



RTO & CRICOS POLICY MANUAL

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Vocational Augment Training (VAT) is referred to as RTO in this document.

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Please Note: For quick reference, users are advised to consult the **Table of Contents** at the beginning of this manual to locate the relevant policy or procedure pertaining to their query or circumstances. If you are unsure or require further assistance, please contact the VAT's Administration Office for guidance.



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Assessment Tools and Systems Policy

1. Purpose

This policy ensures that assessment tools and systems used by the RTO are developed or selected to facilitate valid, reliable, fair, and flexible assessment. It ensures compliance with **Outcome Standards 1.3 and 1.4** of the *Standards for RTOs 2025* and that assessors make accurate, evidence-based judgements of competency.

2. Scope

This policy applies to all accredited training products on the RTO's scope of registration and covers all staff involved in the development, purchase, validation, delivery, and review of assessment tools and systems.

3. Definitions

| Term | Definition |
|--------------------------|--|
| Assessment Tool | A complete suite of documents used to assess competency, including tasks, instructions, benchmarks, templates, and checklists. May be developed internally or sourced from approved third-party providers. |
| Assessment System | The framework that governs assessment planning, development, delivery, validation, and recordkeeping. |
| Pre-validation | Quality assurance review conducted before an assessment tool is implemented. |
| Post-validation | A structured review of assessment outcomes after delivery to confirm consistency and inform improvements. |
| Principles of Assessment | Fairness, flexibility, validity, and reliability – as defined in Outcome Standard 1.4. |
| Rules of Evidence | Validity, sufficiency, authenticity, and currency – as applied to assessment decisions. |
| Training.gov.au | The official national register for training packages and units of competency. |
| CI Register | Continuous Improvement Register – used to record actions for quality enhancement. |

4. Legislative Reference

- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Standards for RTOs 2025 – **Outcome Standards 1.3 and 1.4**

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- ✚ Training Package and accredited course requirements (as listed on www.training.gov.au)
- ✚ Australian Qualifications Framework (AQF)
- ✚ ASQA General Direction – Assessment Requirements

5. Policy Statement

The RTO ensures that assessment tools and systems support fair, flexible, valid, and reliable assessment, whether developed in-house or purchased from a third-party provider. All assessment practices must align with the endorsed components of the training product, and tools must undergo pre-validation and post-validation. Any identified changes or improvements are documented in the CI Register.

6. Detailed Explanation of Outcome Standard 1.4

Standard 1.4 – Assessment Practices

Outcome: *Assessment is conducted fairly, appropriately, and enables accurate judgement of competency.*

Performance Indicators:

✚ Principles of Assessment:

- **Fairness** – Accommodate learner needs, provide reasonable adjustment and reassessment opportunities.
- **Flexibility** – Assess what the learner knows, no matter how it was acquired, and adapt to delivery context.
- **Validity** – Assessment tasks include real or simulated practical activities relevant to the workplace.
- **Reliability** – Outcomes are consistent across assessors and locations.

✚ Rules of Evidence:

- **Validity** – Evidence clearly demonstrates competency as per training product.
- **Sufficiency** – Enough quality and quantity of evidence to confirm competence.
- **Authenticity** – Assessor is satisfied the work belongs to the student.
- **Currency** – Evidence reflects the student's current capability.

7. Procedure – Step by Step

| Step | Action Description | Responsible Person | Timing |
|------|--|--------------------|--|
| 1 | Identify unit requirements from [Training.gov.au]: elements, performance criteria, knowledge evidence, performance evidence, assessment conditions, and foundation skills. | Compliance Manager | Before tool development or procurement |

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| Step | Action Description | Responsible Person | Timing |
|------|--|---|---|
| 2 | Develop or purchase assessment tools, ensuring alignment to principles of assessment and rules of evidence. Third-party tools must be adapted as needed. | Trainer/Assessor/ Compliance Manager | Pre-delivery |
| 3 | Conduct Pre-validation using the TAS, Unit requirements from training.gov.au, unit mapping, Assessment resources and pre-validation form. | Compliance Manager/ Trainer | Before delivery |
| 4 | Record pre-validation outcomes, make improvements or adjustments as needed in the assessment tools and approvals. Save validated tools in the quality management system. | Compliance Manager | Immediately after pre- validation |
| 5 | Update the CI Register if improvements. | Compliance Manager | At time of review |
| 6 | Provide briefing to assessors on benchmarks, expected responses, and flexibility protocols. | Training Coordinator/ Compliance Manager | Before delivery |
| 7 | Conduct assessment using approved tools. Maintain assessment evidence securely via hard copy or digital copy. Consent form must be filled by student for digital signature.* | Trainer/Assessor | Ongoing |
| 8 | Conduct post-validation on a sample of completed assessments. Review judgement consistency and evidence quality. | Validation Panel / Compliance Manager | Based on 5 years validation plan |
| 9 | Record validation outcomes, update tools if required, and note improvements in the CI Register. | Compliance Manager | Within 30 days of validation |
| 10 | Retention of Assessment Evidence (Including RPL)- Retain all assessment evidence (e.g. completed workbooks, observation checklists, assessor marking tools, validation records) for 2 years after the student's completion of the qualification or standalone unit. - For RPL, retain application forms, RPL mapping documents, evidence submitted (certificates, work samples), assessor's final judgment, and RPL outcome communication. - Ensure electronic copies are kept in the student's digital file on SharePoint or the LMS where applicable. | Trainer / Compliance Manager | 2 years |

*Digital Signature Consent

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As part of the enrolment and administrative process, students are required to sign a consent form authorising the RTO to use digital signatures for official documentation. This includes, but is not limited to, training plans, assessments, and other academic or administrative documents. The use of digital signatures ensures efficient, secure, and compliant recordkeeping. Consent must be obtained prior to the use of digital signatures on any student-related documentation.

8. Related Documents

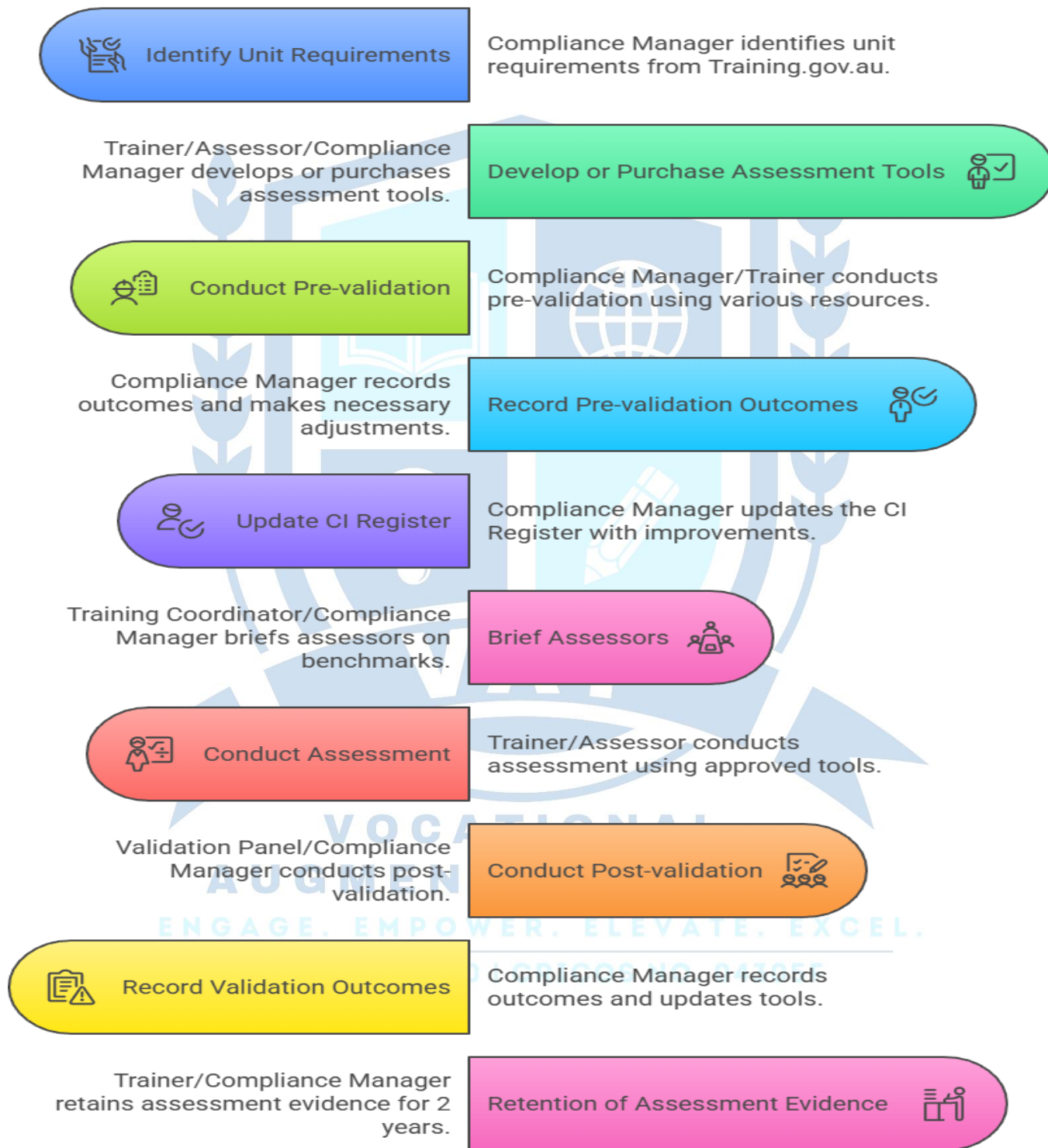
- ✚ Assessment Tool
- ✚ TAS-Training and Assessment strategy
- ✚ Unit requirements - (<https://training.gov.au/>)
- ✚ Pre-validation form
- ✚ Validation form
- ✚ Sample of completed assessments
- ✚ Continuous Improvement Register

9. Flow chart



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Assessment Tools and Systems Process



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Credit Transfer Policy

1. Purpose

To ensure VET students receive recognition for previously completed equivalent training products, through a fair, timely, and transparent Credit Transfer (CT) process. The policy also supports international students in accordance with Standard 2 of the National Code 2018.

2. Scope

This policy applies to:

- ✚ All VET students (domestic and international) seeking recognition of prior learning via Credit Transfer.
- ✚ All qualifications and skill sets on the RTO's scope of registration.
- ✚ All staff involved in enrolment, training, assessment, student support, and compliance.

3. Definitions

| Term | Definition |
|---------------------------------|--|
| Credit Transfer (CT) | A formal recognition process that exempts a student from completing a unit of competency that has already been achieved under an equivalent training product. |
| Course Credit | Refers to Credit Transfer (CT) and is used interchangeably. It means granting status or recognition for completed units of competency. |
| AQF Certification Documentation | Official documents such as a testamur or Statement of Attainment issued by a recognised RTO. |
| Authenticated Transcript | A verified training record sourced through the USI Registry or directly from the issuing RTO. |
| Equivalent Unit | A unit of competency considered 'equivalent' by training.gov.au (TGA) standards, meaning its learning outcomes and assessment requirements are substantially the same with the previous version of the unit. |
| SMS (Student Management System) | The platform used to manage student enrolments, unit results, and training documentation. |

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| Term | Definition |
|---------------|--|
| Training Plan | A personalised schedule that outlines delivery dates, unit codes, and exemptions (including CT). |

4. Legislative & Regulatory Reference

- Standards for RTOs 2025 – Outcome Standard 1.7
- National Code 2018 – Standard 2
- AQF Qualifications Issuance Policy
- Student Identifiers Act 2014
- Training.gov.au (for equivalency determination)

5. Policy Statement

The RTO ensures:

- Students are informed of their right to apply for Credit Transfer (CT) at pre-enrolment, enrolment, and orientation.
- CT is granted where the unit of competency has the same code/title or is listed as equivalent on training.gov.au.
- CT and Course Credit are recognised as the same process under this policy to avoid confusion.

CT is only granted when:

- Valid AQF documentation or authenticated transcripts are submitted.
- There are no licensing restrictions requiring reassessment.

International students granted CT:

- Have their course duration adjusted in the CoE and PRISMS, if applicable.

All CT outcomes are:

- Made within 20 business days of receiving a complete application.
- Notified to the student in writing.
- Stored in the student file and SMS.
- Reflected in training plans and/or class timetables.

