



SMART BOWEN PTY LTD

Policies and Procedures

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Glossary

In this document:

Accredited course means a structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework (AQF) qualification or Statement of Attainment.

Assessment means the process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Audit means a systematic, independent and documented process for obtaining evidence to determine whether the activities and related outcomes of a training organisation comply, or continue to comply, with the Standards for Registered Training Organisations. Audits may be:

internal — conducted by officers of the company annually; or

external — conducted by auditors from other agencies, e.g. the state training authority.

Auditee means the organisation that is the subject of the audit.

Australian Quality Training Framework (AQTF) means the nationally agreed quality framework for the vocational education and training system agreed to by the ministerial council.

College means the company Smart Bowen Pty Ltd or its trading name of Smart Bowen Unit trust.

Company means school/college named Smart Bowen Pty Ltd or its trading name of Smart Bowen Unit Trust.

Internal audit (see **Audit** above).

Internal review is a quality improvement process undertaken by the company in each vocational training area to review and evaluate learning and assessment strategies and the related human and physical resources at least once per year.

Recognition applies nationally and means:

- 1 The acceptance of the decisions of the registering body that has registered a training organisation, or the course accrediting body that has accredited a course, by another registering/course accrediting body, without there being any further requirement, including:
 - a) the recognition by each registering body of the decisions of registering bodies in other States and Territories in relation to the registration of training organisations and the imposition of sanctions including cancellation of registration
 - b) the recognition by each course accrediting body of the decisions of course accrediting bodies in other States and Territories in relation to the accreditation of courses.

- 2 The recognition by all State and Territory registering/course accrediting bodies of the national endorsement of Training Packages as notified on the National Training Information Service.
- 3 The recognition and acceptance by a registered training organisation (RTO) of Australian Qualifications Framework qualifications and Statements of Attainment issued by other RTOs, enabling individuals to receive national recognition of their achievements.

Non-compliance means failure to comply with one or more of the Standards for Registered Training Organisations.

Objective evidence means information relating to the products or services provided by the registered training organisation that can be verified or tested. Information can be in the form of documents, records, unbiased observations, or facts that can be measured or tested.

Observation means a statement of fact that can be verified by objective evidence.

Registered training organisation (RTO) means a training organisation registered by a registering body in accordance with the Australian Quality Training Framework within a defined scope of registration (see Scope of registration).

Registration means the formal approval and recognition of a training organisation, by a State or Territory registering body, in accordance with the Standards for Registered Training Organisations and the Standards for Registering/Course Accrediting Bodies.

Risk management means the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

School means the company Smart Bowen Pty Ltd or its trading name of Smart Bowen Unit Trust.

Smart Bowen Pty Ltd means the company that trades as Smart Bowen Unit Trust, the school/college often called Smart Bowen Therapy or simply Smart Bowen.

The Company/School Executive Management Team of the company/school consists of the senior administration of the company/school, usually led by the CEO.

Scope of registration means the defined scope for which a training organisation is registered that identifies the particular services and products that can be provided. A registered training organisation may be registered to provide either:

- a training delivery and assessment services and products and the issuance of Australian Qualifications Framework (AQF) qualifications and Statements of Attainment, or
- b assessment services and products, and issue AQF qualifications and Statements of Attainment. The scope of registration is further defined by AQF qualifications and/or endorsed units of competency.

Standards means, when used in this document, the Standards for Registered Training Organisations and/or Standards for State and Territory Registering/Course Accrediting Bodies.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.

