



AUSTRALIAN
COLLEGE OF SPORT

2024

RTO POLICIES AND PROCEDURES MANUAL

GOLF EDUCATION AUSTRALIA PTY LTD
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RTO Policies and Procedures Manual

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Policy Name	RTO Standard
Training and Assessment policy	Clause 1.1, 1.2, 1.3, 1.4
Industry Engagement policy	Clause 1.5, 1.6
Learner Support policy	Clause 1.7
Assessment policy	Clause 1.8
Reasonable Adjustment policy	Clause 1.8
Assessment Validation policy	Clause 1.9, 1.10, 1.11, 1.25
Recognition of Prior Learning policy	Clause 1.12
Trainer and Assessor policy	Clause 1.13, 1.14, 1.15, 1.16, 1.22, 1.23, 1.24
Supervision of Trainers policy	Clause 1.17, 1.18, 1.19, 1.20
Transition policy	Clause 1.26, 1.27
Systematic Monitoring and Evaluation policy	Clause 2.1, 2.2
Third Party Arrangements policy	Clause 2.3, 2.4, 8.3
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Marketing and Advertising policy	Clause 4.1
Student Information policy	Clause 5.1, 5.2
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Complaints and Appeals policy	Clause 6.1, 6.2, 6.3, 6.4, 6.5, 6.6
Fit and Proper Person policy	Clause 7.1
Authorisation of Executive Officer policy	Clause 7.1
Financial Viability Policy	Clause 7.2
Fee Protection policy	Clause 7.3
Public Liability policy	Clause 7.4
Governance, Data and Administration policy	Clause 7.5, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6



RTO Standards

Standard 1 1.1 to 1.27	<p>The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses</p> <p>Note:</p> <p>1.21 – deleted</p> <p>1.22 – refers to trainers/assessors delivering and assessing hold the training and assessment qualification at least to the level being delivered</p> <p>1.23 – refers to trainers/assessing hold credentials specified in Item 7 of Schedule 1 or work under supervision</p> <p>1.24 – refers to persons working under supervision does not determine assessment outcomes</p> <p>1.25 – refers to validation</p>
Standard 2 2.1 to 2.4	<p>The operations of the RTO are quality assured</p>
Standard 3 3.1 to 3.6	<p>The RTO issues, maintains and accepts AQF certification documentation in accordance with these standards and provides access to learner records</p>
Standard 4 4.1	<p>Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients</p>
Standard 5 5.1 to 5.4	<p>Each learner is properly informed and protected</p>
Standard 6 6.1 to 6.6	<p>Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively</p>
Standard 7 7.1 to 7.5	<p>The RTO has effective governance and administration arrangements in place</p>
Standard 8 8.1 to 8.6	<p>The RTO cooperates with the VET Regulatory and is legally compliant at all times</p> <p>Note:</p> <p>8.4 – refers to the RTO providing annual declaration on compliance with Standards</p> <p>8.5 – refers to the RTO complying with relevant legislation</p>



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Training and Assessment Policy

Clause 1.1 The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of each training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Clause 1.2 For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) The existing skills, knowledge and the experience of the learner
- b) The mode of delivery; and
- c) Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification

Clause 1.3 The RTO has, for all of its scope of registration and consistent and its training and assessment strategies, sufficient:

- a) Trainers and assessors to deliver the training and assessment;
- b) Educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment
- c) Learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) Facilities, whether physical or virtual and equipment to accommodate and support the number of learners undertaking the training and assessment

Clause 1.4 The RTO meets all requirements specified in the relevant training package or VET accredited course

Policy Statement

Australian College of Sport ensures sufficient access to the following within its scope of registration:

- Trainers and assessors
- Educational support services
- Facilities and equipment

- Training and assessment materials required to enable the learner to meet the requirements for each unit

Training and Assessment Strategies and practices are developed for each cohort for each qualification that is delivered and assessed. The College ensures training and assessment is developed in consultation with industry and enables each student to meet the requirements.

Training and Assessment Procedure

A Training and Assessment Strategy (TAS) will be prepared for each cohort for each training product on scope prior to delivery and will be reviewed annually by the Chief Executive Officer. Each TAS shall include:

- Identification of Training Product
- Core and elective components
- Mode of delivery
- Entry requirements; including existing skills, knowledge and experience of the learner
- Duration and scheduling
- Assessment resources, methods and timing
- Education and support services
- Learning resources
- Human resources
- Physical resources

Work Experience Procedure

Students may undertake different types of unpaid work experience; including sampling, work shadowing, research work experience and structured work placement. Where specified in the training package, and/or the assessment conditions or performance evidence requirements for the unit of competency, structured work placement is mandatory and will include on-job assessment.

At all times, the educational value of the program for any student should be the prime consideration.

The College will work with principals of schools and other stakeholders during this process, and where appropriate trainers and assessors will visit students on work experience on site.

Industry Engagement Policy

Clause 1.5 The RTO's training and assessment practices are relevant to the needs of industry and informed by industry engagement.

Clause 1.6 The RTO implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevant of:

- a) Its training and assessment strategies, practices and resources; and
- b) The current industry skills of its trainers and assessors

Policy Statement

Australian College of Sport has a commitment to providing a quality service with a focus on training and assessment practices that are relevant to the needs of industry and informed by industry engagement. Training and assessment strategies will be developed in consultation with industry and will be supported through validation procedures.

To provide training relevant to employers and to maximise learners' opportunities for employment, advancement or further education, the College will engage with relevant industry stakeholders to establish appropriate contexts, methods, resources and trainers and assessors to deliver training and to conduct assessment, information gathered through this process will be used to:

- Design strategies for training and assessment
- Select suitable resources, trainers and assessors
- Industry representatives will be engaged to provide input into:
 - Skills and knowledge trainers and assessors hold
 - Resources used for training and assessment



- Current and emerging industry trends including but not limited to technology and compliance requirements

Industry Engagement Procedure

That the Chief Executive Officer:

- Plans for industry engagement which includes:
 - Consulting with industry representatives each calendar year regarding each of the College's training products

Trainers and Assessors shall:

- Engage each semester with industry regarding the units of competency in which they assess training
- Record industry engagement and feedback
- Ensure they have the industry skills necessary to deliver the training

Industry engagement may include, but is not limited to:

- Partnering with schools, local employers, regional/national businesses, relevant industry bodies and/or enterprise RTO's
- Involving employer nominees in industry advisory committees and/or reference groups
- Embedded staff within enterprises
- Networking in an ongoing way with industry networks, peak bodies and/or employers
- Developing networks of relevant employers and industry representatives to participate in assessment validation
- Exchanging knowledge, staff, and/or resources with employers, networks and industry bodies



Learner Support Policy

Clause 1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Policy Statement

To maximise the chance of learners successfully completing their training, Australian College of Sport will:

- Identify any support individual learners need prior to their enrolment or commencement
- Provide access to that support throughout their training

This may include providing:

- Language, Literacy, Numeracy and Digital Literacy (LLND) support
- Assistive technology
- Additional tutorials
- Coaching and mentoring
- Other mechanisms

Learning Support Procedure

Australian College of Sport caters to the needs of all students and where necessary, arrangements will be made for students requiring literacy and/or numeracy support programs. The College will work with secondary schools and other providers to support these needs.

The Chief Executive Officer will:

- Ensure that potential course participants are aware of the recommended level of LLND required to undertake the various courses
- Promote the LLND policy to course participants



- Ensure staff can identify course participants with a range of support needs and learning barriers and can implement strategies to assist
- Work with course participants with identified disabilities to make reasonable adjustments to the assessment process to ensure no learner is disadvantaged with regards to the assessment process
- Ensure coaching and mentoring is provided as needed to assist learners to manage their time well and establish and maintain a suitable study plan
- Make referrals to external specialist support where needed

Trainers/Assessors will:

- Provide regular guidance, support, direction and monitor the training while incorporating individual supports including but not limited to Study skills and LLND development
- Encourage students to approach their teacher or the Learning Support Staff of their school for additional support if required
- Make external referrals where specialist support is required

Assessment Policy

Clause 1.8 The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) Complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) Is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2

Table 1.8-1: Principles of Assessment

Fairness: The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.