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6. Procedure – Step-by-Step

This procedure outlines the step-by-step process for managing Credit Transfer (CT), also known as Course Credit, in compliance with Outcome Standard 1.7 of the Standards for RTOs 2025 and Standard 2.3 of the National Code 2018 for international students.

| Step | Action | Responsible Person |
|------|--|--|
| 1 | Inform and educate students about CT rights <ul style="list-style-type: none"> Clearly outline Credit Transfer (Course Credit) options in the pre-training review, Student Handbook, and Orientation presentation. Ensure both domestic and international students understand the CT process and how to apply. | Student Support Officer / Compliance Manager |
| 2 | Receive CT application <ul style="list-style-type: none"> Collect a completed Credit Transfer Application Form and one of the following: <ul style="list-style-type: none"> Copy of AQF Certification (Statement of Attainment/Testamur) Authenticated USI transcript, | Admin Officer |
| 3 | Verify submitted evidence <ul style="list-style-type: none"> Cross-check with the USI Registry System or contact issuing RTO (where required) to validate authenticity. | Compliance Manager |
| 4 | Check unit equivalence on training.gov.au <ul style="list-style-type: none"> Refer to the “Mapping” or “Equivalency” field under the superseded/replacement unit. If unit code is same, the unit qualifies for CT. If listed as “Equivalent”, the unit qualifies for CT. If “Not Equivalent”, reject CT or conduct RPL. | Trainer / Assessor |
| 5 | Make and document the CT decision <ul style="list-style-type: none"> Approve or reject based on verified documents and equivalency mapping. Record decision rationale in the Credit Transfer Application Form and store. | Compliance Manager |
| 6 | Issue a CT outcome letter | Admin Officer |

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|----|---|--------------------------------------|
| | <ul style="list-style-type: none"> Send Credit Transfer Decision and Outcome Letter (approved/declined) to student. Include updated unit list and changes to course duration (if any). For international students: create CoE according to course duration changes. Update PRISMS if course credit is granted after the overseas student's visa is granted. | |
| 7 | Update SMS and training documents <ul style="list-style-type: none"> Enter CT-approved units in SMS. Update the training plan or timetable. Notify relevant trainer. | Admin Officer / Training Coordinator |
| 8 | Retain and audit evidence <ul style="list-style-type: none"> File CT form, decision letter, and verified transcript/certification. Ensure CT record aligns with AQF documentation register. | Compliance Manager |
| 9 | Continuous improvement <ul style="list-style-type: none"> Log common credit requests or inefficiencies in CI Register for review. | Compliance Manager |
| 10 | Report and retain for compliance <ul style="list-style-type: none"> Ensure documentation is retained for 2 years for audit purposes. | Compliance Manager |

7. Validation Criteria





Credit Transfer decisions must:

- Be supported by certified AQF documentation or authenticated USI transcripts.
- Be based on unit equivalency status confirmed via training.gov.au.
- Be consistently applied and traceable in SMS and student files.
- Avoid duplicate delivery of previously completed learning.
- Be compliant with licensing or regulatory requirements where applicable.

8. Related Documents

- Credit Transfer Application Form
- CT Decision and Outcome Letter

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-  Training.gov.au Equivalency Mapping
-  USI Transcript or Verification
-  Continuous Improvement Register
-  Student Handbook

9. Flow chart



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Work Placement Policy

1. Purpose

This policy ensures that work placements and community-based learning are implemented in a structured, compliant, and student-focused way. It supports industry relevance, student safety, and alignment with training package requirements while also ensuring fair access, adequate supervision, and quality learning.

2. Scope

This policy applies to:

- ✚ All training products with mandatory or elective work placement components.
- ✚ Students, trainers/assessors, workplace supervisors, and third-party hosts.
- ✚ All work-integrated or simulated industry-based training that contributes to assessment outcomes.

3. Definitions

| Term | Definition |
|------------------------|---|
| Work Placement | Structured, supervised on-the-job learning required to meet unit or qualification requirements. |
| Host Organisation | An external business offering the placement under a formal agreement. |
| Placement Agreement | Documented agreement outlining responsibilities, timelines, and WHS obligations. |
| Work Placement Logbook | A student-tracking tool used to document attendance, tasks, skills and assessments. |
| Student Placement Pack | A customised document pack issued based on the qualification and unit requirements. Includes the Placement Agreement, Logbook, Code of Conduct, and Emergency Contacts. |

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4. Legislative Reference

- ✚ Standards for RTOs 2025 – Outcome Standards 1.1, 1.3, 1.8
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Work Health and Safety Act 2011 (Cth)
- ✚ Fair Work Act 2009

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- ✚ Training package guidance and implementation details

5. Policy Statement

The RTO ensures that:

- ✚ All work placements meet the volume and conditions of workplace-based learning as specified in relevant training products.
- ✚ Placement packs and tools are developed and issued based on the specific qualification and unit structure.
- ✚ Placement sites are safe, suitable, and compliant with WHS and learning access standards.
- ✚ Students receive a minimum of three placement visits by a qualified trainer/assessor. Additional visits are scheduled based on:
 - Unit or course requirements
 - Student support needs
 - Workplace complexity
- ✚ Trainers complete workplace observations in direct discussion with the student's workplace supervisor, ensuring decisions on competence are valid, fair, and supported by evidence.
- ✚ Inform WBT is unpaid, and students are responsible for their own travel to and from the placement venue, as travel costs are not covered by the RTO. Further information will be provided before and after enrolment. Students must attend all scheduled placements and maintain professional conduct at all times.
- ✚ RTO retains all documentation and review feedback to support audit and continuous improvement.

List of courses offered by VAT

| Course Code: | Course Name: | Work placement Training (WBT) hours |
|--------------|---|-------------------------------------|
| SIT30821 | Certificate III in Commercial Cookery | 192 Hours |
| SIT40521* | Certificate IV in Kitchen Management | 192 Hours |
| SIT50422 | Diploma of Hospitality Management | N/A |
| CPC30220 | Certificate III in Carpentry | N/A |
| CHC30121** | Certificate III in Early Childhood Education and Care | 160 Hours |
| CHC50121 ** | Diploma of Early Childhood Education and Care | 280 Hours |
| BSB80120 | Graduate Diploma of Management (Learning) | N/A |

- ✚ SIT40521* WBT is applicable if a student is enrolled directly into this course.

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- **Student enrolling in CHC30121 & CHC50121 must also provide prior to commencement of Work Placement a satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP) / NCC and a Working with Children Check.

6. Procedure – Step by Step

| Step | Action | Responsible |
|------|---|----------------------------------|
| 1 | Identify qualifications and units requiring work placement | Compliance Manager |
| 2 | Establish and formalise host arrangements using signed Work Placement Agreements. | Work Placement Coordinator / CM |
| 3 | Match students to appropriate host organisations based on availability and suitability | Student Support Officer |
| 4 | Conduct WHS and Site Suitability Checklist before approving placement | Compliance Manager / WHS Officer |
| 5 | Issue the Student Placement Pack for the qualification, including : Placement Agreement, Logbook, Code of Conduct, Contact List, and other qualification-specific documents | Work Placement Coordinator/ CM |
| 6 | Confirm host access to relevant tools, supervision, and support systems | Trainer / Assessor |
| 7 | Conduct a pre-placement induction covering workplace rights, responsibilities, and expectations | Trainer / Support Officer |
| 8 | Student commences placement; workplace induction is confirmed | Student / Host Supervisor |
| 9 | Trainer conducts a minimum of three visits, with additional visits as needed based on training package and student support needs | Trainer / Assessor |
| 10 | Trainer completes Work Placement Observation Record in consultation with host supervisor | Trainer / Assessor |
| 11 | Gather and file feedback from host and student; verify attendance and skill development | Trainer / Admin Officer |
| 12 | Store placement records in the SMS and file management system | Admin Officer |

Work-Based Training (WBT) and Completion

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- ✚ If your course includes Work-Based Training (WBT) or a work placement component attached to certain units:
- ✚ You must complete the full required hours and all tasks at your assigned workplace.
- ✚ You will only be marked Competent for the related unit(s) after successful completion of both the WBT and required assessment tasks.
- ✚ A Statement of Attainment (SOA)/ Certificate will only be issued for those units once the placement is complete and all competency criteria are met.

7. Related Documents

- ✚ Training and Assessment Strategy (TAS)
- ✚ Student Placement Pack (customised per qualification)
- ✚ Placement Agreement Template
- ✚ WHS and Site Checklist
- ✚ Work Placement Logbook (customised per qualification)
- ✚ Workplace Observation Template (customised per qualification)
- ✚ Student Code of Conduct
- ✚ Continuous Improvement Register

8. Flow chart



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Work Placement Process



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Recognition of Prior Learning (RPL) Policy

1. Purpose

This policy ensures that all domestic and international students are informed of their right to apply for Recognition of Prior Learning (RPL) and are supported throughout the process. It ensures that all RPL decisions preserve the integrity of the training product, comply with training package requirements, and meet the obligations under the Standards for RTOs 2025 and National Code 2018 – Standards 2.3 to 2.5 (RPL only).

2. Scope

This policy applies to:

- ✚ All nationally recognised qualifications and units on the RTO's scope of registration
- ✚ All prospective and enrolled domestic and international VET students
- ✚ All RTO staff involved in student recruitment, enrolment, training, assessment, and compliance

3. Definitions

| Term | Definition |
|-------------------------------------|---|
| Recognition of Prior Learning (RPL) | The process of assessing a student's existing knowledge, skills and experience against the requirements of a unit of competency or qualification. |
| Competency | Consistent application of knowledge and skill to the level required in the workplace. |
| RPL Kit | A structured guide and set of tools used by assessors and students for preparing and completing the RPL process. |
| Training Plan | A formal plan outlining unit delivery and any exemptions (including RPL) tailored to each student. |
| Course Credit | A broader term which includes RPL. For clarity, in this RPL policy, RPL and course credit are used distinctly. |
| PRISMS | Provider Registration and International Student Management System – used to report changes to a student's enrolment. |
| CoE | Confirmation of Enrolment – the official document issued to international students for visa purposes. |

4. Legislative References

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- ✚ Standards for RTOs 2025 – Outcome Standard 1.6
- ✚ National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standards 2.3, 2.4, 2.5
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ AQF Qualifications Issuance Policy
- ✚ Training.gov.au – Training Package Guidelines

5. Policy Statement

The RTO is committed to recognising prior learning in a way that is:

- ✚ Transparent, fair, and consistently applied
- ✚ Supported by a structured process with clear guidance for students and assessors
- ✚ Based on valid, sufficient, current, and authentic evidence (Rules of Evidence)
- ✚ Only conducted by qualified assessors using RTO-approved tools
- ✚ Compliant with National Code 2018 where applicable to international students

International Students – RPL Specific Clauses (National Code 2018):

- ✚ A written RPL outcome letter is issued and accepted by the student.
- ✚ The record is retained for 2 years after the student ceases to be enrolled.
- ✚ If RPL shortens the course duration:
- ✚ The revised CoE is issued for the shorter duration.
- ✚ Any change in course length is reported to PRISMS.

6. Procedure – Step-by-Step

| Step | Action | Responsible Person |
|------|--|-----------------------------------|
| 1 | Promote RPL Opportunities RPL information is provided through: <ul style="list-style-type: none"> ✚ Website and pre-training review and orientation sessions | Marketing Officer / Admin Officer |
| 2 | Provide RPL Kit RPL Kit tailored to the qualification is provided to the student including: <ul style="list-style-type: none"> ✚ Unit mapping ✚ Evidence requirements | Compliance Officer |

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| Step | Action | Responsible Person |
|------|--|-------------------------------|
| | <ul style="list-style-type: none"> Application form | |
| 3 | Initial Suitability Consultation <ul style="list-style-type: none"> Conduct interview with the student Confirm unit alignment and evidence type/volume Confirm student understanding of RPL process | Trainer / Assessor |
| 4 | Receive RPL Application Application submitted with resume, work samples, employment references, previous qualifications, and other supporting documents. | Student |
| 5 | Evidence Assessment <ul style="list-style-type: none"> Assess evidence against unit requirements Use assessment instruments to support decisions Conduct verbal questioning, observations or challenge tasks if needed Ensure evidence meets: Validity, Authenticity, Currency, Sufficiency | Trainer / Assessor |
| 6 | Quality Check of Evidence <ul style="list-style-type: none"> Conduct internal moderation of borderline or high-risk cases Confirm assessor qualifications and consistency of judgement | Compliance Manager |
| 7 | RPL Decision Finalisation <ul style="list-style-type: none"> Document the outcome (Competent / Not Yet Competent) Sign RPL Assessment Record File all supporting documents in student record | Assessor / Compliance Manager |
| 8 | Notify the Student <ul style="list-style-type: none"> Issue formal RPL Decision Letter Include unit codes and decisions For international students: retain signed copy for 2 years post-enrolment | Admin Officer |

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| Step | Action | Responsible Person |
|------|--|--------------------------------------|
| 9 | Adjust Training Plan & CoE (if applicable) <ul style="list-style-type: none"> Update Training Plan If course duration shortens: revise CoE and update PRISMS Ensure updated training plan reflects RPL decisions | Training Coordinator / Admin Officer |
| 10 | Update Student Records <ul style="list-style-type: none"> Update SMS with RPL unit status Tag files for audit traceability Link to the student's USI where applicable | Admin Officer |
| 11 | Log into CI Register (if needed) Any process issues or improvement opportunities are logged for future review | Compliance Manager |

7. National Code 2018 – RPL Compliance Summary

| Clause | Requirement | RTO Compliance Mechanism |
|--------|---|--|
| 2.3 | RTO has and implements a documented policy for RPL | This RPL Policy and Procedure form part of the RTO's compliance documentation |
| 2.4 | Written RPL decision accepted by student; record kept for 2 years | <ul style="list-style-type: none"> Signed RPL Outcome Letter Retained in student file and file checklist |
| 2.5.1 | CoE updated for reduced course duration if RPL granted | <ul style="list-style-type: none"> Admin Officer updates PRISMS Issues revised CoE |
| 2.5.2 | Course duration change update in PRISMS | <ul style="list-style-type: none"> Admin ensures prompt PRISMS reporting Compliance monitored by CEO |

8. Validation Criteria

All RPL outcomes must:

- Be based on valid, sufficient, current, and authentic evidence

| | | | |
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- ✚ Be assessed by qualified assessors using mapped tools
- ✚ Be traceable in the training plan, student file, and SMS
- ✚ Be consistent with training package rules
- ✚ Preserve the integrity of the qualification

9. Related Documents

- ✚ RPL Kit
- ✚ RPL Assessment Tool
- ✚ RPL Outcome Letter Template
- ✚ Student Handbook
- ✚ Enrolment Form
- ✚ Training Plan
- ✚ PRISMS Reporting Log
- ✚ Continuous Improvement Register
- ✚ Student File Checklist



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10. Flow Chart

Recognition of Prior Learning (RPL) Process



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Student Information Management Policy

1. Purpose

This policy ensures that all VET students have access to clear, accurate, and timely information about the RTO, training products, support services, fees, and any relevant student obligations. It guarantees transparency, protects student rights, and supports informed decision-making, in line with the Standards for RTOs 2025.