Acronyms and abbreviations

ANTA	Australian National Training Authority
AQF	Australian Qualifications Framework
AQTF	Australian Quality Training Framework
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ITAB	Industry Training Advisory Body
NTF	National Training Framework
NTQC	National Training Quality Council
NTIS	National Training Information Service
OTTE	Office of Training and Tertiary Education
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
RTO	Registered training organisation
SB Pty Ltd	Smart Bowen Pty Ltd
SBT	Smart Bowen Therapy
VET	Vocational education and training
VRQA	Victorian Registration Qualifications Authority

Systems for quality training and assessment

1.1 Policies and procedures

Smart Bowen Pty Ltd has policies and procedures covering the following topics:

- customer complaints and appeals
- risk identification and management
- continuous improvement
- administrative and records management
- financial management, including refund policies and systems to protect fees paid in advance
- recognition of qualifications issued by other RTOs
- access and equity
- client selection, enrolment and induction/orientation
- staff recruitment, induction, and ongoing development
- competency in delivery and assessment
- strategies for learning and assessment

1.2 Designated person

The person who has responsibility and authority for the quality training and assessment system is Brian Smart, CEO of Smart Bowen Pty Ltd. He has responsibility to:

- a. oversee operation of the company's registered training organisation (RTO) status
- b. liaise with the VRQA concerning all aspects of the company's RTO status
- c. keep the company directors informed of all matters regarding the company's RTO status
- d. manage the internal audit process.
- e. complete the VRQA Action List annually to provide the VRQA with accurate and timely information regarding registration and compliance.

1.3 Organisational chart & duty statements

The Smart Bowen Pty Ltd organisational chart and duty statements for all staff involved in its operation as an RTO show the relevant lines of authority. (Appendix one)

1.4 Internal audits policy

All aspects of Smart Bowen Pty Ltd's operation as an RTO will be reviewed at least once each year through an internal audit process.

1.4.1 Internal audit procedure

An audit team consists of one or more people with the necessary skills and knowledge to carry out the audit.

When conducting internal audits, Smart Bowen Pty Ltd personnel will complete the internal audit checklist and report by collecting objective evidence. They will use the following processes to ensure that the stated policies and procedures of Smart Bowen Pty Ltd are being circulated, understood and implemented consistently throughout the company and that these procedures are compliant with the AQTF:

- f.* examining documents and systems such as policies and procedures, student handbooks, relevant components of business plans, trainer/assessor qualifications
- g.* examining records of actual training conducted
- h.* perusing a sample of student files
- i.* analysing resources for delivery and assessment required by the relevant Training Package or accredited course, including assessment tools
- j.* questioning the auditee to further explore evidence
- k.* holding interviews with management, instructors/trainers, learners, employers
- l.* observing processes such as assessment and learning activities; and
- m.* looking at facilities and observing training and assessment activities.

Smart Bowen Pty Ltd Executive Management Team reviews internal audit reports, progress on any rectification and ongoing compliance with the AQTF. The Executive Management Team will act on any opportunities for improvement.

1.4.2 Complaints policy

Any person wishing to make a complaint against Smart Bowen Pty Ltd concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within 14 working days of the receipt of the written complaint by the company. The designated person will keep a 'Register of Complaints' which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

1.4.3 Complaints procedure

Persons with a complaint concerning the manner that Smart Bowen Pty Ltd conducts its responsibilities as an RTO, have access to the following procedure:

Informal complaint:

- a. the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of Smart Bowen Pty Ltd, e.g. the instructor, who will make a decision and record the outcome of the complaint
- b. person(s) dissatisfied with the outcome of the complaint to the instructor may then complain to the CEO of Smart Bowen Pty Ltd or one of the directors, who will make a decision and record the outcome of the complaint
- c. person(s) dissatisfied with the outcome of the complaint to the CEO of Smart Bowen Pty Ltd or one of the directors may initiate a 'formal complaint'.

Formal complaint:

- a. formal complaints may only proceed after the informal complaint procedure has been finalised
- b. the complaint and its outcome shall be recorded in writing
- c. on receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'
- d. the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 1. the management of the company
 2. the teaching staff
 3. an independent person
- e. the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- f. the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- g. the complaint committee will make a decision on the complaint
- h. the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

1.4.4 Partnerships policy

Where the company engages or is engaged by another organisation for VET assessment, training and/or certification services, it has a written agreement with the other organisation. The school shall keep a 'Register of Partnerships' of all such agreements and shall forward a copy of the agreement to the other organisation.