Flexibility: Assessment is flexible to the individual learner by:

- Reflecting the learner's needs
- Assessing competencies held by the learner no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual

Validity: Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:

- Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical applications;
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- Judgements of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

Reliability: Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Table 1.8-2: Rules of Evidence

Validity: The assessor is assured that the learner has the skills, knowledge and attributed as described in the module or unit of competency and associated assessment requirements.

Sufficiency: The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity: The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency: The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Policy Statement

All participants who undertake a qualification or training product that leads to a full or partial completion of a national qualification are assessed in accordance with the relevant training package requirements using the approved assessment tools developed and implemented by the College.

Assessment Procedure

In developing the Training and Assessment Strategy (TAS) and assessment tools for each qualification, the College will ensure:

- Compliance with the assessment requirements and conditions from the relevant Training Package
- Assessment leads to a qualification or statement of attainment under the Australian Qualification Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the context and purpose of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- There is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment (e.g. dress, communicating with supervisors, etc.)
- Training and assessment is developed in conjunction with industry
- Timely and appropriate feedback is given to students
- Are version controlled
- Assessment complies with the College's Access and Equity policy
- Are systematically validated as per the Validation policy
- Retain all evidence of competency for the required duration, according to the state and Commonwealth requirements

Training and assessment staff are responsible for:

- Informing students about the assessment process, including:
 - What will be assessed
 - How it will be assessed
 - When the assessment will be undertaken
 - Circumstances in which the assessment will take place
 - Complaints and appeal policy and procedures

- Liaising and negotiating with participants regarding any reasonable adjustments required
- Providing timely and constructive feedback to participants
- Recording and retaining assessment outcomes
- Use current version of assessment documents

If a student has not achieved an individual competency or an instrument assessing a cluster of competencies within their first attempt, they can then re-submit the assessment task by addressing the feedback and correct the errors.

Assessment tools provides a means of collecting evidence. Assessment tools will be developed and reviewed as per the Validation policy. The Chief Executive Officer and Trainer/Assessor will work together to ensure the Assessment Tools meet the Principles of Evidence and the Rules of Evidence. Each Assessment Tool will include:

- Assessment cover sheet, outline purpose of assessment, assessment items/tasks to be completed, instructions on how to complete the assessment, requirements/conditions of assessment, context/scenario, submission details
- Assessment
- Solutions
- Marking checklist
- Mapping to requirements of unit of competency
- A range of assessment methods will be used to suit the unit/s of competency, such as:
 - Direct observations – assessed in real or simulated workplace
 - Product based methods such as work samples, role plays, reports, displays
 - Portfolio such as written documents, videos, journals
 - Questioning, generally used for knowledge evidence and can include written questions, oral questions
 - Third party evidence

Version Control Procedure

- The initial version of all documents is 1 and located in the footer of each document
- All modifications made to that document – are identified in sequential increases of one on the new document
- The date of the version or version changed will also be noted in the document footer

Reasonable Adjustment Policy

Clause 1.8 The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) Complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) Is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2

Table 1.8-1: Principles of Assessment

Fairness: The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Disability, in relation to a person, means:

- Total or partial loss of the person's bodily or mental function, or;
- The presence in the body of organism causing disease or illness, or;
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction

Adjustment is a measure or action taken by an education provider, which has the effect of assisting a student with the disability. Reasonable adjustment is an adjustment in relation to a student with a disability if it balances the interests of all parties affected.



Policy Statement

In accordance with the Disability Standards for Education (2005), education providers are under a positive obligation to make changes to reasonably accommodate the needs of a learner with a disability. Reasonable adjustments can be made as required, as long as competency is not compromised. This policy provides a guide to providing reasonable adjustments and ensuring principles of equity and access are applied.

Reasonable Adjustment Procedure

At enrolment or prior to the commencement of training, students will be advised regarding reasonable adjustment options to accommodate their learning needs. Students will be debriefed by the Trainer/Assessor about training and assessment requirements so that the student can decide whether she/he needs adjustments to participate in training and assessment on the same basis as students without a disability.

Students can declare a disability:

- During enrolment
- During the course

If a student has declared a disability, the student should be approached in a sensitive and confidential manner and asked whether they may require any adjustments to training and/or assessment being delivered.

Before making an adjustment for the student, the Chief Executive Officer will consult with the student or their advocate of the student about:

- Whether the adjustment is reasonable
- The extent to which the adjustment would achieve the following aims:
 - The student will be able to participate in the courses or programs provided and use the facilities and services provided, on the same basis as a student without a disability



- The student will be able to participate in the learning experience of the course or program on the same basis as a student without a disability
- The student will be able to access support services on the same basis as a student without a disability
- The student will be able to participate in the activities in which he or she is enrolled
- Where there is any other reasonable adjustment that would be less disruptive or intrusive and no less beneficial to the student

The Chief Executive Officer will make decisions about reasonable adjustment for a student, they will:

- Access whether there is any reasonable adjustment that would be less disruptive or intrusive and no less beneficial to the student
- Assess whether the adjustment may need to be changed over the period of the student's education or training
- Reasonable adjustments in assessment
- Reasonable adjustments to assessment methodology and processes should accommodate students' needs and enable them to demonstrate their competencies
- When making reasonable adjustments, assessors need to focus on validity and fairness of assessment. Adjustments that fall short of these requirements are not allowed. Such adjustments not only unfairly advantage the student with a disability, but also disadvantage all students by invalidating the award being conferred
- The rigour of the assessment process is not compromised, for example, if there is a requirement to complete documentation in a unit of competency, oral assessment would not be appropriate
- Any adjustment is to be made within a reasonable time. Whether the time is reasonable depends on whether and when the student or his or her associate has provided any relevant information or opinion
- The Trainer/Assessor will record adjustments on the Assessment Instrument which is to be filed with the student assessment.



Assessment Validation Policy

Clause 1.9 The RTO implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the RTO's scope of registration"

- a) When assessment validation will occur
- b) Which training products will be the focus on the validation;
- c) Who will lead and participate in validation activities; and
- d) How the outcomes of these activities will be documented and acted upon

Clause 1.10 For the purposes of Clause 1.9 each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all the training products on the RTO's scope of registration, including those risks identified by the VET regulator.

Clause 1.11 For the purposes of Clause 1.9, systematic validation of an RTO's assessment practices and judgements:

- (a) Must be undertaken by one or more persons who collectively have:
 - i. Vocational competencies and current industry skills relevant to the assessment being validated;
 - ii. Current knowledge and skills in vocational teaching and learning; and
 - iii. The training and assessment credential specified in Item 2, or Item 5 of Schedule 1, and
- (b) May be undertaken by persons involved in the delivery and assessment of the training product being validated provided they are not solely responsible for determining the outcomes of validation

Clause 1.25 To deliver any AQF qualification, the Assessor Skill Set or the Teacher Enhancement Skill Set from the Training and Education Training Package (or its successor), the RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of **independent validation** and **validation**).

Policy Statement

The validation policy is designed to ensure that Australian College of Sport's assessment instruments effectively address the requirements of the qualification including continuous improvement of strategies, resources and staff. The College will validate each training product at least once every five years, validating at least 50% of the training products within the first three years of each five-year cycle.

The College uses a risk-based approach based on the mode of delivery and changes to training packages to develop the validation plan. The plan details when the validation will occur, which training products will be the focus, who will lead and participate in the validation, how the outcomes will be documented and acted on.

The validation process shall determine whether the assessment procedures and materials currently in use are valid, fair, reliable and flexible in their application and are considered to be suitable.

Assessment Validation Procedure

Plan for Validation

The Chief Executive Officer will prepare the Assessment Validation Plan. The validation plan details when the validation will occur, which training products will be the focus, who will lead and participate in validation, how the outcomes will be documented and acted on and saved on the College portal.