2. Scope

This policy applies to:

- ✚ All prospective and current VET students
- ✚ All marketing, admin, compliance, and support staff
- ✚ Any third parties acting on behalf of the RTO to deliver training, support, or recruitment services

3. Definitions

| Term | Definition |
|---------------------------|---|
| Training Product | A course, qualification, unit of competency or skill set listed on the RTO's scope of registration. |
| Third Party | Any person or organisation delivering services on behalf of the RTO (including training, marketing or enrolment). |
| Pre-Training Review (PTR) | A formal process used to evaluate a student's training needs and ensure they receive all course-related information before enrolment. |
| Pre-Enrolment Disclosure | The process of communicating critical information such as course fees, obligations, credit transfer, RPL, complaints, and appeals. |

4. Legislative Reference

- ✚ Standards for RTOs 2025 – Outcome Standard 2.1
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Privacy Act 1988
- ✚ Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)

5. Policy Statement

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The RTO ensures all information provided to VET students — either directly or through a third party — is:

- ✚ Clear, accurate, current, and consistent across platforms and documents
- ✚ Delivered prior to enrolment and before any fees are paid
- ✚ Communicated via a Pre-Training Review (PTR) process, which confirms student understanding and retention
- ✚ Regularly updated via an annual audit of all student information channels (website, brochures, handbooks)

6. Procedure – Step by Step

1. Ensure All Student Information Is Clear, Accurate and Current [Clause 2.1(2)(a)]

| Step | Action | Responsible |
|------|--|-----------------------------------|
| 1.1 | Draft or update online content (website, flyers, handbook) using the most recent training package and TAS. | Compliance Manager |
| 1.2 | Apply version control and record the approval of each item before release | Compliance Manager / CEO |
| 1.3 | Translate technical terms into plain English and ensure readability for the intended audience | Marketing Officer / Admin Officer |
| 1.4 | Check that all third-party communications (brochures, digital ads) use only RTO-approved content | Compliance Manager |
| 1.5 | Store master versions of all current student information documents in the version control register | Admin Officer |

2. Identify and Communicate Required Pre-Enrolment Information [Clause 2.1(2)(b)]

| Step | Action | Responsible |
|------|--|--------------------|
| 2.1 | Determine pre-enrolment information requirements based on: <ul style="list-style-type: none"> • Clause 2.1(2)(c) • TAS • Funding contract conditions (If any) • Common student queries | Compliance Manager |
| 2.2 | Document required information in the Pre-Training Review (PTR) Form, Student Handbook | Compliance Manager |

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|-----|---|-------------------------|
| 2.3 | Deliver required information verbally and/or in writing to the student during the PTR meeting | Trainer / Admin Officer |
| 2.4 | Obtain student acknowledgement in PTR form (signature or digital acceptance) confirming receipt and understanding of all information. | Admin Officer |
| 2.5 | File completed PTR form and disclosures in the student's record in SMS or Version Control Register | Admin Officer |

3. Make Key Student Information Easily Accessible [Clause 2.1(2)(c)(i–iv)]

| Step | Action | Responsible |
|------|--|-------------------------|
| 3.1 | Ensure the following info is visible on the website and in the Student Handbook: (i) Course code, title, duration, delivery mode, start date, assessment, licensing, third-party arrangements | Compliance Manager |
| 3.1 | (ii) Training and wellbeing support services, access methods and contacts | Student Support Officer |
| 3.1 | (iii) All tuition fees, payment terms, refund policies, and funding options | Admin Officer |
| 3.1 | (iv) Student obligations (materials, IT, USI, uniforms, placement) | Compliance Manager |
| 3.2 | Use a visibility checklist to verify all web pages, brochures and handbooks include these items | Compliance Manager |
| 3.3 | Review this content during each annual policy audit or when a course or regulation changes | Compliance Manager |

4. Provide Pre-Enrolment Disclosure Documents [Clause 2.1(2)(d)]

| Step | Action | Responsible |
|------|---|-------------------------|
| 4.1 | Provide all students information before enrolment- on website, student handbook and Pre-training review form including: (i) Training to be delivered by RTO or third party | Admin Officer |
| 4.1 | (ii) All fees, charges and payment schedule | Admin Officer |
| 4.1 | (iii) All student obligations (e.g. laptop, work placement, uniform) | Admin Officer |
| 4.2 | Embed this disclosure into the PTR Form and ensure students confirm understanding | Trainer / Admin Officer |
| 4.3 | File the signed PTR and offer letter/quote in the student file or SMS | Admin Officer |

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5. Notify Students of Changes to Training or Operations [Clause 2.1(2)(e)]

| Step | Action | Responsible |
|------|--|-------------------------|
| 5.1 | Monitor changes in scope, delivery mode, locations, training product updates or third-party arrangements | Compliance Manager |
| 5.2 | Identify affected students (by cohort or individual) | Admin Officer |
| 5.3 | Draft a formal communication (email/letter/SMS) outlining the change, impacts, options, and support | Compliance Manager |
| 5.4 | Send communication to affected students within 4 weeks of confirming the change | Admin Officer |
| 5.5 | Offer and document any support provided (e.g. transition, withdrawal, refund) | Student Support Officer |
| 5.6 | Record the communication and actions taken in the Change Notification Register | Compliance Manager |



7. Compliance Indicators

- ✚ **2.1(2)(a):** Website and materials are current, accurate, and reviewed
- ✚ **2.1(2)(b):** PTR is completed before enrolment and fee collection
- ✚ **2.1(2)(c):** All course-related info is accessible (fees, support, assessment, obligations)
- ✚ **2.1(2)(d):** Students receive written disclosure of training, fees, and obligations
- ✚ **2.1(2)(e):** Changes are communicated promptly and logged with transition support

8. Related Documents

- ✚ Pre-Training Review Form
- ✚ Student Handbook
- ✚ RTO Website and Course Flyers
- ✚ Credit Transfer and RPL Policy
- ✚ Feedback, Complaints and Appeals Policy
- ✚ Fee Management and Refund Policy
- ✚ Marketing Review Checklist
- ✚ Version Control Register

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-  Continuous Improvement Register
-  Change Notification Record (if applicable)

9. Flow chart

1.

Ensure All Student Information Is Clear, Accurate and Current



Draft or Update Content

Compliance Manager drafts or updates online content using the latest training package and TAS.

Compliance Manager and CEO apply version control and record approvals.

Apply Version Control



Translate Technical Terms

Marketing and Admin Officers translate technical terms into plain English.

Compliance Manager checks third-party communications for RTO-approved content.

Check Third-Party Communications



Store Master Versions

Admin Officer stores master versions of documents in the version control register.

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2.

Identify and Communicate Required Pre-Enrolment Information



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3.

Make Key Student Information Easily Accessible



Identify Information Needs

Determine the necessary student information

Make information visible on the website

Ensure Visibility on Website



Ensure Visibility in Handbook

Make information visible in the handbook

Verify information visibility using a checklist

Use Visibility Checklist



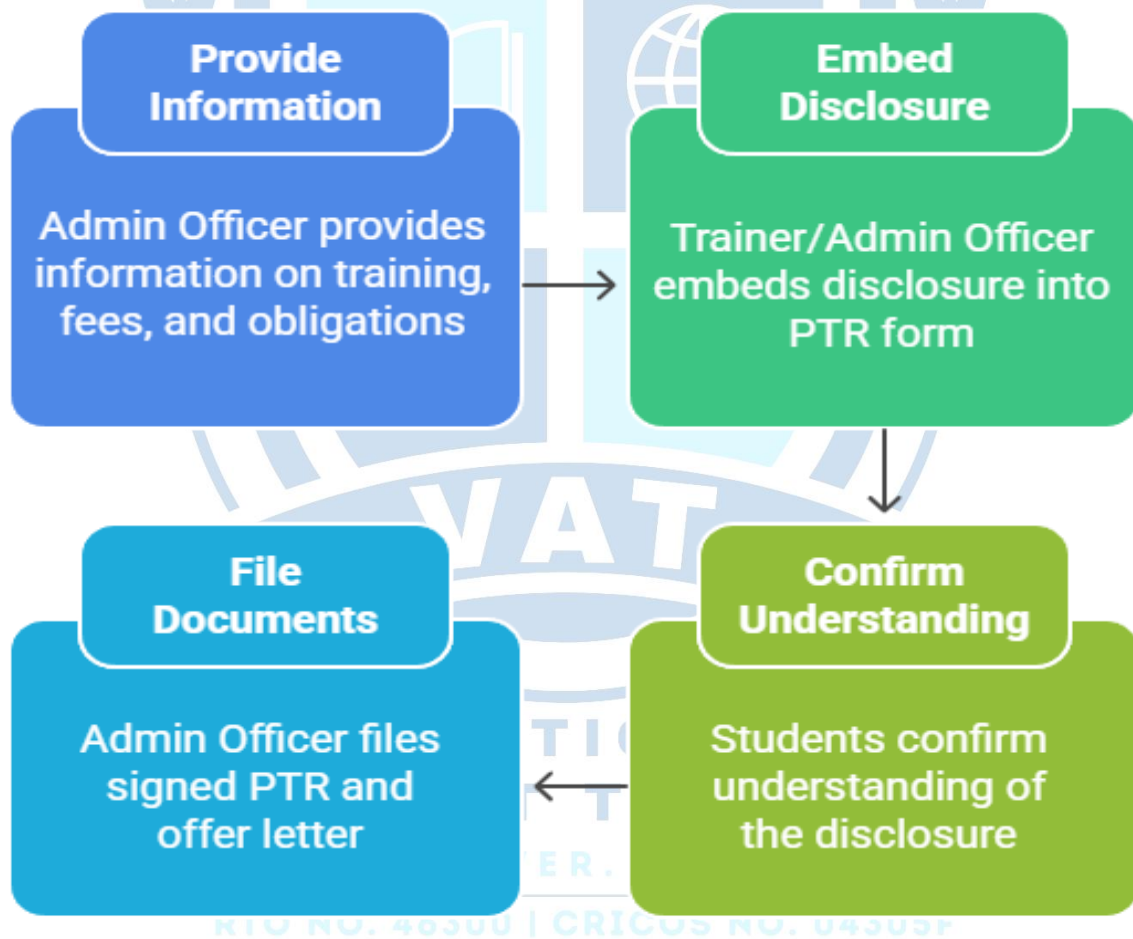
Review Content Annually

Review content during annual policy audits

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4.

Provide Pre-Enrolment Disclosure Documents



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5.

Notify Students of Changes to Training or Operations



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Student Pre-Enrolment Policy

1. Purpose

This policy ensures that before enrolment, all prospective students—domestic or international—are assessed for their suitability and readiness to undertake their chosen course. It includes a structured Pre-Training Review (PTR) and Language, Literacy, Numeracy and Digital Literacy (LLND) assessment, aligned with the training product's requirements. It also ensures that overseas students receive comprehensive, current, and accurate information per National Code 2018 – Standard 2.

2. Scope

This policy applies to:

- ✚ All prospective domestic and overseas students
- ✚ All nationally recognised training products on the RTO's scope
- ✚ All staff involved in student recruitment, LLND assessment, and course advice
- ✚ Pre-enrolment compliance activities, including RPL/credit transfer consideration

3. Definitions

| Term | Definition |
|---------------------------|---|
| LLND | Language, literacy, numeracy and digital literacy |
| Pre-Training Review (PTR) | Structured review to evaluate a student's background, skills, and goals |
| Suitability Advice | Recommendation on a student's readiness for their chosen training |
| Training Product | A nationally recognised qualification, skill set or unit of competency |
| Pre-Enrolment Info | Details of the course, fees, requirements and policies provided upfront |
| CRICOS | Commonwealth Register of Institutions and Courses for Overseas Students |

4. Legislative Reference

- ✚ *Standards for RTOs 2025 – Outcome Standard 2.2*
- ✚ *National Code 2018 – Standard 2 (2.1–2.5)*

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- ✚ *National Vocational Education and Training Regulator Act 2011*
- ✚ *ESOS Act 2000 and related legislative instruments*
- ✚ *Training.gov.au and Foundation Skills Assessment tools*

5. Policy Statement

The RTO is committed to ensuring:

- ✚ All students complete a PTR and LLND assessment before enrolment.
- ✚ RTO staff assess suitability based on academic background, work experience, and LLND results.
- ✚ Students receive comprehensive, current, and plain English information prior enrolment aligned with National Code 2018 – 2.1 covering:
 - Entry requirements (English language, academic, experience, course credit)
 - CRICOS course details, course qualification, award, content, mode of study (online/classroom/work-based), and delivery location
 - Assessment methods and expected learning outcomes
 - Course duration, breaks, fees (tuition and non-tuition fees) including advice on the potential for changes to fees over the duration of a course, and cancellation/refund policies
 - Any third-party delivery arrangements(if applicable)
 - Work placement, online study, or licensing requirements (if applicable)
 - campus locations and facilities, equipment and learning resources available to students
 - the grounds on which the overseas student’s enrolment may be deferred, suspended or cancelled
 - Accommodation and welfare support (for under 18s)
 - accommodation options and indicative costs of living in Australia.
 - ESOS framework and government-provided support information
- ✚ Credit Transfer and RPL options are disclosed before enrolment as per **2.3–2.5**.
- ✚ The student’s CoE and PRISMS record are updated if RPL or credit shortens course length.
- ✚ No overseas student is enrolled without fulfilling entry requirements and documented pre-training review process.