1.4.5 Partnership procedure

Written agreements with other organisations will include the following:

- 1) the name and address of both organisations
- 2) the name of the chief executive officer (CEO) of both organisations
- 3) the name and contact details of the primary contact at the other organisation
- 4) the program offered, including the relevant Training Package qualification or accredited course including code and the units of competency or modules, including the code and title
- 5) a list of services offered by the other organisation, e.g. training and/or assessment
- 6) a statement outlining the level of service offered, e.g. 'the school or company as RTO, will provide all training and assessment staff'
- 7) a statement acknowledging that the RTO is always responsible for training, assessment and certificates issued in its name
- 8) a verified copy of the RTO's Certificate of Registration and Scope Certificate
- 9) signatures of the CEOs of both organisations
- 10) dates for the period of the agreement
- 11) fees related to the agreement.

The designated person will enter the details of the agreement on the 'Register of Partnerships' and ensure the other organisation has a copy of the agreement and understands its responsibilities.

1.4.6 Business plan policy

The 'Annual Operational Plan' or business plan references VET. (Appendix Two)

1.4.7 Risk management policy

Risk management involves the identification, analysis and evaluation of an RTO's risk of compliance with the AQTF standards and the development of cost effective strategies to treat those risks. The CEO is responsible for assessing and managing risks associated with all aspects of the company's operations, including that as an RTO. The company will develop a risk identification register to manage risks against the company's compliance with the 3 AQTF 2007 standards. (Appendix Three)

1.4.8 Continuous improvement policy

The designated person is responsible for ensuring the internal audit is conducted and opportunities for improvement are acted upon.

The company will collect and analyse stakeholder and student feedback annually to be coordinated by the designated person. This information will be used in the Internal Review and Internal Audit processes. The company's Executive Management Team will use this data to inform its focus on continuous improvement and review of policies and procedures.

Compliance with Commonwealth, State/Territory legislation and regulatory requirements

2.1 Legislation policy

The company complies with the relevant requirements of the following acts:

- Training and Employment Act (2000), e.g. vocational placement
- Workplace Health and Safety Act (1995)
- Anti-discrimination Act (1991)
- Privacy Act (2001)
- any other relevant state or federal legislation.

The relevant instructors and other staff members are informed by the delegated person if the above legislation affects their job.

2.1 Insurance policy

Smart Bowen Pty Ltd maintains all necessary insurances to safeguard their operations, e.g.

- workers compensation
- public liability
- professional indemnity
- building and contents.

Financial management procedures

3.1 Financial management policy

The Company complies with the provisions of the Financial Management Standard.

The company's CEO is responsible for ensuring the company complies the financial management policy as required for RTO's.

3.2 Financial audit policy

Smart Bowen Pty Ltd is a registered company under the *Australian Securities and Investment Commission Act (2001)* and are financially audited as part of their compliance for this Act.

The compliance with these acts satisfies the requirements of the AQTF

3.3 Fees paid in advance policy

Fees are due 21 ordinary days prior to the commencement of the course being attended, unless the student has arranged a payment plan with the company.

Payment plans are available for all courses delivered in Australia.

Fees paid more than one calendar month in advance of the program are held in a separate bank account.

3.4 Refunds policy

3.4.1 Smart Bowen Pty Ltd., will refund any fees paid by a student, less a one hundred dollar (\$100.00) administration fee, provided that the student gives notice of their withdrawal from the course a minimum of twenty one (21) days prior to its commencement date.

3.4.2 Students withdrawing from a course less than twenty one (21) days prior to the commencement date are not entitled to a refund.

3.4.3 Smart Bowen Pty Ltd., will refund any fees paid by a student, less a one hundred dollar (\$100.00) administration fee, when extenuating circumstance prevent the student from attending the course.

3.4.4 Smart Bowen Pty Ltd., will refund all fees paid by a student, if the company is unable to provide the training program the student has applied to attend.

3.4.5 If a training program is cancelled after it has commenced by Smart Bowen Pty Ltd., students will be refunded any amount that has been paid in advance for modules of the course.

Administrative and records management procedures

4.1 Version control and records management policy

The company has effective administrative and records management systems in place to secure the accuracy, integrity and currency of records, to keep documentation up to date, and to safeguard any confidential information obtained by the company and committees, individuals or organisations acting on its behalf.