When developing the Assessment Validation Plan, the following factors are considered:

- Assessment validation meetings are scheduled to be completed once every five year cycle
- At least 50% of all qualifications are validated within the first three years
- The outcome of each validation undertaken is recorded on the Validation Checklist and the Training and Assessment Strategy for the validated competency where feedback and recommendations are documented and acted upon



The Chief Executive Officer will:

- Inform staff of validation meetings
- Contact external parties, inform them of the purpose of the meeting and how to prepare for the meeting
- Provide full details of the validations including: units of competency, assessment tools and student samples
- Manage the improvements to ensure corrective actions are completed

Validators

Collectively the persons as validators must have:

- Appropriate vocational competencies
- Current industry skills and knowledge
- An appropriate training and assessment qualification or assessor skill set or the teacher enhancement skill set
- Current knowledge and skills in vocational training and learning

Validation Samples

Selecting samples to be validated include the following:

- Identify and locate statically meaningful sample as indicated by ASQA sample size calculator. See <https://www.asqa.gov.au/resources/tools/validation-sample-size-calculator>
- Make copies of the selected assessment tools/evidence/units and checklists for all panel participants
- Assessors complete validation checklist and note their decision in regards to the principles of assessment
- Validation results and collated and reviewed
- A report summarises the collective feedback and recommends appropriate actions
- Any required improvements are to be made to assessment processes or materials within 30 days



Recognition of Prior Learning (RPL) Policy

Clause 1.12 The RTO offers recognition of prior learning to individual learners

Policy Statement

Recognition of prior learning (RPL) is the process used to assess individuals' existing level of knowledge and skills against individual or multiple units of competencies. Students are provided with the College's RPL policy prior to enrolment. They are made aware of the RPL candidate information form. As part of their student induction, the process and types of evidence that can be used to support RPL applications is provided to them. RPL applications will only be considered if the College's RPL candidate information form is used. RPL applications must be submitted to the Trainer/Assessor of the qualification in the first instance.

RPL Procedure

Students with an application for RPL have access to the following procedures:

- The Australian College of Sport RPL candidate information form must be used
- All applications for RPL go to the Trainer/Assessor of the qualification in the first instance. Students will need to provide sufficient documented evidence to support their claim for recognition to their Trainer/Assessor e.g. resume, certificates, photos, references from supervisors, performance reviews or job descriptions. RPL interview (competency conversation) will be utilised to verify currency, sufficiency and authenticity of stated knowledge and skills
- The RPL and its outcome will be recorded in writing in the RPL register. Trainers and assessors dealing with the RPL application will provide feedback throughout the process to the student
- The Trainer/Assessor responsible for the delivery of the qualification will review the evidence provided by the student and give a written and verbal response (within 10 days of receipt of the evidence) to the student regarding whether the evidence is suitable for RPL



- The Trainer/Assessor handling the RPL Application will develop and assess any alternative methods of assessment required as a result of the RPL application. The student may be asked to complete practical demonstrations of their skills to support their application for RPL. Assessment methods should be fair and flexible and reflective of assessment tasks delivered as part of the training and assessment strategy
- The Trainer/Assessor will update the student records if RPL is granted, following consultation with the Chief Executive Officer
- The student will be made aware of any gaps in training as a result of the review of their application evidence
- The student will be also made aware of the appeals procedure if they are not satisfied with the decision on their RPL application

RPL Appeal Procedure

- A student dissatisfied with the response to the RPL application may initiate an appeal
- All RPL appeal applications are to go to the Chief Executive Officer
- The Chief Executive Officer will request from the Trainer/Assessor the original RPL application, including the documented evidence that supported the student's initial claim
- The RPL appeal and its outcome will be recorded in writing in the RPL register. The Chief Executive Officer will provide feedback throughout the appeal process to the student
- The Chief Executive Officer will make arrangements for the student's application to be re-assessed for RPL by another subject matter expert (Trainer/Assessor) NOT involved in the original assessment
- The appeal review will be conducted within 15 days of receipt of the RPL appeal
- The Trainer/Assessor will forward the original RPL application and the findings of the re-assessment to the Chief Executive Officer to make the final decision
- The outcome of the RPL appeal will be made available to the student

Australian College of Sport recognises AQF qualifications and statements of attainment issued by another RTO and has a separate policy and procedure regarding the credit transfer process for this, as outlined in the Recognition of Qualifications Issued by Other RTO Policy.

Trainer and Assessor Policy

Clause 1.13 In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- a) Vocational competencies at least to the level being delivered and assessed;
- b) Current industry skills directly relevant to the training and assessment being provided; and
- c) Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment/

Clause 1.14 The RTO's training and assessment is delivered only by persons who have the training and assessment credential specified in Item 2, or Item 3, or Item 5 of Schedule 1.

Clause 1.15 Where a person conducts assessment only, the RTO ensure that the person has the training and assessment credential specified in Item 2, or Item 3, or Item 5 of Schedule 1.

Clause 1.16 The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Clause 1.22 To deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor) the RTO must ensure all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered.



Clause 1.23 To deliver the training and assessment credential specified in Item 2 of Schedule 1, the Assessor Skill Set or Teacher Enhancement Skill Set from the Training and Education Training Package (or its successor), the RTO must ensure all trainers and assessors delivering the training and assessment:

- a) hold the training and assessment credential specified in Item 7 of Schedule 1; or
- b) work under the supervision of a trainer that meets the requirement set out in a) above.

Clause 1.24 The RTO must ensure that any person working under supervision for the purposes of Standard 1.23 b):

- a) does not determine assessment outcomes; and
- b) holds the training and assessment credential specified in Item 2 of Schedule 1.

Policy Statement

Australian College of Sport ensures all trainers and assessors engaged by the College for the delivery of VET qualifications and/or accredited courses meet the requirements of the Standards for RTOs, and retain evidence of this for all trainers and assessors. Trainers and assessors must be qualified, inducted, keep regular records and be given the opportunity for industry engagement and professional development to maintain currency and competency.

Trainer and Assessor Procedure

It is the responsibility of the Chief Executive Officer to establish, verify and monitor that trainers and assessors meet the requirements as outlined in the Standards.

Recruitment of staff will be guided by the following principles:

- All prospective staff will be made aware during recruitment that they will undergo an induction process
- Any trainer/assessor recruited to deliver and assess a particular qualification will either meet the requirements of the relevant training package or course or have the ability to meet this standard before commencing the delivery and assessment of the qualification

As of March 2024, trainers and assessors must hold:

- TAE40116/TAE40122 Certificate IV in Training and Assessment (or its successor)

Or

- TAE40110 Certificate IV in Training and Assessment plus the following units:
 - TAELLN411 (or its successor) or TAELLN401A, and
 - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B

Or

- A diploma or higher level qualification in adult education

Or

- A credential issued by a higher education provider (as defined by section 16-1 of the Higher Education Support Act 2003) which would enable the individual to satisfy the academic requirements for a registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory, and one of the following credentials or the successor to one of the following credentials:
 - TAESSO0011/TAESSO0019 Assessor Skill Set or
 - TAESSO0024 VET Delivered to School Students Teacher Enhancement Skill Set

As of March 2024, anyone who provides assessment only (i.e. does not deliver training) must hold the following:

- TAESSO0011 Assessor Skill Set or its successor

Or

- TAESSO0001 Assessor Skill set plus one of the following:
 - TAEASS502 Design and Develop Assessment Tools or
 - TAEASS502A Design and Development Assessment Tools or
 - TAEASS502B Design and Develop Assessment Tools



Or

- A diploma or higher level qualification in adult education

Or

- A credential issued by a higher education provider (as defined by section 16-1 of the Higher Education Support Act 2003) which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory, and one of the following credentials or the successor to one of the following credentials:
 - TAESSO0011/TAESSO0019 Assessor Skill Set or
 - TAESSO0024 VET Delivered to School Students Teacher Enhancement Skill Set

All trainers and assessors will hold:

- Vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided
- Current knowledge and skills in vocational training and learning that informs their training and assessment

Recruitment and Timetabling Procedure

- Australian College of Sport will ensure any advertising for VET trainers and assessors clearly outlines the position description and only recruit and timetable trainers who meet the requirements of the AQF Essential Conditions and Standards for Continuing Registration
- In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement, Australian College of Sport will, if possible, arrange for agreed training and assessment to be completed through another RTO (fees may be incurred).



- Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent where the student is under 18 years of age

The Chief Executive Officer will induct all new staff to Australian College of Sport involved with the delivery of VET. The induction procedure will include VET Staff Handbook and meeting that includes the following information:

- VET qualifications and courses offered in the college
- RTO Quality Management System operating within the college and policies and procedures, particularly:
 - Trainers and Assessors (including professional development)
 - Strategies and Resources
 - Training and Assessment
 - Student Information and Client Services
 - Continuous Improvement
 - Validation Plan
 - Industry Engagement
 - Records Management
- Communication procedures and VET meetings schedule
- Duty Statement
- Industry skills councils, training packages and competency-based training and assessment
- Roles and responsibilities of VET staff and administration

Records-Keeping Procedure

- Trainers and Assessors must provide the Chief Executive Officer with verified copies of all qualifications, as well as hard and/or electronic copies of other information to meet the requirements of the AQF before starting delivery
- The Chief Executive Officer will scan copies of qualifications and save in Staff Profiles. All other documents are also saved at the same location



- Where trainers and assessors gain additional qualifications related to their industry area, they must provide that information to the Chief Executive Officer
- Trainers and assessors must complete and maintain their Australian College of Sport currency documents (or staff profile or other college approved format). These documents should be updated at least twice a year

Continuous Development of Competencies Procedure

Trainers and assessors are required to:

- Complete and maintain their Australian College of Sport Staff Profile outlining their own vocational qualifications, training and assessment qualifications and currency activities in their industry area, as well as VET and training and assessment
- Review their own currency activities related to training and assessment and vocational currency, and, through the Chief Executive Officer, ask for professional development activities to enable up-skilling and maintenance of both vocational and training and assessment currency
- Follow Australian College of Sport's professional development requirements when applying for all professional development activities, including those related to VET
- Identify how industry placement will be of benefit to themselves and their training and assessment through the mapping of competencies on a Professional Development Plan

Whilst there is no prescription as to how trainers and assessors must maintain their currency in industry skills, each trainer will be allocated the following as a minimum dependent on training and assessment area/s:

- Validation – one day per year as per the validation plan. Where there are multiple trainers for a particular subject, this may work on a rotation basis
- Industry placement – to be discussed and agreed with the Chief Executive Officer



- Other industry currency/engagement – excursions, expos, professional developments, conferences, conversation with other professionals/industry, professional publications, being on site for a students structured workplace learning may be used to meet currency

Supervision of Trainers

Clause 1.17 Where the RTO, in delivering training and assessment, engages an individual who is not a trainer or assessor, the individual works under the supervision of a trainer and does not determine assessment outcomes.

Clause 1.18 The RTO ensures that any individual working under the supervision of a trainer under Clause 1.17

- a) Holds the training and assessment credential specified in Item 6 of Schedule 1, that is relevant to the learner cohort which the individual is involved in training and assessing, or is actively working towards a training and assessment credential specified in item 8 of Schedule 1
- b) Has vocational competencies at least to the level being delivered and assessed; and
- c) Has current industry skills directly relevant to the training and assessment being provided.

Clause 1.19 Where the RTO engages an individual under Clause 1.17, it ensures that the training and assessment complies with Standard 1.

Clause 1.20 Without limiting Clauses 1.17 – 1.19, the RTO:

- a) Determines and puts in place:
 - i. The level of the supervision required; and
 - ii. Any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision on training and collection of assessment evidence; and
- b) Ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision

Policy Statement

Trainers working under supervision will only be used when a specialist trainer is not available and will all be determined by the Chief Executive Officer before the supervision is to commence. The job role of trainers working under supervision of a qualified trainer job role simply involves collecting evidence of competency.



Supervision and Assessment Arrangements Procedure

Before the supervision is to commence, the designated Supervisor and the Trainer under supervision meet at the start of the supervision arrangement/prior to delivery to:

- Establish the terms of supervision, e.g. Regular meetings, observation session
- Discuss training context and current practices, including competency based training and trainer responsibilities
- Discuss delivery strategies for all units to be delivered including:
 - Session plans
 - Delivery or topic sequence
 - Learning materials
 - Assessment tools and procedures
 - Provide input to the preparation for training

If someone is working under the supervision arrangement, they must still complete the requirements of the Trainer and Assessor Records-Keeping Procedure and also provide the necessary documentation.

Persons delivering training under the supervision of a trainer must:

- Work under the supervision of a trainer with the TAE Certificate IV Training and Assessment
- Hold the skill set defined in Item 6 of Schedule 1
- Have direct relevant current industry skills relating to the training and assessment being provided
- Currently hold relevant vocational competence at least to the level being delivered and assessed

Transition Policy

Clause 1.26 Subject to Clause 1.27 and unless otherwise approved by the VET Regulator, the RTO ensures that:



- a) where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register;
- b) where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register;
- c) where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register; and
- d) a new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

Clause 1.27 The requirements specified in Clause 1.26 (a) do not apply where a training product requires the delivery of a superseded unit of competency.

Policy Statement

Australian College of Sport manages the transition from superseded training packages within 12 months of their publication on the National Training Information Service, and transition from superseded accredited courses, so that it delivers only currently endorsed training packages or accredited courses.

Transition Procedure

The Chief Executive Officer will identify and approve the new qualification and units and with the assistance of administration, complete the application and send to the registering body.

Where possible, students in existing/expiring courses/qualifications will be "transitioned" to the new versions of those qualifications.

When this is not possible, no new students will be enrolled in the expiring qualification. Students not transferred to the new qualification must be supported to complete their qualification within the 12 month period.



Throughout the training period, the designated supervisor must:

- Provide regular support, guidance and monitoring
- Observe some training sessions and provide feedback
- Discuss training programs
- Advise on dealing with challenges arising
- Review training course at end of delivery
- Review participant feedback and survey evaluations
- Conduct assessment jointly
- Counter-sign record of results

Systematic Monitoring and Evaluation Policy

Clause 2.1 The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.

Clause 2.2 The RTO:

- a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
- b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals.

Policy Statement

Australian College of Sport is committed to ensuring that the quality of the training and assessment is maintained and that they are able to respond to changes in the marketplace or stakeholder expectations. The College ensure quality development, implementation, monitoring and evaluation of training and assessment strategies and practices; including those that are provided by a third party, that meet training packages and VET accredited course requirements.

Evaluating information about performance and using such information to inform quality assurance of services and improve training and assessment is sound business and educational practice. The data from this monitoring is used to implement changes to improve strategies and practices.

Systematic Monitoring and Evaluation Procedure

The College will conduct a regular review of its training and assessment, using a range of information. The data will be used to inform changes to current strategies or practices as needed. Reviews will be conducted in conjunction with industry engagement activities.

The Chief Executive Officer/delegate representative will:

- Conduct annual internal reviews/audits and record outcomes
- Collect and collate feedback from trainers and assessors
- After completion of their studies issue students a Quality Indicator survey
- Review results from quality indicator surveys, validation feedback and trainer feedback; and revise systems and practices where needed
- Collect and retain evidence of the review process including:
 - Delivery and performance data
 - Client feedback
 - Employer feedback
 - Trainer and assessor feedback
 - Validation outcomes
 - Information from complaints and appeals

Where issues have been raised about training or assessing complete the following:

- Discuss any issues raised about a particular trainer or assessor with the trainer/assessor
- Make changes to the Training and Assessment Strategy (TAS) that will improve training, assessment or other related areas
- Record changes made in the Continuous Improvement Register
- Management and follow up on changes to ensure implementation by agreed dates



Third Party Arrangements Policy

Clause 2.3 The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.

