising opportunities for all staff to improve their levels of skills, knowledge and experience in both vocational and Yogic areas.

During the annual review, individual goals for further formal training and development will be set. These goals will be reviewed on a regular basis, at least annually.

Staff are expected to attend one external in-service training sessions related to VET as well as one training session that reflects yogic principles or is pertinent to the Diploma or VGD. Attendance at initial Occupational Health and Safety training is mandatory.

Staff who wish to attend any formal training are required to obtain approval from the Education Director. Please remember to give the Certificate of Attainment to the RTO Human Resource officer when you have completed the training so it can be noted on your staff file.

4.8 Staff with Special Needs:

The Academy is committed to ensuring that services are consistent with equal opportunity and anti-discrimination. It aims to accommodate the differing needs of staff wherever possible. If you have special needs, please contact your Supervisor so that suitable arrangements can be made to minimise any difficulties.

5 STAFF INFORMATION

Education Staff:

- Education Director: Swami Kriyatmananda, B.Econ, Yoga teacher Level 2, Cert IV AWT
- Enrolments Officer and Registrar: Swami Muktimurti
- RTO Human Resource Officer: Jignasu YogaPrabha, Dip Teaching, Dip Satyananda Yoga Teaching, Cert3 TA
- Quality Assurance Officer: Sannyasi Dharmadeva, M.A., M.Psych, Cert IV AWT

Administration Staff:

- Executive Officer: Sannyasi Sadashiva
- Administration Director: Swami Jayatma, Dip Herb, Dip Massage
- Office Manager: Katherine Bagnall, JP