

AQTF 2010 Essential Standards for Continuing Registration

CONDITIONS OF REGISTRATION

CONDITION 1 – GOVERNANCE

The RTO's Chief Executive must ensure that the RTO complies with the AQTF 2010 Essential Standards for Continuing Registration and any national guidelines approved by the National Quality Council. This applies to all of the operations within the RTO's scope of registration, as listed on the National Training Information Service.

The RTO's senior officers and directors or substantial shareholders who are in a position to influence the management of the organisation must satisfy fit and proper person requirements unless these requirements have already been met through other legislative provisions.

The RTO must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY

The RTO's Chief Executive must ensure that the RTO co-operates with its registering body:

- in the conduct of audits and the monitoring of its operations
- by providing accurate and timely data relevant to measures of its performance
- by providing information about significant changes to its operations
- in the retention, archiving, retrieval and transfer of records consistent with its registering body's requirements
- by providing a statement of its financial viability, an annual report, and / or a business plan on request of the registering body.

CONDITION 3 – COMPLIANCE WITH LEGISLATION

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

CONDITION 4 – INSURANCE

The RTO must hold insurance for public liability throughout its registration period.

CONDITION 5 – FINANCIAL MANAGEMENT

The RTO must provide the following fee information to each client:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- the organisation's refund policy.

Where the RTO collects student fees in advance it must ensure it complies with one of the following acceptable options for:

- (Option 1) the RTO is administered by a state, territory or commonwealth government agency
- (Option 2) the RTO holds current membership of an approved Tuition Assurance Scheme, or

- (Option 3) the RTO may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500, or
- (Option 4) the RTO holds an unconditional financial guarantee from a bank operating in Australia for the full amount of funds held by the RTO which are prepayments from students (or future students) for tuition to be provided by the RTO to those students.

The RTO must have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually, and provide the certificate of accounts to its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide a full audit report on the RTO's financial accounts from a qualified and independent accountant.

CONDITION 6 – CERTIFICATION & ISSUING OF QUALIFICATIONS & STATEMENTS OF ATTAINMENT

The RTO must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:

- meets the Australian Qualifications Framework (AQF) requirements
- identifies the RTO by its national provider number from the National Training Information Service
- includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

The RTO must have a student records management database in place that has the capacity to provide the registering body with AVETMISS compliant data.

The RTO must provide returns of its client records of attainment of units of competence and qualifications to its registering body on a regular basis, as determined by the registering body.

CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

The RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO.

CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING

The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo must be employed only in accordance with its conditions of use.

CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES

The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. The RTO must also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.

STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations

- 1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment
- 1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.
- 1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.
- 1.4 Training and assessment is delivered by trainers and assessors who:
 - (a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and
 - (b) have the relevant vocational competencies at least to the level being delivered or assessed, and
 - (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken and
 - (d) continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence.
- 1.5 Assessment including Recognition of Prior Learning (RPL):
 - (a) meets the requirements of the relevant Training Package or accredited course
 - (b) is conducted in accordance with the principles of assessment and the rules of evidence
 - (c) meets workplace and, where relevant, regulatory requirements
 - (d) is systematically validated.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

- 2.1 The RTO establishes the needs of clients, delivers services to meet these needs, and continuously improves client services by collecting, analysing and acting on relevant data.
- 2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.
- 2.3 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
- 2.4 Learners receive training, assessment and support services that meet their individual needs.
- 2.5 Learners have timely access to current and accurate records of their participation and progress.
- 2.6 The RTO provides appropriate mechanisms and services for learners to have concerns reviewed and addressed where appropriate. Complaints and appeals are addressed efficiently and effectively.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the Registered Training Organisation operates.

- 3.1 The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO. The RTO uses a systematic and continuous improvement approach to the management of operations.
- 3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the *AQTF 2010 Essential Standards for Continuing Registration*.
- 3.3 The RTO manages records to ensure their accuracy and integrity.