Clause 2.4 The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

Clause 8.3 The RTO notifies the Regulator:

- a) of any written agreement entered into under Clause 2.3 for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and
- b) within 30 calendar days of the agreement coming to an end.

Policy Statement

Australian College of Sport does not use other organisations to provide any RTO-related services.

Certification and USI Policy

Clause 3.1 The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Clause 3.2 All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.

Clause 3.3 AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

Clause 3.4 Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

Policy Statement

Australian College of Sport ensures that it adheres to the obligations of issuing and maintaining certification documentation and the obtaining, verification and maintaining of USI numbers in line with the requirements of the National VET Regulator.



The college RTO will issue, maintain and accept AQF certification documentation for students.

The college RTO will assist students to apply, apply on behalf of students or verify the student provided USI on the USI website following the procedure. Proof of issue or verification of USI will be kept in the office.

The Chief Executive Officer of the college RTO is ultimately responsive for ensuring that the college RTO complies with the VET Quality Framework.

Certification Procedure

To avoid possible delays in issuing certification, Australian College of Sport has processes in place to verify a student's Unique Student Identifier (USI) well in advance of when certification is expected to be issued.

The college RTO is only required to issue AQF certification documentation when a student has met all course requirements and has a verified USI. The college is not required to issue "interim" documentation at any time and all VET certificated issued will meet the requirements of Schedules 4 and 5.

Issuing AQF Qualifications

Australian College of Sport will include the following information on the testamur, in addition to the requirements of the AQF Qualification Insurance Policy:

- The name, RTO code and logo of the issuing organisation
- The code and title of the awarded AQF qualification
- The NRT logo in accordance with the current conditions of use contained in Schedule 4
- An Parchment Number as an anti-fraud mechanism

The following elements are to be included on the testamur as applicable:

- The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities)
- The industry descriptor

- The occupational or functional stream, in brackets
- Where relevant, the words, “achieved through Australian Apprenticeship arrangements”

The college RTO must not include the learner’s Student Identifier on the statement of attainment consistent with the Student Identifiers Act 2014.

The college RTO will:

- Maintain registers of all statements of attainments issued
- Retain records of statements of attainment issued for a period of 30 years
- Provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator

Issuing Certification Procedure

- The RTO assistant will access the JobReady system for records, check all assessments have been entered and verified for sufficient evidence. Staff assessments are recorded on a Cover Page which is attached to evidence, verifying successful completion of the unit or module. Evidence is checked to ensure it meets the principles of assessment and if so, results are entered onto the JobReady system
- The RTO Assistant will produce the certificate or statement of attainment for the qualification and forward for signing by the Chief Executive Officer
- The Certificates will be copied and kept on file and originals forwarded directly to the students

Replacement Qualifications

Australian College of Sport will provide replacement copies of issued qualifications to students and past students. Requests for a replacement qualification or statement of attainment (within the 30 year period) are processed as follows:



- Requests for a replacement qualification or statements of attainment can be in writing (emails acceptable) or via telephone from the student or past student of the College
- The VET Administration Officer will remind the requesting student that they can access and download transcripts from their USI without charge
- The VET Administration Officer will re-issue replacement qualifications and statements of attainment as per the original details in the register. Note: A replacement fee of \$75.00 applies
- The replacement qualification will identify that it is a re-issued version and will include follow the template requirements listed above
- The replacement qualification will be issued within 14 working days of receipt of written/verbal request and payment of the re-issue fee

Student to Access Records Policy

Clause 3.4 Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

Policy Statement

Australian College of Sport is committed to regularly providing students with information regarding their participation and process. All student files are kept securely stored. Students wishing to access their own records must make a request to the VET administration. The VET administration will arrange supervised access at a mutually convenient time.

Student to Access Records Procedure

Trainer and Assessors maintain accurate and current records for each student's progress towards and achievement of competencies.

- These records will be forwarded for entry into the college's system
- The data recorded will be printed out and returned to the Trainer and Assessor for checking
- When the student nears achievement of sufficient competencies toward the full qualification, the Trainer and Assessor checks student achievements against the qualification packaging rules

As a holistic approach to delivery and assessment is utilised by the College, some units will not be signed off until the completion of the qualification.

Credit Transfer Procedure Policy

Clause 3.5 The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar.

Policy Statement

Australian College of Sport will recognise all qualifications issued by any other RTO. The College will seek verification of the certifications from the relevant RTO where originals cannot be sighted, Verification can be made by:

- Viewing the USI transcript directly on the USI portal (not a downloaded copy)
- Accepting a certified copy of the credential. Certification will only be accepted if made by a duly authorized person such as a Justice of the Peace or Commissioner for Taking Affidavits
- Contacting the issuing RTO in writing and requesting confirmation



Recognition of Qualifications

- In the first VET class of the year or the first class for new students, as part of the VET student induction process, the trainer shall make students aware that any existing qualifications they possess will be recognised by the College. Trainers and assessors will remind students of this policy at the beginning of each new term
- If a student presents a qualification to the trainer, the trainer will take a copy and bring it to the attention of the VET Administration Officer
- The Chief Executive Officer, with the assistance of the VET Administration Officer, will verify the authenticity of the qualification via a method prescribed in this policy document
- The verified copy of the qualification will be entered into the College's data system, and will then place the copy in the student file
- The VET Administration Officer will advise the Trainer that the student has been given exemption for the units of competency or modules identified in the qualification and will update the student's records accordingly. The Trainer will advise the student

Internal Recognition of Qualifications

- Australian College of Sport will complete a mapping exercise to identify common units of competency across qualifications on the scope of registration
- At the beginning of each year, students are identified who are doing courses where there are common units of competency, or have progressed from one certificate to another, e.g. Certificate II to Certificate III
- The Chief Executive Officer and the Trainer and Assessor meet to establish the processes for delivery and ensuring accurate data
- The information is entered into the system using the "credit transfer" option in all instances where the student has already gained the unit of competency (i.e. the student may only once be deemed as competent)



Student Identifier Policy

Clause 3.6 The RTO meets the requirements of the Student Identifier scheme, including:

- a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
- d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

Policy Statement

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is a national data system that ensures consistent and accurate capture and reporting of VET information about learners.

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account. The USI Scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single online record of the VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each learner with an USI.

The USI is available on line and at no cost to the student. This USI will stay with the student for life and recorded with any nationally recognised VET courses that is completed from 1 January 2015.

USI Procedure

Australian College of Sport will:

- Provide USI information prior to and on enrolment in VET courses
- Assist students to apply, or apply on behalf of students for a Unique Student Identifier (USI) from the Student Identifiers Registrar (as defined in that legislation)
- Request the Student Identifiers Registrar to verify USI numbers supplied by the student prior to using it
- Not issue a AQF certificate without a valid USI

Collect the USI

The process to collect a USI from a student who has created their own USI is as follows:

- Ask the student for their:
 - USI number
 - First name
 - Last name
 - Date of birth
 - Place of birth

Important: The details the student provides MUST match the details shown on the form of ID used to create a USI. These details are forwarded onto VET Administration for verification.

Verify the USI

VET Administration will verify that the USI provided is correct. USI status and verification details are recorded in the student record.

Report the USI

Once the USI is verified as valid, the College RTO will then use this USI when reporting to the National Data Collection.

Data Management

USI numbers are collected and securely stored against the student's name within the compliant Student Management System and will be used for final VET data reporting.

Marketing and Advertising Policy

Clause 4.1 Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;



- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i. a learner will successfully complete a training product on its scope of registration; or
 - ii. a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii. a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Policy Statement

Australian College of Sport ensures that the marketing and advertising of Australian Qualifications Framework (AQF) qualifications to prospective is ethical, accurate and consistent with its scope of registration and includes the college's RTO provider number.

All marketing material will include the full code and the full title of the qualification or accredited course as listed on the National Register (training.gov). The college will not advertise VET qualifications, accredited courses, or units of competency for which it is seeking registration.

If another person or organisation is delivering training or recruiting students under a third party agreement with the College RTO, the Third Party Arrangements policy and procedure will be applied.