English language requirements

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| IELTS (General or Academic) overall | PTE Academic | TOEFL PB | TOEFL IBT | CAE Scale | ELICOS (General English) |
|-------------------------------------|--------------|----------|-----------|-----------|--------------------------|
| 6.0 | 50 | 547-587 | 78-82 | 169 | n/a |
| 5.5 | 42 | 506 | 62 | 162 | + 10 weeks |
| 5.0 | 36 | 478 | 51 | 154 | + 20 weeks |

or, Oxford Placement test with score 61 or higher.

Score Guide: Average test score of 61 or higher in Oxford placement test is equivalent to IELTS 6.0.

Note: Results older than two years are not acceptable (for offshore applicants)

OR

2. Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

OR

3. Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or successfully completed substantial components (50% or more units according to the training package) Certificate IV or higher-level qualification, from the Australian Qualifications Framework.


OR

4. Evidence that they are a citizen of and hold a valid passport from the United Kingdom, the United States of America, Canada, New Zealand, or the Republic of Ireland.

OR

5. Applicants originating from students visa assessment levels 1 and 2 countries without the required IELTS or equivalent score must undertake the Language, Literacy and Numeracy (LLN) and Digital (D) literacy test. For further information on student visa assessment levels visit Department of Home Affairs' website at www.homeaffairs.gov.au.

6. Step-by-Step Procedure

| Step | Action | Responsible Person |
|------|---|-----------------------------------|
| 1 | Initial Enquiry Received  Record student enquiry in CRM/SMS and explain the next steps in the enrolment process. | Admin Officer/ Student support |

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| | | |
|---|---|--|
| 2 | Provide Pre-Enrolment Information <ul style="list-style-type: none"> Prospective student to visit website and refer course page, Student Handbook, RTO policies. This includes: <ul style="list-style-type: none"> Entry requirements (academic & English) CRICOS course code and delivery details Duration, fees, and refund policy Assessment and delivery modes Third-party arrangements (if any) ESOS Framework (link to Australian Government resources) Other relevant information for the RTO, student and course. | Admin Officer/ Prospective students |
| 3 | Conduct Pre-Training Review (PTR) <ul style="list-style-type: none"> Book a time for a PTR meeting or arrange digital completion. Include instructions for submitting documentation (e.g. qualifications, work experience). | Admin Officer/ Student support |
| 4 | Conduct PTR Interview <p>Complete the Pre-Training Review by assessing:</p> <ul style="list-style-type: none"> Learning goals and career objectives Prior qualifications and experience <p>English language proficiency</p> <ul style="list-style-type: none"> Digital readiness and access Confirm alignment with course outcomes <p>Course credit and RPL</p> <p>Other course and RTO specific requirements</p> | Trainer / Student Support Officer |
| 5 | Administer LLND Assessment <ul style="list-style-type: none"> Use validated tools to assess Language, Literacy, Numeracy, and Digital Literacy. | Admin Officer / Trainer |
| 6 | Compare Results Against TAS <ul style="list-style-type: none"> Match LLND results and pre-training review information. Identify gaps and suitability. | Trainer / Compliance Manager |

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| | | |
|----|---|-----------------------------------|
| 7 | Provide Suitability Advice <ul style="list-style-type: none"> Give clear recommendation to the student about course suitability, support required, or alternate pathways. Ensure written advice is documented and signed. | Trainer |
| 8 | Offer RPL/Credit Transfer Option <ul style="list-style-type: none"> If applicable, assess RPL/CT eligibility and provide guidance. If granted, notify student Retain signed acceptance record (per National Code 2.4) | Compliance Manager / Assessor |
| 9 | Finalise Pre-Enrolment Decision <ul style="list-style-type: none"> Update student profile in SMS Attach PTR, LLND, and RPL/CT documentation Notify student | Admin Officer/ Student support |
| 10 | Conduct Enrolment process – refer Enrolment policy | Admin Officer/ Student support |
| 11 | Post-Enrolment Monitoring <ul style="list-style-type: none"> If gaps identified during LLND, fill Individual learning plan and provide support Monitor progress and refer students to learning support where required | Trainer / Student Support Officer |

7. National Code 2018 – Standard 2 Compliance Table

| Clause | Requirement | RTO Compliance Mechanism |
|--------|--|---|
| 2.1 | Provide clear, accurate pre-enrolment info in plain English | Website, Student Handbook, PTR Form |
| 2.2 | Assess student's English proficiency and academic/work readiness | LLND tool, PTR interview |
| 2.3 | Assess RPL/CT, preserve integrity | PP5 and PP8 policies, RPL Kit, documented decisions |
| 2.4 | Provide written RPL/CT decision; retain record for 2 years | Outcome Letter + File checklist |

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| Clause | Requirement | RTO Compliance Mechanism |
|--------|---|--------------------------|
| 2.5.1 | Update CoE for reduced course duration | PRISMS & SMS updated |
| 2.5.2 | Report any post-visa course duration change | Admin to update PRISMS |

8. Related Documents

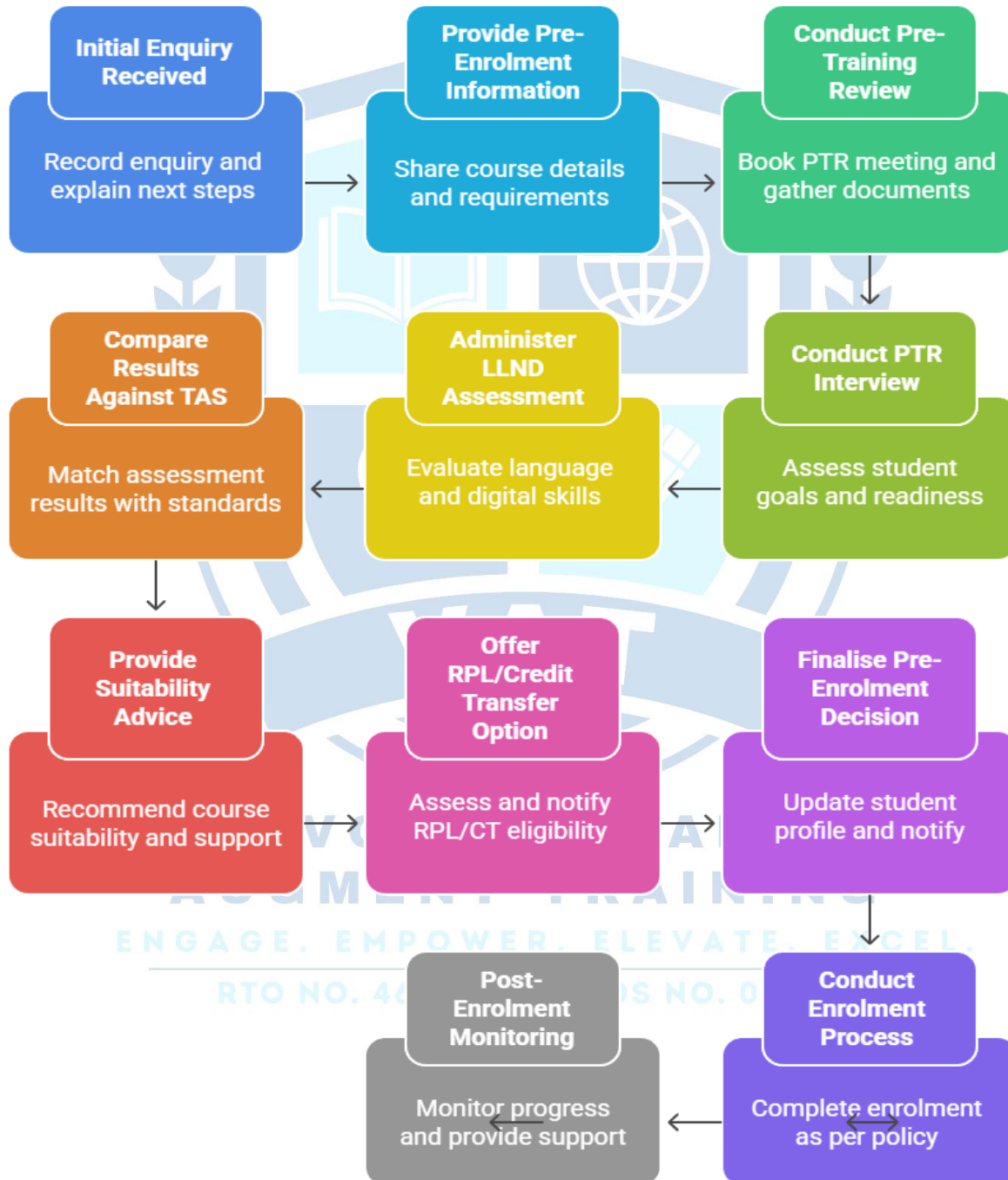
- ✚ Pre-Training Review Form
- ✚ LLND Assessment Tool
- ✚ RPL Kit and CT Application Forms
- ✚ Student Handbook
- ✚ Individual Learning Plan
- ✚ PRISMS Update Procedure
- ✚ Training and Assessment Strategy
- ✚ Continuous Improvement Register



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9. Flow Chart

Student Pre-Enrolment Process



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Student Support Services Policy

1. Purpose

This policy outlines how the RTO provides academic and non-academic support services, including access to trainers, assessors, and student welfare staff, to ensure all VET and overseas students can progress effectively through their course. The policy supports Outcome Standard 2.3 of the Standards for RTOs 2025 and National Code 2018 – Standard 6 requirements.






2. Scope

This policy applies to all enrolled VET students, including international students on student visas. It applies to all staff involved in student welfare and support including trainers, assessors, student support officers, admin staff, and campus management.

3. Definitions

| Term | Definition |
|---------------------------|---|
| Training Support Services | Academic or personal support offered to help students progress, e.g. LLND support, study skills help, referrals. |
| Support Staff | Staff responsible for providing student support, including Student Support Officers, Trainers, Admin Officers. |
| LLND | Language, Literacy, Numeracy, and Digital literacy. |
| Critical Incident | A traumatic event that affects a student's ability to progress, requiring emergency or ongoing support. |
| Orientation | The structured introduction provided to new students covering welfare, legal, safety, academic, and personal support information. |

4. Legislative Reference

-  Standards for RTOs 2025 – Outcome Standard 2.3
-  National Code 2018 – Standard 6
-  ESOS Act 2000
-  National Vocational Education and Training Regulator Act 2011
-  Privacy Act 1988

5. Policy Statement

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The RTO is committed to ensuring that overseas students are supported academically, socially, and personally throughout their studies in Australia, in accordance with Standard 6 of the *National Code 2018*. The RTO will implement a student-centred support framework that is timely, accessible, culturally appropriate, and responsive to the individual needs of all overseas learners.

A. Orientation and Student Handbook (Standard 6.1)

The RTO ensures that all overseas students are provided with access to a culturally and age-appropriate orientation program and a comprehensive Student Handbook upon commencement. These resources include clear information on:

- ✚ Support services available to help students adjust to study and life in Australia
- ✚ English language and study assistance programs
- ✚ Access to relevant legal services and counselling referrals
- ✚ Emergency contacts and health services
- ✚ Campus resources, facilities, and student engagement initiatives
- ✚ Complaints and appeals processes as per Standard 10
- ✚ Attendance and course progress requirements
- ✚ Personalised support services for learners facing difficulties impacting their education
- ✚ Employment rights, workplace issue resolution, and referrals to the Fair Work Ombudsman

B. No-Cost Support and Access to Services (Standard 6.2 & 6.3)

All core support services listed in the orientation and handbook are provided at **no additional cost** to overseas students. The RTO ensures that:

- ✚ Students can request assistance at any time through designated contact channels (email, phone, walk-in support).
- ✚ Reasonable academic and personal support is offered irrespective of the student's mode of delivery or study location.