4.2 Record-keeping procedures

Record keeping

Records are maintained of:

- student enrolments
- staff profiles detailing qualifications and industry experience
- fees paid and refunds given
- all documentation necessary to develop, implement and maintain the school's quality system.

The 'Register of Complaints', 'Register of Qualifications Issued', 'Register of Documents', 'Register of Consent' and the 'Register of Partnerships' are held at a central location.

Records of results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files at a central location and with their current instructor. Electronic files, (e.g. SDCS) are kept up to date and backed up regularly, with the backup copy being kept in another place or in a fireproof and flood-proof safe.

All records are stored for retention, archiving and retrieval in accordance with DET's Retention of Student Results and Assessment Records Framework.

4.2 Confidentiality procedure

Information about a student, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age.

Where a student consents to disclosure of information, this consent is kept on the 'Register of Consent'

Students have access to their personal records.

People external to the company who act on its behalf, e.g. on complaints committees or technical experts in internal audits, are made aware of these procedures before they begin work in the company.

4.3 Version control procedure

The designated person maintains the 'Register of Documents', which records all documents, e.g.

- the Quality Manual
- VRQA study area specifications, syllabus, accredited study plans and work programs
- student information guides
- all other documents used in the company's activities as an RTO.

This register includes issue and amendment status. The designated person reviews all documents before adding them to the register. All staff have access to the materials related to their position.

4.4 Office procedures

The procedures of the office are detailed in the "Smart Bowen Pty Ltd – Office Policies and Procedures Manual.

This manual covers all of the policies and procedural instructions for staff to be able to carry out any office work, including:

- OH & S
- emergency action and evacuation plans
- infection control policies and procedures
- reception duties
- computer operation and back up systems
- filing systems operations – software copies and hard copy
- records management systems
- financial and accounting procedures
- printing and publishing of documents
- sales procedures
- contracts
- all other tasks necessary to run the office of Smart Bowen Pty Ltd.

Recognition of qualifications issued by other RTOs

5.1 Recognition of qualifications policy

The company will recognise all AQF qualifications issued by any other RTO. The company will seek verification of the certification from the relevant RTO where there is some ambiguity.

5.2 Recognition of qualifications procedure

- 1) In the first class of the year, the instructor will make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by the company. Instructors will remind students of this policy at the beginning of each new term.
- 2) If a student presents an AQF qualification or statement to the instructor, the instructor will take a copy and bring it to the attention of the relevant head of department or equivalent.
- 3) The head of department or equivalent will verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the student's file.
- 4) Once the qualification or statement is verified, the company will give the student exemption for the units of competency or modules identified in the qualification or statement and update the student's records accordingly.

Access and equity and client service

6.1 Access and equity policy

The company is inclusive of all students regardless of sex, race, impairment, or any other factor. The access and equity officer or equivalent, name & position, has access and equity as a nominated part of their duties.

6.2 Access and equity procedure

The Company has written access and equity policies and all staff are provided with copies which they must adhere to. Staff and students, in their induction to the school, are made aware of the company's access and equity policy and that they may contact the access and equity officer or equivalent for information and/or support and the company's access and equity policy.

6.3 Student information policy

The company will provide student information and induction to each student on enrolment for a course in the student handbook. This will include:

- a. student selection, enrolment and induction/orientation procedures
- b. course information, including content and vocational outcomes
- c. fees and charges, including refund policy and exemptions (where applicable)
- d. provision for language, literacy and numeracy assistance
- e. student support, welfare and guidance services
- f. flexible learning and assessment procedures
- g. appeals and complaints procedures
- h. disciplinary procedures
- i. staff responsibilities for access and equity
- j. Recognition of Prior Learning (RPL) arrangements
- k. Recognition of AQF qualifications and statements of attainment issued by other RTOs.

Competence of staff

7.1 Recruitment policy

Recruitment of staff will be guided by the following principles:

All prospective staff will be made aware during recruitment that they will undergo a VET induction process if employed by the company

Any instructor 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.