No advertising of AQF qualification to prospective students on behalf of other RTOs will be allowed without their consent. The NRT logo will be used in marketing material in accordance with its conditions of use specified in Schedule 4 of the Standards. The Chief Executive Officer of the College is ultimately responsible for ensuring that the College complies with the VET Quality Framework (VQF). This includes any marketing in print media, electronic media or social networking.



Marketing and Advertising Procedure

- All AQF qualification marketing and advertising is managed by the Chief Executive Officer
- The induction program for staff includes information about how to ensure that marketing is accurate, ethical and is not misleading
- All advertising including subject selection includes a date of publication
- All advertising or marketing materials are submitted to the Chief Executive Officer for approval
- The Chief Executive Officer checks the mandatory requirements as defined in the Standards:
- Accurately represents the services and qualification on the scope of registration
- Includes the RTO code of the college RTO
- Includes the NRT logo in accordance with Schedule 4
- Includes the correct and current qualification code and title and lists the correct current units of competency that the students will be doing
- Only advertises current qualifications and units of competency that remain on the National Register
- Identify the outside RTO if the qualification is through an outside provider (and there is a record of consent given by the outside RTO)
- Obtained consent from any person or organisation referred to in any marketing materials
- VET qualification are clearly differentiated from other forms of learning
- Identifies if the College RTO is delivering the qualification/units of competency on behalf of another RTO (and that there is a written and signed third party agreement)
- Does not guarantee that:
 - A student will successfully complete the qualification or units of competency
 - A student will obtain a particular employment outcome
 - A qualification or unit of competency can be completed in a manner that does not meet the standards and does not meet Clauses 1.1 and 1.2
- Any other required information



- The Chief Executive Officer gives the final approval to all VET marketing and advertising, regardless of the format or the audience

Student Information Policy

Clause 5.1 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Clause 5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i. estimated duration;
 - ii. expected locations at which it will be provided;
 - iii. expected modes of delivery;
 - iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - v. any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
 - i. details of the RTO's complaints and appeals process required by Standard 6; and
 - ii. if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;



- e) the learner's obligations:
 - i. in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii. any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Policy Statement

Australian College of Sport ensures that all VET students are properly informed and protected. This policy and procedure document links closely with the Marketing and Advertising Policy.

The College ensures that all VET students have been provided with sufficient advice and information regarding the appropriateness for them of the qualification and/or accredited courses they would like to be enrolled in (as per Standard 5.1). The advice takes into account each student's existing skills and knowledge prior to the finalisation of subject selection to ensure that students are able to make informed decisions before undertaking training in a VET qualification or accredited course.

The College is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date. This includes delivery by a third party on the College RTO's behalf. Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment.

The Chief Executive Officer is ultimately responsible for ensuring that students (and their parents/carers) are provided with the required information prior to enrolment, including the services they are to receive, their rights and obligations and the RTO's responsibilities.

The College has a separate Complaints and Appeals policy and procedure.

If another person or organisation is providing student information under a third party agreement with the college RTO, the Third Party Arrangements policy and procedure will be applied.



Student Information Procedure

Australian College of Sport is inclusive of all students regardless of sex, race, impairment, or any other factor. Enrolment at Australian College of Sport is processed through its office.

Student Induction Procedure

The College conducts an induction session attached to each program that steps through the Program Structure, assessment and general administration/processes such as access to LMS, assessment submission, attendance etc.

General housekeeping, security and safety briefings will be developed and provided specific to each delivery location.

Students will have access to the RTO Policies and Procedures Manual and VET Student Handbook via the College's website <https://collegeofsport.edu.au/about-us/> and at induction by request.

The VET Student Handbook outlines the following information:

- VQF reference, policy statement and responsibilities
- The VET Quality Framework (VQF)
- Student selection and enrolment procedures
- Course information, including content and vocation outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Student support, welfare and guidance services
- Flexible learning and assessment procedures
- RTO complaints and appeals procedure
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of prior learning (RPL)
- Credit transfer – recognition of AQF qualifications and statements issued by other RTOs
- Significant Legislation
- Access to records
- Course outlines and pathways



Induction delivery is captured through student attendance records. If students are absent on the day Trainers and Assessors conduct a 1:1 delivery at a mutually agreeable time.

Chief Executive Officer

The Chief Executive Officer has responsibility and authority for the student information systems including:

- Liaising with the vocational training areas regarding student information documentation, as well as subject selection and course information
- Responsibility for ensuring all students have been adequately informed about the appropriateness of the qualification or accredited course and whether it meets students' needs
- Responsibility for ensuring all students have been advised regarding their rights and obligations and the RTO's responsibilities
- Responsibility for ensuring that the information is provided in print and/or electronic copy
- Responsibility for advising students about any changes to agreed services (including third-party arrangements)
- Ensuring that the provision of educational services is monitored to cater for student needs. This includes reviewing "overlaps" where students are enrolled in more than one VET qualification at the College RTO or another RTO and the corresponding adjustments to the training and assessment strategies, student enrolments and scope of registration

Trainers and Assessors

Trainers and Assessors must ensure that:

- They liaise with the Chief Executive Officer regarding all VET enrolments
- All subject selection forms have been signed by both the student and, where applicable, the parent/carer



Student Information

Students and their parents/carers will receive the following information prior to enrolment through the documents and/or activities given in the following table.

Written Information (Print or Electronic) Provided to Schools, Students and their Parents/Carers	College RTO Document *School Document (and activity where applicable)
<ul style="list-style-type: none">• Subject selection and enrolment procedures	*Senior Subject Selection Booklet *PLP Planning Form *School Calendar Attendance records
<ul style="list-style-type: none">• Qualification or accredited course information, including:• Code, title, currency of qualification/accredited course (as per training.gov.au)• Estimated duration• Training/assessment locations• Mode/s of delivery• Work placement arrangements (if required)• Obligations to the students i.e. being responsible for the quality of the training/assessment, the issuance of certification• Entry requirements or pre-requisites (if applicable)• Student obligations related to any materials or equipment they must provide	*Senior Subject Selection Booklet VET Student Handbook VET Policies and Procedures Manual College website



<ul style="list-style-type: none">• Requirements the student must meet to successfully complete e.g. apply for a USI, service periods, travel arrangements, events or out of school hours' functions• The student's rights if the RTO (or a third party) closes or ceases to deliver and any part of the training course that student is enrolled in• Details of the RTO's complaints and appeals process• Third party information (if relevant) i.e. name and contact details of the third party providing the training and/or assessment, and related educational and support services	
<p>Fee information (if collected directly or through a third party) for each qualification prior to their enrolment specifying:</p> <ul style="list-style-type: none">• Fee information (amount, terms/conditions, deposits, refunds)	<p>*Senior Subject Selection Booklet</p> <p>VET Student Handbook</p> <p>VET Policies and Procedures Manual</p>
<p>How VET qualifications and courses differ from other school courses and criteria-based assessment, by including:</p> <ul style="list-style-type: none">• Work-like activities• Competency-based training and assessment• Competency standards, which are an industry-determined specification of performance that sets out the skills, knowledge and attitudes required to operate effectively in employment	<p>*Senior Subject Selection Booklet</p> <p>VET Student Handbook</p> <p>VET Policies and Procedures Manual</p>
<p>Student support, welfare and guidance services</p>	<p>VET Student Handbook</p> <p>VET Policies and Procedures Manual</p>



Recognition of Prior Learning (RPL) procedures	VET Student Handbook VET Policies and Procedures Manual
Recognition of Australian Qualifications Framework (AQF) credentials, and statements of attainment issued by other RTOs	VET Student Handbook VET Policies and Procedures Manual
College RTO's obligations to the student in regard to providing quality training and assessment, and issuance and reissuing of AQF certification	VET Policies and Procedures Manual
<p>Student's rights if the College RTO or a third party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in. For example:</p> <ul style="list-style-type: none">• The College RTO is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date (including delivery by a third party on the College RTO's behalf)• In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement or third party school will not be able to continue delivery, the College RTO will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred). Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent/carer	VET Policies and Procedures Manual



Fees Policy

Clause 5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
 - i. fees that must be paid to the RTO; and
 - ii. payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i. arrangement is terminated early; or
 - ii. the RTO fails to provide the agreed services.