C. Tailored Academic Support and Online Learners (Standard 6.4)

The RTO provides learning support aligned to each student's mode of study and course requirements. Documented processes ensure:

- ✚ Ongoing monitoring of learner progress
- ✚ Additional tutoring, digital skills training, or flexible learning where necessary
- ✚ Active communication and support strategies for students undertaking online or blended learning
- ✚ Case management and welfare follow-up for vulnerable students

D. Dedicated Student Support Officer (Standard 6.5 & 6.6)

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The RTO appoints a dedicated and experienced Student Support Officer (SSO) as the central point of contact for overseas students. This officer:

- ✦ Has access to up-to-date service details
- ✦ Is introduced during orientation and listed in the Student Handbook with contact information
- ✦ Works alongside trainers and admin to ensure continuous student engagement
- ✦ Supports the resolution of wellbeing, cultural, and academic concerns
- ✦ Is appointed in proportion to the number of overseas students enrolled (as assessed periodically by the PEO)

E. Staff Induction and Awareness (Standard 6.7)

All RTO staff who interact directly with overseas students—including trainers, admin, and support personnel—undergo an induction program. This program covers:

- ✦ The RTO's obligations under the ESOS Act and National Code
- ✦ Rights and responsibilities of overseas students
- ✦ Responding to student wellbeing concerns and referrals
- ✦ Implications of provider responsibilities on student visa conditions

F. Critical Incident Management (Standard 6.8)

The RTO maintains and implements a Critical Incident Policy, which:

- ✦ Defines potential critical incidents (e.g. harm, psychological trauma, death, assault, natural disasters)
- ✦ Establishes procedures for response, documentation, and post-incident care
- ✦ Ensures records are kept for at least 2 years after the student ceases enrolment
- ✦ Identifies responsible personnel and communication protocols

G. Safety, Security, and General Wellbeing (Standard 6.9)

The RTO implements a Workplace Health and Safety Policy to:

- ✦ Ensure a safe, inclusive learning environment
- ✦ Educate students on personal safety and protective behaviours
- ✦ Provide contact details for reporting wellbeing concerns or safety incidents
- ✦ Refer students to general safety information including emergency services, personal safety tips, and mental health support

6. Step-by-Step Procedure

| | | | |
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| Step | Action | Responsible Person(s) |
|------|---|---|
| 1 | Provide Pre-Arrival and Orientation Materials- <ul style="list-style-type: none"> Provide access to the Student Handbook through Website Conduct pre-training review process to identify any support needs Schedule student for orientation session. | Admin Officer / Student Support Officer |
| 2 | Conduct Orientation Program- Deliver culturally and age-appropriate orientation session covering: <ul style="list-style-type: none"> Student support services Study and life in Australia Emergency contacts and safety Legal, health, and counselling support Complaints and appeals Course progress and attendance Employment rights Introduce Student Support Officer and other key contacts. | Student Support Officer / Trainer / Admin Officer |
| 3 | Assign and Record Student Support Officer (SSO) <ul style="list-style-type: none"> Assign a dedicated SSO to each overseas student cohort. Display and publish contact details in the orientation materials. | Compliance Manager / PEO |
| 4 | Maintain Adequate Support Staffing <ul style="list-style-type: none"> Review overseas student enrolment numbers quarterly. Adjust staffing levels accordingly to maintain sufficient support coverage. | PEO |
| 5 | Provide Ongoing Access to Academic and Personal Support- Allow walk-in or scheduled meetings with SSO. <ul style="list-style-type: none"> Provide LLND, study skills, or personal counselling referrals where required. Respond to support requests within 2 business days. | Student Support Officer / Trainers / Admin |

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| Step | Action | Responsible Person(s) |
|------|--|--|
| 6 | Support Online and Distance Students (If applicable) <ul style="list-style-type: none"> Maintain contact through LMS, email, or calls. Monitor progress and provide intervention support where needed. | Student Support Officer / Trainer |
| 7 | Provide Up-to-Date Safety and Wellbeing Information <ul style="list-style-type: none"> Share emergency contacts and safety resources at orientation. Email or post regular safety updates and student rights information. | Student Support Officer / Admin |
| 8 | Implement and Follow Critical Incident Policy <ul style="list-style-type: none"> Manage incidents that may affect students' ability to complete their course. Keep records for 2 years after enrolment ends. Notify relevant authorities where applicable. | Compliance Manager / CEO |
| 9 | Train Staff on ESOS Obligations and Student Rights <ul style="list-style-type: none"> Include ESOS and Standard 6 responsibilities in all staff inductions. Conduct annual PD refreshers for frontline staff. | Compliance Manager / PEO |
| 10 | Review and Improve Support Services <ul style="list-style-type: none"> Collect student feedback through surveys. Evaluate support service effectiveness annually. Log improvements in CI Register. | Student Support Officer / Compliance Manager |

7. Related Documents

- Student Handbook
- Orientation Procedure
- Critical Incident Management Policy and Register
- Pre-Training Review Form
- LLND Assessment Results

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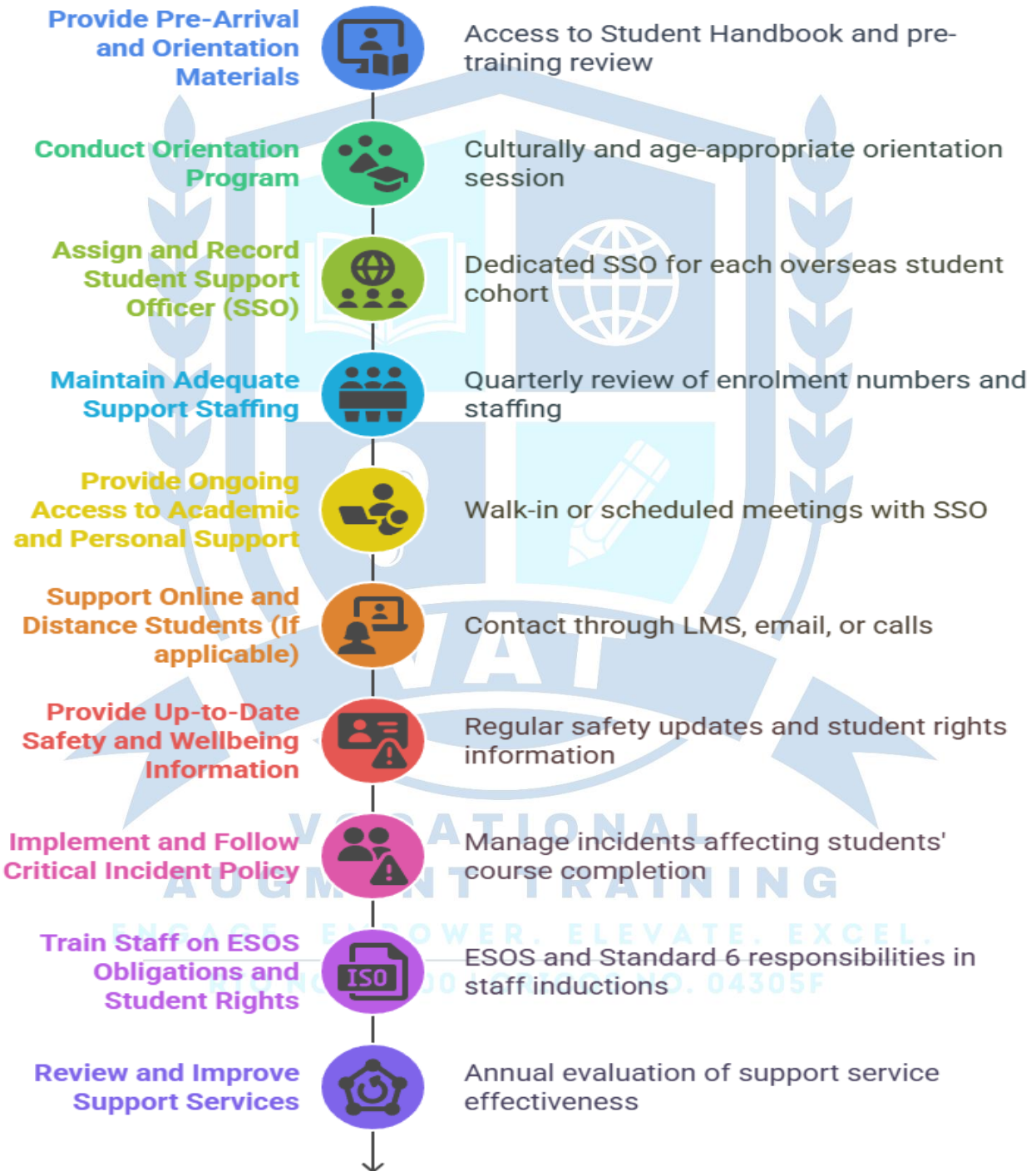
- ✚ Student Support Referral Form
- ✚ SMS Student Records
- ✚ Workplace Health and Safety Policy



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8. Flow chart

Student Support Services Process



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LLN and Digital Literacy Support Policy

1. Purpose

This policy ensures that all VET students with identified Language, Literacy, Numeracy (LLN) and Digital Literacy support needs receive appropriate, timely, and tailored support to successfully participate in training. It supports compliance with Outcome Standard 2.3.

2. Scope

This policy applies to all prospective and enrolled students undertaking nationally recognised training with the RTO, and to all staff involved in delivering or supporting LLN and Digital Literacy services.

3. Definitions

| Term | Definition |
|--------------------------------|---|
| LLN | Language, Literacy, and Numeracy capabilities essential for learning and workplace performance |
| Digital Literacy | The ability to use digital tools, software, and systems to access and manage information for learning |
| LLND Assessment | Tools used to assess students' LLN and digital literacy levels at entry |
| Individual Learning Plan (ILP) | A tailored learning plan created for students requiring additional learning or support strategies |
| Support Plan | A documented strategy to support students who require additional LLN or digital assistance |
| ACSF | Australian Core Skills Framework (ACSF) is a national reference tool that describes and benchmarks an individual's performance in the five core skill areas (Learning, Reading, Writing, Oral Communication and Numeracy) essential for learning, work, and life. |

4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.3
- National Vocational Education and Training Regulator Act 2011
- Foundation Skills Training Package
- ACSF and Digital Literacy Framework

5. Policy Statement

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The RTO is committed to providing equitable learning opportunities. Where a student's LLN or digital literacy needs are identified, the RTO will:

- ✚ Assess needs through LLND assessments during the Pre-Training Review by using a tool called the LLN Robot.*
- ✚ Provide reasonable support strategies including additional resources, flexible delivery, or referrals
- ✚ Use an Individual Learning Plan (ILP) for students who require ongoing support
- ✚ Engage qualified trainers or support staff to deliver appropriate interventions
- ✚ Monitor student progress and adjust support as needed
- ✚ Maintain confidentiality and encourage self-disclosure without discrimination

*LLN Robot: This online assessment helps determine whether students have the core skills needed to successfully engage with their chosen course. It focuses on areas such as reading, writing, numeracy, and oral communication.

The results are mapped against the Australian Core Skills Framework (ACSF), which is a national standard used to assess LLN performance. The ACSF outlines five core skills: Learning, Reading, Writing, Oral Communication, and Numeracy, and defines skill levels required for vocational education and workplace tasks. All students are required to undertake a Language, Literacy and Numeracy (LLN) and Digital (D) literacy test according to the following qualification:

| Course Code: | Course Name: | ACSF Performance Level |
|--------------|---|------------------------|
| SIT30821 | Certificate III in Commercial Cookery | 3 |
| SIT40521 | Certificate IV in Kitchen Management | 4 |
| SIT50422 | Diploma of Hospitality Management | 4 |
| CPC30220 | Certificate III in Carpentry | 3 |
| CHC30121 | Certificate III in Early Childhood Education and Care | 3 |
| CHC50121 | Diploma of Early Childhood Education and Care | 4 |
| BSB80120 | Graduate Diploma of Management (Learning) | 4 |







6. Step-by-Step Procedure

| Step | Action | Responsible |
|------|--|-----------------------------------|
| 1 | Ensure LLND assessment tools are available and current according to the ACSF requirements. | Compliance Manager |
| 2 | Administer LLND assessment as part of the Pre-Training Review process | Trainer / Admin Officer |
| 3 | Identify students requiring additional LLN or digital literacy support | Trainer / Student Support Officer |

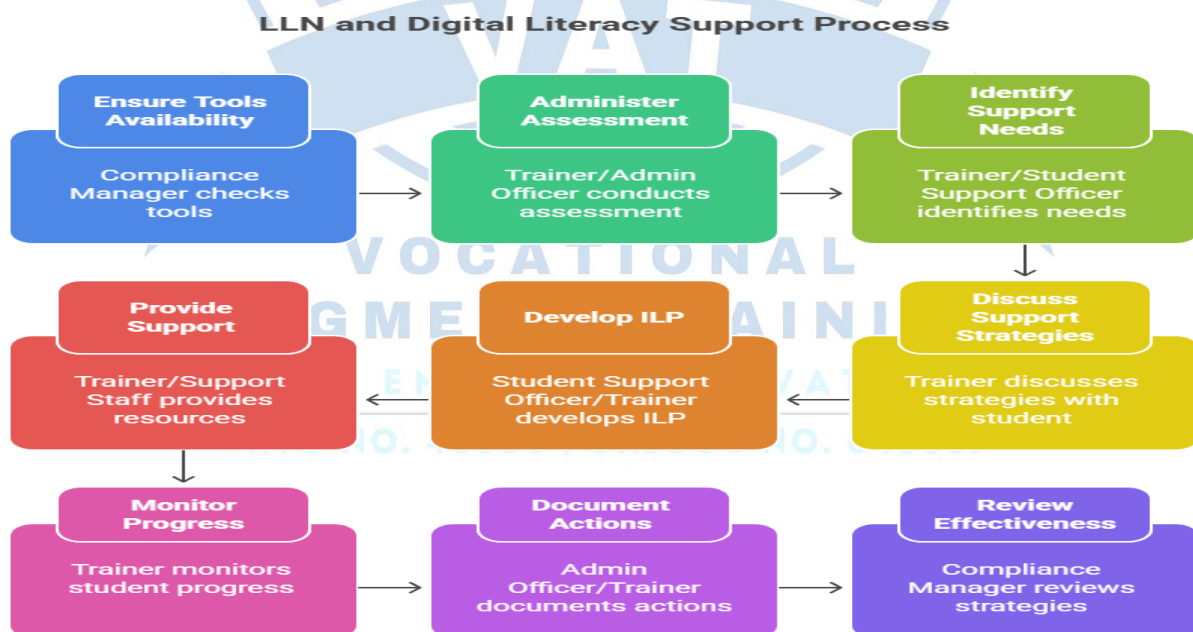
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|---|--|-----------------------------------|
| 4 | Discuss LLND needs with student and propose support strategies | Trainer |
| 5 | Develop and implement an Individual Learning Plan (ILP) if need extra support. | Student Support Officer / Trainer |
| 6 | Provide access to tutoring, extra resources, or technology support | Trainer / Support Staff |
| 7 | Monitor student progress and make adjustments as needed | Trainer |
| 8 | Document support actions and outcomes in SMS or student file | Admin Officer / Trainer |
| 9 | Review effectiveness of LLND support strategies annually | Compliance Manager |