All staff will undergo a VET induction procedure on employment by the company or when they become involved with VET and all staff will be monitored in regard to their performance in delivering and assessing vocational education and training.

7.2 VET induction procedure

The induction procedure will include an introduction to the:

- 1) VET quality systems operating within the company
- 2) VET courses in the company
- 3) roles and responsibilities of an RTO under the AQTF
- 4) human resource requirements for VET
- 5) professional development roles and responsibilities for staff and the company
- 6) relevant policies and procedures of the company relating to VET
- 7) relevant Training Packages and or Accredited Courses
- 8) competency-based training and assessment
- 9) access and equity policy and staff responsibilities in regard to access and equity.

7.3 Ongoing development and monitoring policy

The company has access to all relevant physical resources as outlined in the relevant Training Package or accredited course. Staff are provided with the resources necessary to meet the human resource requirements of the relevant Training Package or accredited course.

7.4 Ongoing development and monitoring procedure

The Professional Development Committee will prioritise requests and manage the process of professional development within the company. The Professional Development Committee includes:

- the CEO (or the CEO's nominated delegate)
- the person designated in standard 1
- a representative of the instructing staff (may be a member of the relevant union).

All requests for professional development are accompanied by a written analysis (no more than one A4 page) of how the activity will improve identified knowledge and/or skill deficiencies or currency requirements. The Professional Development Committee will have regard to the following priorities when allocating funds and other resources related to professional development:

- 1) the written statements made by the instructor in support of their need for the professional development
- 2) the need to up-skill non-instructing members of staff involved in VET, e.g. guidance office
- 3) the strategic plan of the company with regard to VET
- 4) other professional development initiatives.

The Professional Development Committee will approve professional development only when the recipient agrees to complete an evaluation form on completion of the activity. The evaluation form is to focus on the benefit of the professional development to the teacher, specifically the skills identified by the teacher before the activity.

All staff of the company involved in VET will undergo an annual refresher course on the company's policies and procedures relating to VET.

All instructors of the company's accredited courses are required to attend an annual skills update and revision course provided by the company.

7.5 Human resources policy

The company will ensure that all staff delivering and/or assessing VET will meet the requirements (of the relevant Training Package or course) before beginning delivery and/or assessment.

7.6 Human resources procedure

Heads of department or equivalent of each department delivering and assessing VET will ensure that there is a Staff Matrix for each qualification delivered showing which members of staff deliver and assess particular units of competency. All instructors shown on the Staff Matrix must have an up-to-date staff profile on file with the administration of the company, including statements about relevant industry relationship and currency and verified copies of all qualifications. The Principal, a Justice of the Peace, or a Commissioner for Declarations will verify copies of qualifications.

Instructors involved in delivering and assessing VET will be responsible for keeping an accurate and up-to-date record of currency activities on their staff profile relating to the delivery and assessment they undertake in the VET system.

The staff profile must illustrate how content, industry relationship and currency requirement, in accordance with DET's Interpretation Guide to AQTF Standards for the instructor, specifically relate to the relevant units of competency and modules delivered and assessed by the instructor. The staff profile will be updated each year and before internal reviews and internal audits.

RTO assessments

8.1 Assessment policy

In developing the assessment (including RPL) for each qualification, the company will ensure:

- 1) compliance with the assessment guidelines from the relevant Training Package or accredited course assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- 2) assessment complies with the principles of competency-based assessment
- 3) assessment is valid, reliable, flexible and fair and informs the student of the context and purpose of the assessment
- 4) 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.)
- 5) sufficient evidence is gathered to enable a fair and accurate judgment of each student's competence
- 6) timely and appropriate feedback is given to students
- 7) it complies with the school's access and equity policy.
- 8) All students have access to reassessment on (informal) appeal.

8.2 Recognition of Prior Learning Policy

All students shall have access to, and be offered Recognition of Prior Learning (RPL).

8.3 Recognition of Prior Learning procedure

In the first class of the year, the instructor shall make students aware of the company's RPL policy. Instructors will remind students of this policy at the beginning of each new term and provide opportunities to engage in the RPL process.