Policy Statement

The policy sets out the College's RTO fee policy, the circumstances under which students may claim a refund and the associated procedures for handling refunds. Students for the purposes of this policy are VET students only. The RTO shall only be entitled to collect fee from the applicant once an applicant's enrolment has been confirmed, at which the time and the course will have been deemed to have commenced.

Fees Procedure

Student fees are only collected for consumable or other additional services. Any charges that do occur are additional services will be made known to students prior to enrolment. Students who enrol past the commencement of the calendar year will be charged student fees at a pro-rata basis for the duration of the year. Students who leave a VET course before completion may be able to claim a refund or part of the student fees.



In the event of losing the specialist trainer, the RTO being unable to obtain a suitable replacement, the College will, if possible arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangement, including any refund of fees will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student and parent/carer.

Agreed Services Policy

Clause 5.4 Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Policy Statement

Australian College of Sport is committed to completing the outlined training and assessment once students have started study in their chosen qualifications or courses from the course start date. Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment.

Agreed Services Procedure

In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement, the College will, if possible arrange for agreed training and assessment to be completed through another RTO (fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements including any refund of fees, will be obtained.

If transfer is not possible, the RTO will gain a written agreement to substitute the unit of competency with another unit that is permissible under the packaging rules and suitable for the desired outcome of the program.



Complaints and Appeals Policy

Clause 6.1 The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- c) a learner of the RTO.

Clause 6.2 The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

Clause 6.3 The RTO's complaints policy and appeals policy:

- a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- b) are publicly available;
- c) set out the procedure for making a complaint or requesting an appeal;
- d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Clause 6.4 Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly updates the complainant or appellant on the progress of the matter.

Clause 6.5 The RTO:

- a) securely maintains records of all complaints and appeals and their outcomes; and
- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Clause 6.6 Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training and/or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

Policy Statement

Australian College of Sport, as an RTO has a complaints and appeals policy specific to its RTO operations. The Chief Executive Officer of the College RTO is ultimately responsible for ensuring that the College RTO complies with the VET Quality Framework (VQF). This includes the complaints and appeals policy and procedures.

A **complaint** can be made to the College RTO regarding the conduct of:

- The College RTO, its trainers, assessors or other RTO staff
- Students of the RTO
- Any third parties providing services on behalf of the College RTO (if relevant)

Complaints may be made to any member of staff.

An **appeal** can be made to the College RTO to request a review of a decision, including assessment decisions.

Appeals should be made to the trainer/assessor in the first instance, but can also be made to the Chief Executive Officer.

Australian College of Sport will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

- Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately
- All complaints and appeals are heard and resolved within 60 calendar days of receipt
- If the College RTO considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter
- The College RTO will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken and decisions made



- The College RTO will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again
- Complaints and Appeals Procedure
- If the complaint relates to a report about harm or safety, refer to the College's appropriate Student Protection procedures
- On receipt of a verbal complaint:
 - Resolve the complaint if possible, documenting the complaint, its cause, actions taken and decisions made in the secure Complaints and Appeals Register
 - If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required
- To put a complaint/appeal in writing, advise the complainant/appellant that:
 - They may use the support of a third party in progressing the complaint/appeal
 - They can either put the complaint/appeal in writing themselves using the form available, or
 - You can make a written record for them to sign. In this case:
 - Note whether the complainant/appellant wants the support of a third party
 - Ensure the complainant signs and dates the record
 - Identify yourself, and your role within the College RTO
 - Sign and date the record yourself
- On receipt of a written complaint/appeal:
 - If the complaint/appeal is not in relation to the Chief Executive Officer:
 - Forward it to the Chief Executive Officer
 - Enter it into the secure Complaints and Appeals Register



- If the complaint/appeal is in relation to the Chief Executive Officer:
- Forward it to the VET Administration Officer
- Enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register
- Send a prompt written acknowledgement to the complainant from either the Chief Executive Officer or the VET Administration Officer, as appropriate
- To resolve the complaint/appeal, the Chief Executive Officer:
 - Discuss the issue/s with the staff member to whom the complaint/appeal was made
 - Give the complainant/appellant an opportunity to present their case (they may be accompanied by other people as support or as representation)
 - Give the relevant staff member, third party or student (as applicable) an opportunity to present their case. They also may be accompanied by other people as support or as representation
- If necessary, convene an independent panel, the Complaints and Appeals Committee, to hear the complaint/appeal. The committee must not have had previous involvement with the complaint/appeal, and must include:
 - A representative of the Chief Executive Officer
 - One or more representative/s of the training staff
 - An independent person
- Deal with the issue/s
- Communicate the outcome/decision to all parties in writing within 60 days of receipt of the complaint/appeal
- Document the complaint/appeal – including the cause, actions taken and decisions made – in the appropriate secure Complaints and Appeals Register

- If the complaint/appeal is not finalised within 60 calendar days of its receipt, inform the complainant/appellant of the reasons in writing and regularly update them on the progress of the matter
- If the procedures fail to resolve the issue/s, the complainant/appellant may have the outcome reviewed (on request) by an appropriate party independent of the RTO
- The College RTO will undertake a continuous improvement process that includes:
 - Reviewing the details in the Complaints and Appeals Register
 - Reviewing the complaints and Appeals policy and procedure
 - Taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again
- If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Fit and Proper Person Policy

Clause 7.1 The RTO ensures that its executive officers, high managerial agents and any persons who exercise a degree of control or influence over the management or direction of the RTO:

- a) are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times; and
- b) are assessed by the RTO as being fit and proper persons, having regard to the Fit and Proper Person Requirements, prior to being appointed to the relevant positions; and
- c) remain, in the opinion of the RTO, throughout their time occupying relevant positions, fit and proper persons, having regard to the Fit and Proper Person Requirements.

Policy Statement

This policy ensures that all staff, are people of integrity and who adhere to ethical standards at all times. This policy is intended to draw attention to these expectations and promote discussion and commitment across the whole organisation.



The College is committed to effective governance of the company to ensure the clients have full confidence in our ability and suitability to deliver and assess national qualifications. It is therefore essential that the organisation is managed by fit and proper persons who ensure compliance. A person, by whatever name called and whether or not a director of the organisation, who is concerned in, or takes part in, the management of the organisation is deemed to be a manager and will need to meet the RTO Fit and Proper Person Requirements.

Fit and Proper Person Procedure

As a Registered Training Organisation, the College complies with the Fit and Proper Person Requirements:

- The Principal meets the Fit and Proper Person Requirements
- The Principal will complete a Fit and Proper Person Requirements declaration when and as required
- If the Principal changed the new office bearer would be able to submit a Fit and Proper Person declaration immediately
- The College ensures that only persons who meet the Fit and Proper Person Requirements can hold a managerial position within the organisation. As such the College requires that the Chief Executive Officer/delegated representative must submit to ASQA Fit and Proper Person Requirements declaration to the organisation to be kept on file within the office

Authorisation of Executives Officer Policy

Clause 7.1 The RTO ensures that its executive officers or high managerial agent:

- a) are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times; and
- b) meet each of the relevant criteria specified in the Fit and Proper Person Requirements in Schedule 3.



Policy Statement

The Chief Executive Officer as the RTO high managerial agent ensures the RTO complies with the Standards at all times and is a Fit and Proper Person.

Authorisation of Executive Officer Procedure

The Chief Executive Officer is the high managerial agent responsible for the RTO and needs to satisfy the Fit and Proper Person Requirements as outlined in Schedule 3 and is to complete a “Fit and Proper Person” Declaration when:

- Applying to renew registration as an RTO, or
- Employing a new manager

Australian College of Sport also ensures the following are available to ensure compliance with people involved in managing the RTO and making decisions:

- Organisational charts
- Position/duty descriptions

Financial Viability Policy

Clause 7.2 The RTO satisfies the Financial Viability Risk Assessment Requirements.