7. Related Documents

-  LLND Assessment Tool
-  Pre-Training Review (PTR) Form
-  Individual Learning Plan (ILP) Template
-  Student Handbook
-  Australian Core Skills Framework (ACSF)
-  SMS Student File

8. Flow chart



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Disability Support and Adjustments Policy

1. Purpose

This policy ensures that VET students with disability are supported through appropriate, fair and timely reasonable adjustments to ensure they can access and participate in training and assessment on an equal basis. It supports compliance with Outcome Standard 2.4 of the Standards for RTOs 2025.

2. Scope

This policy applies to all prospective and enrolled students who disclose a disability and to all RTO personnel involved in training, assessment, administration, and student support services.

3. Definitions

| Term | Definition |
|----------------------------|--|
| Disability | As defined under the Disability Discrimination Act 1992, including physical, intellectual, psychiatric, sensory, neurological, and learning disabilities |
| Reasonable Adjustment | Modifications made to training or assessment methods to allow a student with disability to participate on an equal basis, without compromising training package or regulatory requirements |
| Disclosure | Voluntary act by which a student informs the RTO of their disability and/or support needs |
| Student Support Plan | A tailored plan outlining agreed support measures |
| Reasonable Adjustment Form | A formal document approved by the Compliance Manager detailing approved accommodations |

4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.4
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Vocational Education and Training Regulator Act 2011

5. Policy Statement

The RTO:

- Encourages voluntary disclosure of disability via the enrolment process and PTR discussion

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- ✚ Ensures all reasonable adjustments are approved, documented and implemented only by the Compliance Manager
- ✚ Guarantees that no adjustment will compromise the training package requirements, rules of evidence, or Principles of Assessment
- ✚ Will clearly document and communicate reasons when an adjustment is not possible
- ✚ Supports students through confidential, inclusive practices that uphold integrity and student equity

6. Step-by-Step Procedure

| Step | Action | Responsible |
|------|--|-----------------------------------|
| 1 | Enrolment Form includes section for students to voluntarily disclose any disability | Admin Officer |
| 2 | Trainer discusses support needs during Pre-Training Review (PTR) if disability is disclosed | Trainer |
| 3 | Maintain confidentiality and advise student about rights and support options | Student Support Officer |
| 4 | Collect supporting documentation (if applicable) and refer to Compliance Manager | Trainer / Student Support Officer |
| 5 | Compliance Manager determines if a reasonable adjustment is appropriate and completes the Reasonable Adjustment Form | Compliance Manager |
| 6 | If approved, implement adjustments (e.g., extra time, tech aids) ensuring no compromise to training product requirements | Compliance Manager / Trainer |
| 7 | If adjustment is not feasible, document reasons and notify student promptly and respectfully | Compliance Manager |
| 8 | Monitor student's progress and review adjustment effectiveness periodically | Compliance Manager / Trainer |
| 9 | File Reasonable Adjustment Form and related records in SMS or student file | Admin Officer |

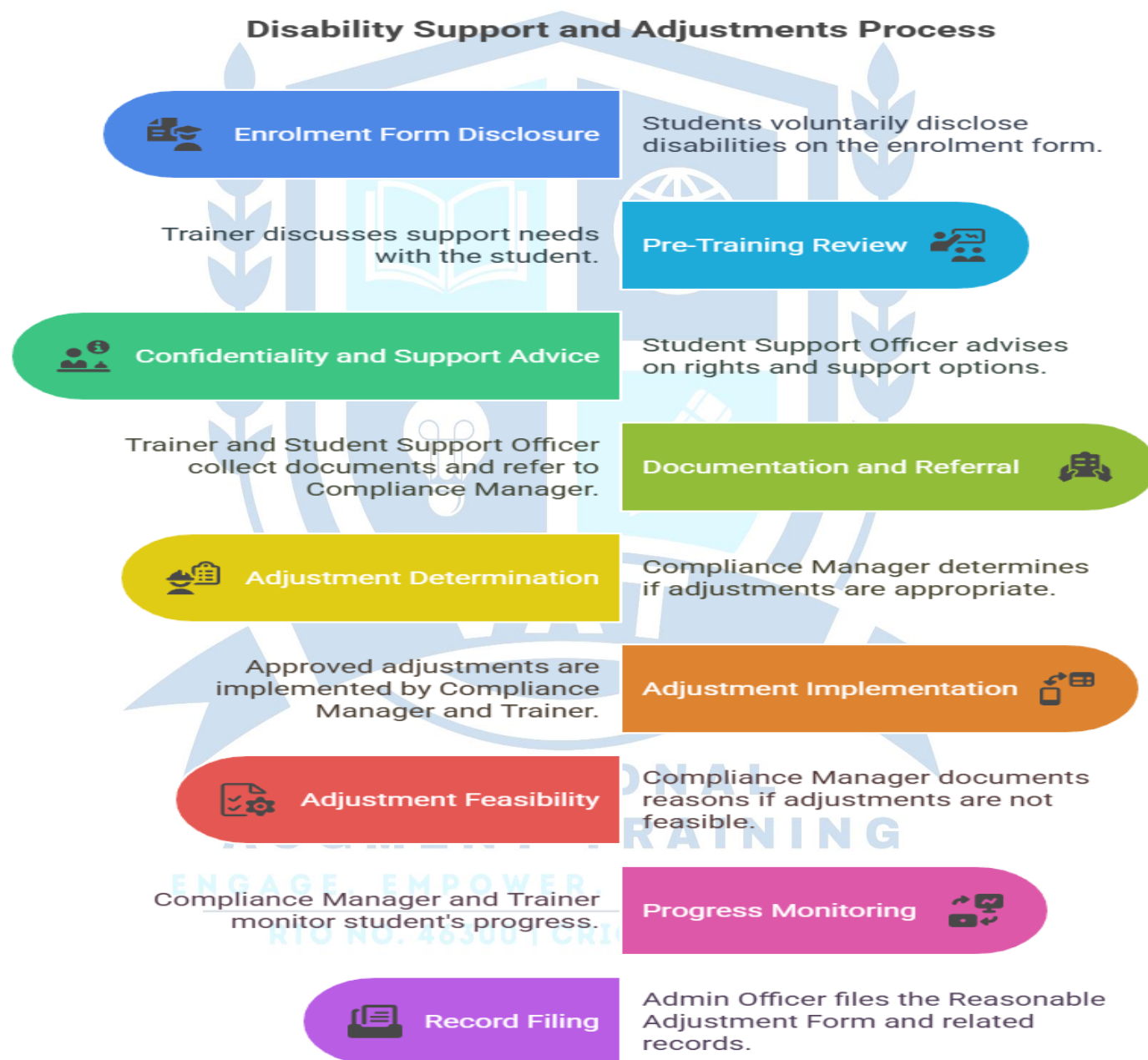
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7. Related Documents

- ✚ Enrolment Form
- ✚ Pre-Training Review (PTR) Form
- ✚ Reasonable Adjustment Form
- ✚ Student Handbook

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8. Flow chart



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Diversity, Inclusion and Wellbeing Policy

1. Purpose

This policy ensures that the RTO provides a safe, inclusive, and culturally respectful learning environment that supports the wellbeing of all VET students, including First Nations students. It outlines how the RTO identifies the wellbeing needs of its student cohort and provides appropriate support, in line with Outcome Standards 2.5 and 2.6 of the Standards for RTOs 2025.

2. Scope

This policy applies to all students and staff across all areas of training delivery, assessment, student support, and operations. It applies to all training products delivered under the RTO's scope of registration.

3. Definitions

| Term | Definition |
|-----------------------|---|
| Diversity | Recognition and respect for individual differences in culture, language, ethnicity, gender, age, disability, religion, and socioeconomic background |
| Inclusion | Creating equitable access and opportunities for all students to engage and succeed |
| Cultural Safety | An environment where individuals feel respected, valued and safe in expressing their cultural identity |
| Wellbeing Needs | Emotional, mental, physical, and social factors that affect a student's capacity to engage in learning |
| First Nations Peoples | Aboriginal and Torres Strait Islander people as the First Peoples of Australia |

4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standards 2.5 and 2.6
- National Vocational Education and Training Regulator Act 2011
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Equal Opportunity Act 2010 (VIC) or equivalent

5. Policy Statement

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The RTO is committed to:

- ✚ Fostering a safe, inclusive, and culturally safe learning environment
- ✚ Promoting respect for all individuals and cultural backgrounds
- ✚ Ensuring staff have cultural competence and uphold inclusive practices
- ✚ Identifying the wellbeing needs of students through training product requirements and student profiles
- ✚ Offering wellbeing support services suitable to the cohort's needs and actively informing students how to access them





6. Step-by-Step Procedure

| Step | Action | Responsible |
|------|---|--|
| 1 | Include diversity and wellbeing values in all staff and trainer induction programs | Compliance Manager / HR |
| 2 | Embed inclusive and culturally safe practices into training delivery and support | Trainer / Support Officer |
| 3 | Provide cultural awareness and mental health training annually for staff | Compliance Manager |
| 4 | Identify wellbeing needs through the training product, cohort profile, and PTR process | Trainer / Student Support Officer |
| 5 | List available wellbeing and crisis support services in the Student Handbook and website | Compliance Manager / Marketing Officer |
| 6 | Inform students during orientation and in-class sessions about how to access support services | Trainer / Student Support Officer |
| 7 | Enable students to raise wellbeing or inclusion concerns confidentially | Student Support Officer |
| 8 | Investigate and resolve all concerns fairly and respectfully | Compliance Manager |
| 9 | Promote inclusion and wellbeing via newsletters, posters and events | Support Officer / Marketing Officer |
| 10 | Review effectiveness of inclusion and wellbeing practices annually | Compliance Manager |

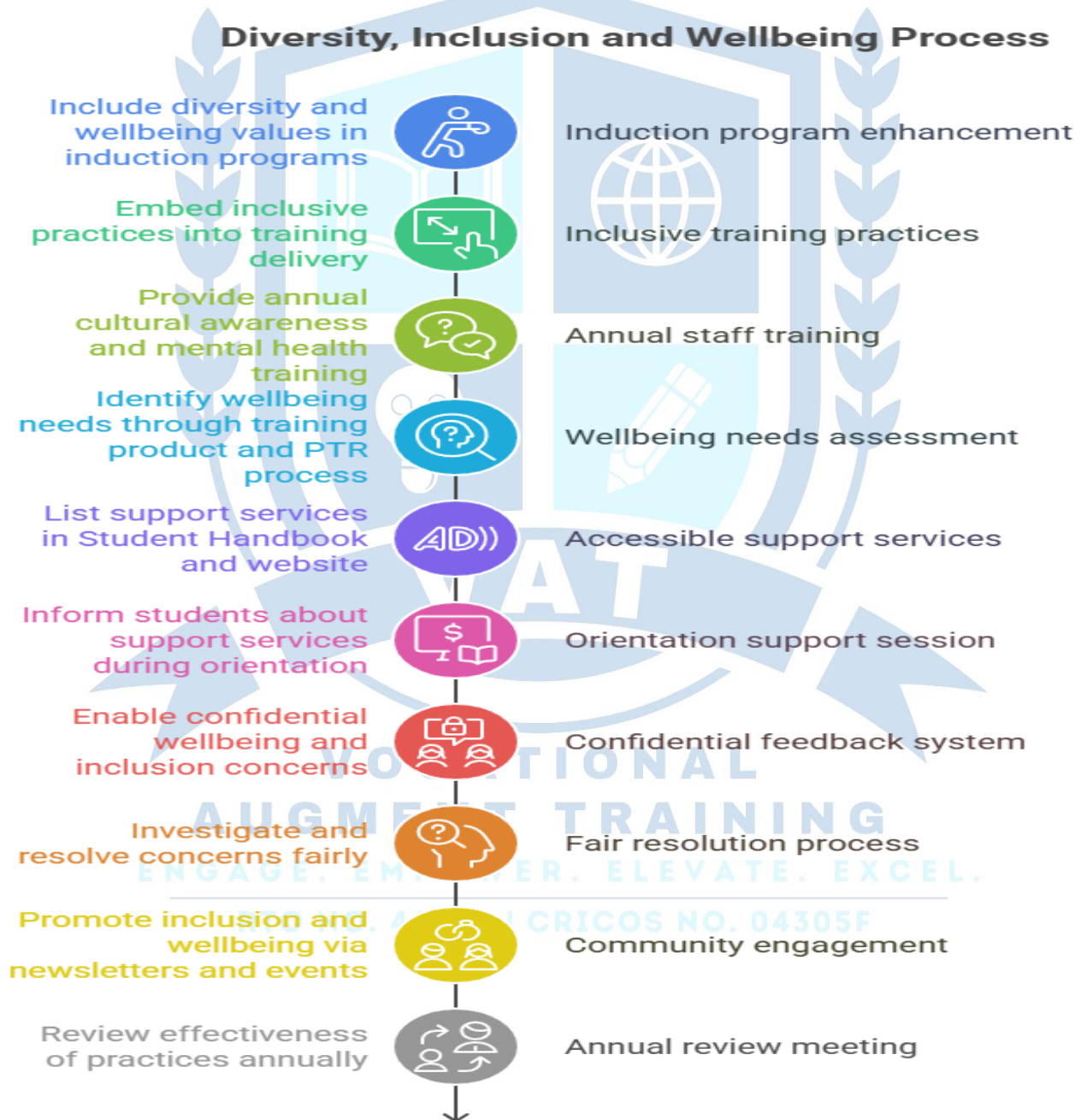
7. Related Documents

- ✚ Student Handbook
- ✚ Code of Conduct

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-  Cultural Safety Statement
-  Wellbeing Services List
-  Annual Audit Reports
-  Induction and Orientation Resources