When approached by a student seeking RPL, instructors will:

- 1) provide the student with copies of an RPL Application Form
- 2) provide the student with information about the types of evidence that can be used to support an RPL application
- 3) make a prompt decision and notify students of the outcome of the RPL process
- 4) update the student's records if RPL is granted.

Learning and assessment strategies

9.1 Learning and assessment strategies policy

Learning and assessment strategies will be developed for each qualification that is delivered and assessed. These strategies will be developed in consultation with industry and will be validated through the internal review procedures.

These strategies will identify target groups.

The company has access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.

9.2 Moderation procedure

All instructors of a qualification or course will meet before the internal review meeting to review, compare and evaluate the assessment processes, tools and evidence contributing to their judgments. A report from this meeting will be presented to the internal review for inclusion in the report of that meeting.

9.3 Internal review procedure

An internal review (IR) will be conducted for each vocational training area (VTA) at least once each year. The IR is different and separate from the internal audit process but may be used to inform internal audits. The IR committee reviews, compares and evaluates the assessment processes, tools and evidence contributing to judgments at least annually in each vocational training area (VTAs). The IR committee will also review plans for the transition to new or revised Training Package in accordance with DET's Transition Requirements and Maintaining Scope of Registration Policy. The transition to the new Training Package must be completed within 12 months.

The CEO appoints members of each VTA internal review committee and the chair. The CEO recognises the need to maintain a balance of views and to gain advice from the following groups:

- instructors of the qualification or course in the vocational training area
- clients from a qualification or course in the vocational training area
- industry (preferably connected to the relevant industry training advisory body (ITAB))

The chair of each IR committee will provide a written report to the Company Executive Management Team at its meeting immediately following the IR. Any recommendations should include a timeline for their implementation.

9.4 Resources

If, for whatever reason, the company cannot maintain the relevant resources to deliver the Training Package or course, the company will attempt to provide students with alternative opportunities to complete the course and the related qualification. The company retains the right to cancel the course if it is unable to meet requirements.

Issuing AQF qualifications and Statements of Attainment

10.1 Certification procedure – Issuing, recording and reporting qualifications and Statements of Attainment

The company will issue AQF qualifications and Statements of Attainment within 21 days of course completion. All qualifications and Statements of Attainment issued by the company will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook, Second Edition.

The company will only issue AQF qualifications and Statements of Attainment within its scope of registration that certify the achievement of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses.

The company will ensure that, where the language used for delivery and assessment of the qualification is other than English, that language is noted on the qualification or statement of attainment.

All qualifications and statements of attainment issued by the company will be recorded in the 'Register of Qualifications Issued'.

Use of national and State/Territory logos

11.1 Use of national and State logos

The company uses the Nationally Recognised Training logo in accordance with the Nationally Recognised Training Logo Specifications on all AQF qualifications and Statements of Attainment issued within the company's scope of registration. Where the Nationally Recognised Training logo is used in advertising or other materials, it is also used in accordance with specifications.

Ethical marketing and advertising

12.1 Advertising and marketing procedure

The designated person will approve all advertising and marketing material referencing VET, with particular regard to:

- 1) the content of courses that include VET qualifications, clearly identifying the VET qualification and including the Nationally Recognised Training logo
- 2) if another RTO provides a course for the company, the RTO is identified
- 3) all VET qualifications advertised are within the company's scope of registration
- 4) if the company offers any VET qualification other than a QSA course (i.e. SAS or QSA subject), the company has written permission to offer the course from its owner
- 5) if the company advertises VET qualifications that it is seeking registration for, it clearly identifies that in the advertising, e.g. through a disclaimer '... this course is subject to registration and will only proceed once the company has it registered'
- 6) information about the requirements to assess VET qualifications, e.g. through a statement at the beginning of the advertising: 'The company must have certain teachers and equipment to run this course. If the company loses access to these resources, the company will attempt to provide students with alternative opportunities to complete the course and the related qualification. The company retains the right to cancel the course if it is unable to meet requirements.'

Appendix One