Policy Statement

Australian College of Sport will ensure that it maintains sound financial practices, ensuring the financial security of the RTO and enabling its ongoing viability, profitability and growth. Conservatism will prevail as the key influence over financial decisions. Equally, an uncompromising commitment to integrity and professionalism will remain the keystone to all finance, banking, investment and general business transactions.



Australian College of Sport will:

- Ensure it complies with the “Financial Viability Risk Assessment Requirements”
- Implement and maintain effective business planning and financial management processes
- Ensure that accounts are certified by a qualified accountant (Certified to Australian Accountant Standards) at least annually and are made available to the VET Registration body upon request
- Implement and maintain procedures to protect fees paid in advance, to comply with the Schedule 6
- Provide clients with complete and accurate fee information
- Provide Refunds, as per the Refund Policy

Financial Viability Procedure

Australian College of Sport aims to maintain a sound financial position, which facilitates its stability, planned business growth and profit projections through:

- Business planning, including forecast income and expenditure
- Monitoring cash flow
- Formulation of and adherence to annual budgets
- Ongoing reinvestment in the business to ensure it remains well-resourced to meet client needs
- Maintenance of adequate cash reserves to meet planned commitments, as well as unforeseen events
- Striving to remain debt-free, as part of its overall strategy of optimising return on investment and consequently maintaining price competitiveness
- Careful safeguarding of assets, via comprehensive insurance and security measures



The Chief Executive Officer is responsible for:

- Ensuring compliance with financial management policies, procedures and systems
- Ensuring compliance with Financial Viability Risk Assessment Requirements
- Monitoring and reporting on compliance with these financial management policies and procedures
- Undertaking reviews of the effectiveness of the policies and procedures and systems annually and to use the results of such reviews to drive further improvements
- When requested, provide VET Registration body with a formal assurance that Australian College of Sport has sound financial management standards for matters relating to the Scope of Registration and scale of operations

Fee Protection Policy

Clause 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Policy Statement

Australian College of Sport charges a VET student fee under the \$1500. Refer to Fees policy.

Public Liability Policy

Clause 7.4 The RTO holds public liability insurance that covers the scope of its operations throughout its registration period.

Policy Statement

Australian College of Sport will maintain a Certificate of Currency for public liability insurance throughout its registration period.



Public Liability Procedure

The College will retain evidence that they hold public liability insurance by keeping a copy of a certificate of currency. The evidence provided:

- Identifies that the RTO is covered by the policy
- Confirms that the training and assessment activities are covered, or that there are no restrictions on the activities covered

Governance, Data and Administration Policy

Clause 7.5 The RTO provides accurate and current information as required by the Data Provision Requirements as updated from time to time

Clause 8.1 The RTO cooperates with the VET Regulator:

- a) by providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;
- b) in the conduct of audits and the monitoring of its operations;
- c) by providing quality/performance indicator data;
- d) by providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring;
- e) by providing information about significant changes to its ownership within 90 calendar days of the change occurring; and
- f) in the retention, archiving, retrieval and transfer of records.

Clause 8.2 The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
- b) in the conduct of audits and the monitoring of its operations.



Clause 8.3 The RTO notifies the Regulator:

- a) of any written agreement entered into under Clause 2.3 for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and
- b) within 30 calendar days of the agreement coming to an end.

Clause 8.4 The RTO provides an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:

- a) currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
- b) has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

Clause 8.5 The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

Clause 8.6 The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.

Policy Statement

The Chief Executive Officer of Australian College of Sport is ultimately responsible that the College RTO complies with the VQF. This applies to all of the operations within the RTO's scope of registration as listed on the National Register.

Procedures in this document:

- Governance Procedure
- Interaction with the Registering Body Procedure
- Updating RTO Details Procedure

Governance Procedure

The Chief Executive Officer

The Chief Executive Officer ensures compliance with all the VQF requirements by:



- Delegating responsibility and sufficient authority for day-to-day operations with relevant Trainers and Assessors
- Meeting each semester with Trainers and Assessors to keep informed of those operations, and ensuring minutes of those are taken
- Ensuring that any decision making at the senior management level regarding operations is explicitly informed by Trainers' and Assessors' experiences, and that this is documented appropriately
- Authorising and signing the appropriate documentation, forms and report data as required by the Data Provision Requirements; including the Quality Indicator Data
- Completing a Fit and Proper Person Requirements declaration when required
- Completing a Chief Executive Statutory Declaration when required
- Holding public liability insurance that covers the scope of its operations throughout the registration period
- Managing the systematic monitoring of the College's RTO status
- Reviewing the outcomes of monitoring of assessment strategies, progress of actions and ongoing compliance
- Informing staff and clients of changes to legislative and regulatory requirements that affect services

Interaction with the Registering Body Procedure

The Chief Executive Officer will ultimately be responsible for ensuring that the College RTO complies with the VET Regulator.

The College RTO will cooperate with the VET Regulator:

- In the conduct of audits and in the monitoring of its operations
- By providing accurate and timely data relevant to measures of its performance (including quality indicator data)



- By providing information about substantial changes to its operations, any event, and information about significant changes to ownership that would significantly affect the College RTO's ability to comply with these standards within 90 calendar days, which also ensures information on <http://training.gov.au> is correct – see Updating RTO Details Procedure below
- Regarding the retention, archiving, retrieval and transfer of records
- By providing evidence of satisfying the Fit and Proper Person Requirements and Chief Executive Statutory Declaration Requirements when necessary
- By submitting the College RTO verification form when required, including checking scope of registration details thoroughly to ensure they are accurate
- By completing and submitting the annual declaration on compliance when requested to confirm compliance with the VQF
- Informing of any third party agreements via the appropriate notification form within 30 calendar days
- Complying with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations
- Providing USI when reporting final VET Data
- By providing any other information as requested by the registering body

Updating RTO Details Procedure

As a condition of registration, Australian College of Sport must notify in writing of any changes to contact details and changes or events that affect the operation of the RTO.

A RTO Manager change will require the completion of both a notification of change of provider details and a notification of material change or event.

Provider Details Change

The Chief Executive Officer in consultation with all relevant RTO personnel completes and submits (within 90 calendar days) the Notification of Change of Provider Details form to the VET Regulator regarding the following changes:



- Changes of details for registration enquiries person on training.gov.au
- Changes of public enquiries person on training.gov
- Changes to any contact details
- Changes to permanent RTO delivery sites

Material Change or Events

The Chief Executive Officer in consultation with all relevant RTO personnel completes and submits (within 90 days) the Notification of Material Change or Event form to the VET Regulator regarding the following changes:

- A change of Principle
- A change of RTO Manager
- A change of ownership or legal name
- Significant or unexpected turnover of staff
- Commencement or dissolution of an arrangement with another organisation to conduct training and/or assessment on the College's behalf
- Other significant changes to RTO operation

A change of Principal also requires the submission of a Fit and Proper Person Requirements Statutory Declaration and a Chief Executive Statutory Declaration.

Third Party Arrangements

The Chief Executive Officer, in consultation with all relevant personnel, completes and submits (within 30 calendar days) the Notification of Third Party Arrangements to the VET Regulator regarding the following events:

- Commencement of an arrangement with another organisation to deliver services on the College RTO's behalf (i.e. a new arrangement that has not been previously reported)



- Change to reported details of an arrangement with another organisation to deliver services on the College RTO's behalf (i.e. an arrangement that has been previously reported)
- Cessation of a previously reported arrangement with another organisation to deliver services on the College RTO's behalf

References

- Standards for Registered Training Organisations (RTOs) 2015
- Users' Guide to the Standards for RTOs
- AQF: Essential Conditions and Standards for Continuing Registration
- Disability Standards for Education (2005)
- Student Identifiers Act 2014
- VET for School Students – repositioning VET within secondary education in SA
- Standards for Registered Training Organisations Amendment (VET Workforce Support) Instrument 2024