8. Flow Chart



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Feedback, Complaint and Appeal Policy

1. Purpose

This policy ensures that RTO provides all learners, including international students, with a clear, fair, and accessible process to provide feedback, make complaints, or appeal decisions. It supports continuous improvement and ensures compliance with:

- ✚ Standards for RTOs 2025 – Outcome Standards 2.7 and 2.8
- ✚ National Code of Practice 2018 – Standard 10 (CRICOS)
- ✚ Australian Privacy Principles (APPs)

2. Scope

This policy applies to all current, prospective, and former students, as well as RTO staff and third-party providers. It related to :

- ✚ Informal and formal feedback
- ✚ Formal complaints
- ✚ Appeals of academic and non-academic decisions
- ✚ Course progress
- ✚ RTO, its trainers, assessors or other staff;
- ✚ Education agent
- ✚ Any third-party providing services on RTO's behalf, its trainers, assessors or other staff;
- ✚ Assessment/RPL outcome;
- ✚ Fees and refunds/re-crediting

3. Definitions

| Term | Definition |
|-----------|--|
| Feedback | Informal input (positive or negative) regarding RTO services or experiences |
| Complaint | A formal expression of dissatisfaction about a decision, service, behaviour, or policy |
| Appeal | A formal request to review a decision that affects the student |

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| Term | Definition |
|----------------------|---|
| Procedural Fairness | Ensures decisions are unbiased, evidence-based, and all parties are heard |
| Support Person | A nominated person who may accompany a student to any complaint or appeal meeting |
| Independent Reviewer | A third party not involved in the original decision who may review the appeal |
| CI Register | Continuous Improvement Register used to log and follow up systemic issues |

4. Legislative References

- ✚ Standards for RTOs 2025 – Outcome Standards 2.7 & 2.8
- ✚ National Code of Practice 2018 – Standard 10 (CRICOS)
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Australian Privacy Principles (Privacy Act 1988)

5. Policy Statement

RTO values feedback and takes complaints and appeals seriously. The RTO:

- ✚ Encourages informal feedback and resolution
- ✚ Provides a transparent, fair, and timely complaints and appeals process
- ✚ Ensures all decisions are made with procedural fairness
- ✚ Respects student privacy and protects against victimisation
- ✚ Maintains appropriate records of all feedback, complaints, and appeals
- ✚ Ensures international students are informed of their right to internal and external appeal pathways at no or minimal cost

International students are additionally protected under the National Code 2018 and are provided full written outcomes, external review options, and support to contact the Department of Home Affairs if needed.

RTO acknowledges that students may raise concerns or be dissatisfied with decisions, services, behaviours, or policies affecting their study or welfare. To uphold the principles of natural justice and procedural fairness, RTO provides a structured complaints and appeals process that includes both internal resolution and external review options.

Specifically, RTO ensures that:

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- ✚ All overseas students have access to a documented, free, and accessible internal complaints and appeals process, outlined clearly in the Student Handbook, website, and orientation materials.
- ✚ If a matter cannot be resolved informally, students may formally submit a complaint or appeal using the appropriate form, with assistance from staff if required.
- ✚ Complaints and appeals may relate to any dealings with the RTO, its staff, education agents, or third-party providers delivering services on its behalf.
- ✚ The assessment of any formal complaint or appeal begins within 10 working days, and is finalised as soon as practicable with all due consideration of evidence and circumstances.
- ✚ Students are provided the opportunity to formally present their case and may be accompanied by a support person of their choice at no cost during any meeting or hearing.
- ✚ All complaints and appeals are handled in a professional, fair, and transparent manner by appropriately trained and impartial staff.
- ✚ Students are issued with a written statement of the outcome, including detailed reasons for the decision, at the conclusion of the internal process.
- ✚ A written record of each complaint or appeal, including the outcome and reasons, is maintained securely and retained for a minimum of two years after the student ceases to be an accepted student.
- ✚ If the internal process does not result in resolution to the student's satisfaction, the RTO will provide information about accessing an appropriate external complaints or appeals body, such as the Overseas Students Ombudsman or ASQA, within 10 working days.
- ✚ If any internal or external process results in a decision or recommendation in favour of the student, the RTO will immediately implement the outcome and advise the student of the corrective or preventive action taken.
- ✚ Students are advised to seek advice from the Department of Home Affairs where their complaint or appeal outcome may affect their visa conditions.

This policy ensures overseas students can raise and resolve issues in a safe, respectful environment, free from disadvantage or retaliation. It is a core part of RTO's commitment to student welfare, quality assurance, and continuous improvement.

6. Step-by-Step Procedure

Feedback Procedure

| Step | Action | Responsible |
|------|---|------------------------------------|
| 1 | Provide access to Feedback Form via website, orientation, and PTR | Compliance Manager / Admin |
| 2 | Encourage students to submit feedback informally through class discussions or surveys | Trainers / Student Support Officer |

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| 3 | Collect and review all feedback submissions (positive or constructive) | Compliance Manager |
| 4 | Record feedback in the Feedback, Complaint and Appeal Register | Compliance Manager |
| 5 | Use feedback insights to inform the Continuous Improvement Register and adjust services or operations | Compliance Manager / CEO |

Complaint Procedure

| Step | Action | Responsible |
|------|--|---------------------------------------|
| 1 | Make Complaint and appeal Form accessible via website, orientation, and Student Handbook | Compliance Manager / Admin |
| 2 | Encourage informal resolution of concerns before formal complaint submission | Trainer / Student Support Officer |
| 3 | If unresolved, student completes and submits the Complaint and appeal Form | Student |
| 4 | Acknowledge receipt of the complaint in writing within 10 working days | Compliance Manager |
| 5 | Register the complaint in the Feedback, Complaint and Appeal Register | Compliance Manager |
| 6 | Investigate the complaint with fairness and transparency, involving relevant staff | Compliance Manager / Relevant Manager |
| 7 | Offer student the opportunity to present their case with a support person | Compliance Manager |
| 8 | Issue written outcome within 20 business days, including reasons | Compliance Manager |
| 9 | Log outcome and systemic insights in CI Register | Compliance Manager |
| 10 | Inform student of appeal rights if not satisfied | Compliance Manager |

Appeal Procedure

| Step | Action | Responsible |
|------|--|--------------------|
| 1 | Student completes and submits the Appeal Form within 20 working days of decision | Student |
| 2 | Acknowledge receipt of appeal in writing within 10 working days | Compliance Manager |
| 3 | Log the appeal in the Feedback, Complaint and Appeal Register | Compliance Manager |

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| 4 | Review appeal impartially with all evidence and consultation | Compliance Manager / CEO |
| 5 | Provide opportunity to student to present their case with support person | Compliance Manager |
| 6 | Appoint independent reviewer if required | CEO |
| 7 | Issue formal written outcome within 20 business days | Compliance Manager |
| 8 | If appeal denied, inform of external appeal option and provide contact details | Compliance Manager |
| 9 | If external appeal favours student, implement decision immediately | Compliance Manager |
| 10 | Record all appeal actions and systemic issues for review | Compliance Manager |

External Appeals

If the student is not satisfied with the outcome of the internal complaints and appeals process, they have the right to access an external complaints handling and appeals process at minimal or no cost. The external appeal cost must be paid by the student.

The RTO must advise the student of this right within 10 working days of concluding the internal review and provide the contact details of the appropriate external complaints and appeals body.

The external appeal bodies available are:

- Overseas Students Ombudsman (OSO) (for international students)
 - Website: <https://www.ombudsman.gov.au>
 - Phone: 1300 362 072
 - OSO provides a free and independent service to investigate complaints about education providers.
- ASQA (for domestic students)
 - Website: <https://www.asqa.gov.au>
 - ASQA handles complaints related to RTO compliance with the Standards for RTOs 2015.
- LEADR Complaints, Appeals and Resolution Department (Alternative Mediation Service)
 - Website: [Resolution Institute | Home](#)
- Legal Aid Department in the relevant state
 - Students may contact their state's Legal Aid Office for assistance.

Cost of Mediation (if applicable):

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- If an alternative mediation service is used, the cost of mediation (e.g. mediator's fee, room hire, travel expenses) will be shared equally between the RTO and the complainant.

Implementation of External Review Recommendations:

- The RTO will immediately implement any recommendations arising from the external review within 10 working days of receiving the decision.

7. Additional CRICOS-Specific Provisions (National Code Standard 10)

RTO ensures the following additional protections for overseas students:

- No cost or minimal cost for internal or external appeal processes
- Right to have a support person attend meetings
- Information on how to contact the Department of Home Affairs if enrolment is affected
- Written records kept of every step
- Outcome and reasons are always communicated in writing

8. Related Documents

- Feedback Form
- Complaint and Appeal Form
- Feedback, Complaint and Appeal Register
- Continuous Improvement (CI) Register
- Student Handbook

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8. Flow chart

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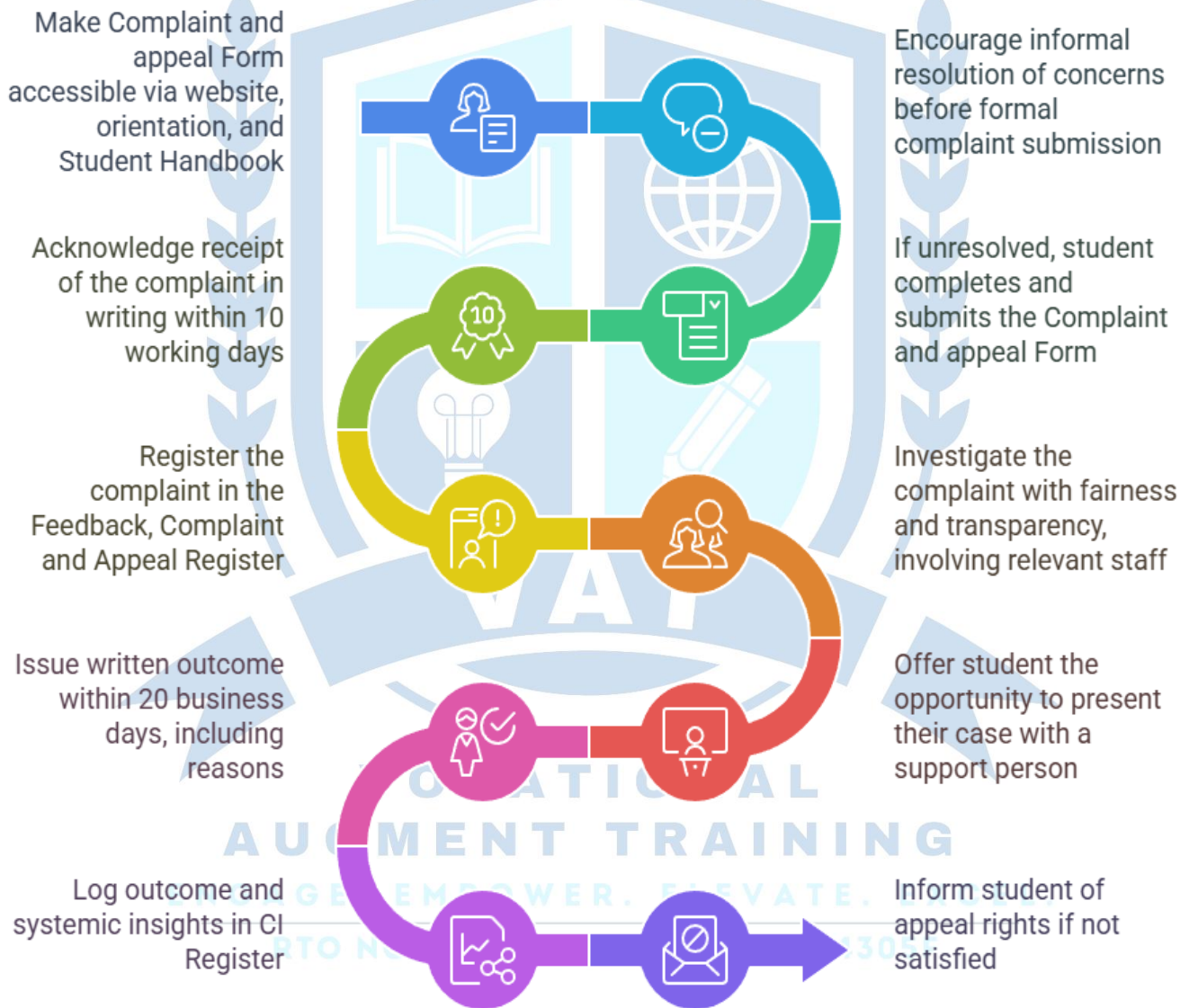
Feedback Procedure



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2.

Complaint Procedure



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3.

Appeal Procedure



Student Submits Appeal Form

Student completes and submits the appeal form within 20 working days.

Compliance Manager acknowledges receipt of the appeal within 10 working days.

Acknowledge Receipt



Log Appeal

Compliance Manager logs the appeal in the Feedback, Complaint and Appeal Register.

Compliance Manager and CEO review the appeal impartially with evidence and consultation.

Review Appeal



Student Presents Case

Compliance Manager provides an opportunity for the student to present their case with support.

CEO appoints an independent reviewer if required.

Appoint Independent Reviewer



Issue Formal Outcome

Compliance Manager issues a formal written outcome within 20 business days.

If the appeal is denied, the student is informed of the external appeal option and provided with contact details.

Inform of External Appeal



Implement Decision

If the external appeal favors the student, the decision is implemented immediately.

Compliance Manager records all appeal actions and systemic issues for review.

Record Appeal Actions



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Discrimination and Harassment Policy

1. Purpose

This policy affirms the RTO's commitment to providing a learning and working environment that is free from all forms of discrimination and harassment. It ensures all students and staff are treated with respect, fairness, and dignity, and outlines procedures for reporting, manage, and prevent such behavior in accordance with relevant legislation and Outcome Standards 2.1, 2.4 and 2.5.

2. Scope

This policy applies to all VET students and staff of the RTO, including third-party providers, contractors, and visitors across all learning settings—on campus, during online delivery, in the workplace, and in community-based learning environments.

3. Definitions

| Term | Definition |
|-----------------------|---|
| Discrimination | Unfavorable treatment based on personal characteristics such as race, gender, disability, age, religion, sexuality, or cultural background. |
| Harassment | Unwanted, offensive, humiliating, or intimidating behavior. This includes sexual harassment, bullying, and vilification. |
| Reasonable Adjustment | Modifications made to training or assessment to accommodate students with disability without compromising course integrity |
| Cultural Safety | A learning environment that is spiritually, socially, emotionally, and physically safe for people, particularly for First Nations people. |

4. Legislative References

- ✚ Standards for RTOs 2025 – Outcome Standards 2.1, 2.4, 2.5
- ✚ Disability Discrimination Act 1992 (Cth)
- ✚ Sex Discrimination Act 1984 (Cth)
- ✚ Racial Discrimination Act 1975 (Cth)

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- ✚ Equal Opportunity Act (relevant state-based legislation)
- ✚ National Vocational Education and Training Regulator Act 2011

5. Policy Statement

The RTO has zero tolerance for any form of discrimination or harassment. We foster an environment where:

- ✚ All VET students feel safe and valued regardless of background, disability, gender, or beliefs.
- ✚ First Nations learners are supported through culturally appropriate and inclusive training practices.
- ✚ All students are provided with equitable access to support and complaint resolution processes.
- ✚ Reports of discrimination or harassment are addressed swiftly, fairly, and confidentially.

6. Procedure – Step-by-Step

| Step | Action | Responsible Person |
|------|---|-----------------------------------|
| 1 | Promote the Discrimination and Harassment Policy through orientation, Student Handbook, and website | Compliance Manager |
| 2 | Ask students to disclose disability or support needs via the Enrolment Form (optional and voluntary) | Admin Officer |
| 3 | Discuss support needs and inclusion commitments during PTR (Pre-Training Review) | Trainer / Admin Officer |
| 4 | Ensure all staff complete induction training on inclusive practice, cultural safety, and anti-discrimination | Compliance Manager |
| 5 | Immediately respond to reports or observations of discriminatory or harassing behaviour | Trainer / Student Support Officer |
| 6 | Provide the student with a copy of the Discrimination and Harassment Policy and Complaints Form | Student Support Officer |
| 7 | If a formal complaint is lodged, follow the Feedback and Complaints Management Policy procedures | Compliance Manager |
| 8 | Make reasonable adjustments to support affected students (refer to Disability Support and Adjustments Policy) | Compliance Manager |
| 9 | Where needed, involve external support services or refer to counselling | Student Support Officer |

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|----|--|--------------------------|
| 10 | Record incidents and outcomes in the Feedback, Complaint and Appeal Register | Compliance Manager |
| 11 | Review complaints trends annually as part of the CI (Continuous Improvement) cycle | CEO / Compliance Manager |

7. Related Documents

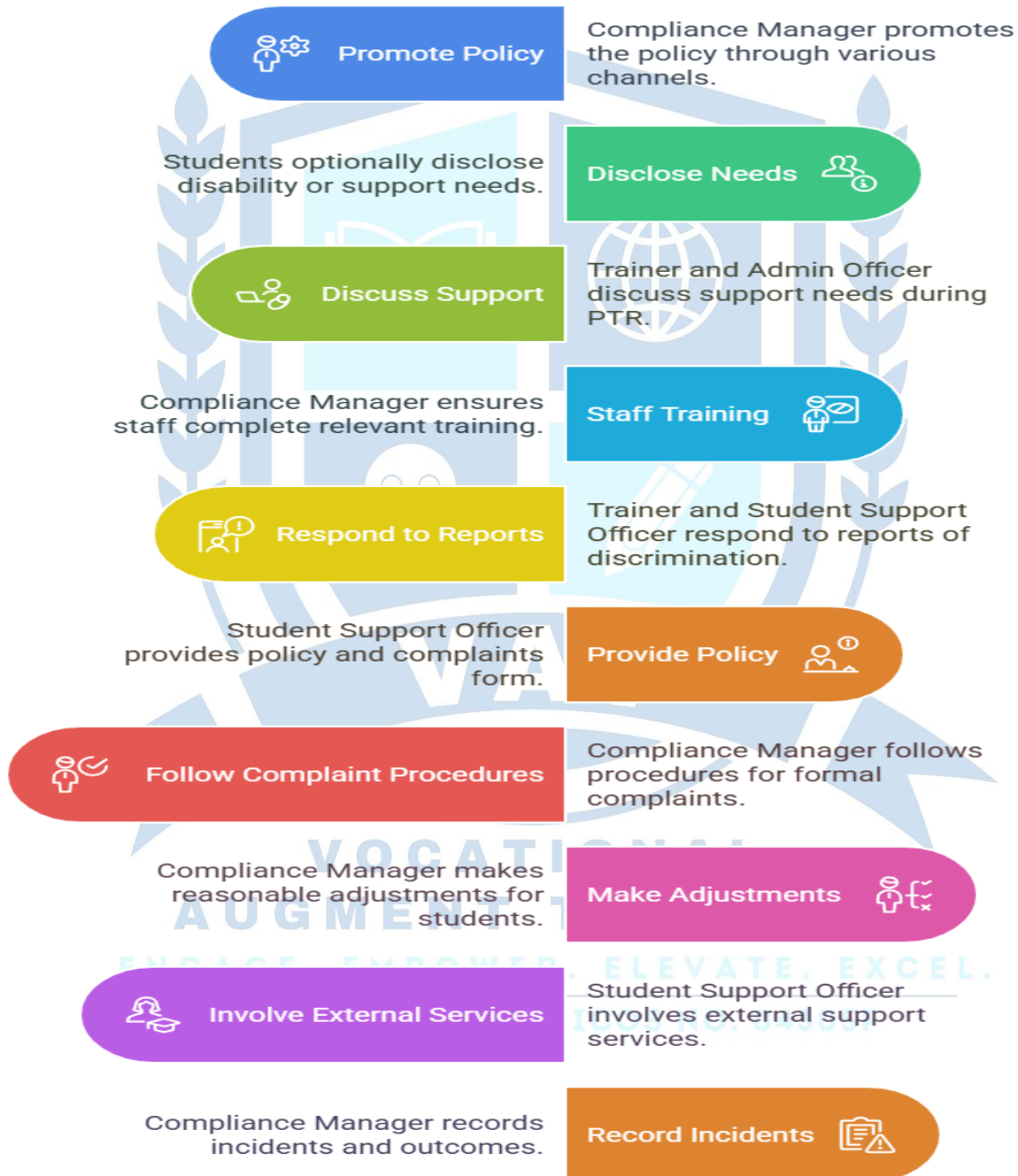
- ✚ Feedback, Complaint and Appeal Policy
- ✚ Disability Support and Adjustments Policy
- ✚ Student Handbook
- ✚ Code of Conduct – Students and Staff
- ✚ Cultural Safety Guidelines
- ✚ CI (Continuous Improvement) register
- ✚ Feedback, Complaint and Appeal Register
- ✚ Complaints and Feedback Forms



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8. Flow chart

Discrimination and Harassment Process



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Enrolment Policy

1. Purpose

This policy outlines the systematic and compliant enrolment process at the RTO. It ensures that all prospective students are enrolled only after completing the required pre-enrolment procedures and that all relevant data is collected, verified, and stored in alignment with Outcome Standards 2.1 and 2.2. The process supports fair, transparent, and well-informed student admission decisions. It also aligns with the requirements of Standard 3 of the National Code 2018.

2. Scope

This policy applies to all domestic and international students enrolling into nationally recognised training courses offered by the RTO. It also applies to staff involved in student enrolment, administration, support, and training delivery.

3. Definitions

| Term | Definition |
|---------------------------------|--|
| Pre-Enrolment Review | A formal review of a student's needs, LLND abilities, prior learning and suitability for the training product. |
| Enrolment | The process of formally registering a student into the SMS and issuing required documentation for training commencement. |
| SMS (Student Management System) | The system used to record and manage student enrolment data, course progress, and communications. |
| LLND | Language, Literacy, Numeracy and Digital literacy evaluation conducted before enrolment. |
| PTR Form | The Pre-Training Review Form used to assess training suitability. |

4. Legislative and Regulatory References

- Standards for RTOs 2025 – Outcome Standards 2.1 and 2.2
- National Vocational Education and Training Regulator Act 2011
- VET Data Policy
- Student Identifiers Act 2014

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Privacy Act 1988

National Code 2018 – Standard 3

5. Policy Statement

The RTO ensures all students are enrolled into training only after completing a compliant pre-enrolment process that includes: confirmation of the student's suitability and needs, provision and verification of all required documentation, secure enrolment into the RTO's SMS, and clear communication of course commencement details.

International students are also provided with a written agreement, in line with the ESOS Act and National Code 2018 Standard 3, covering course details, tuition and non-tuition fees, refund policies, obligations on both sides, and a record of acceptance.

6. Enrolment Procedure – Step-by-Step

| Step | Action | Responsible Person |
|------|---|------------------------------------|
| 1 | Confirm Completion of Pre-Enrolment Review- Ensure PTR Form, LLND assessment, and support needs identification are complete. - Ensure course credit and RPL opportunities have been offered (per National Code 2.3 – 2.5). | Admin Officer / Trainer |
| 2 | Provide Enrolment Form and list of documents require- Include: ID, USI, qualification-specific items (e.g., WWCC, medical forms) | Admin Officer |
| 3 | Collect and Verify Student Documentation- Check: Photo ID, Passport, valid USI, course-specific prerequisites (e.g. English language proficiency, work experience). | Admin Officer |
| 4 | Confirm Eligibility and Course Suitability- Validate evidence meets TAS and CRICOS entry criteria. - For international students: confirm visa type, CRICOS course match, and delivery mode eligibility. | Admin Officer / Compliance Manager |
| 5 | Issue Letter of Offer document (as per NC 2018 Standard 3.3)- Include full course details, course start date, Location, fee breakdown (tuition and non-tuition fees), prerequisites, refund policy, assessment methods, modes of delivery, duration, third-party details (if applicable), Compliant and appeal policy and privacy disclosures. - Get acceptance (signature or electronic confirmation) from the student. | Admin Officer / Compliance Officer |
| 6 | Receive Tuition/Non-Tuition Fee initial Payment- Accept payment only after written agreement is signed . Provide receipt and retain copy for 2 years. | Admin Officer |

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| Step | Action | Responsible Person |
|------|---|------------------------------------|
| 7 | Enter Student Details into SMS- Record: personal details, course, CoE details (for international), fee status, support needs. | Admin Officer |
| 8 | Generate and Issue CoE (International Students only)- Ensure accurate course duration (adjusted for RPL or CT where applicable). - Update PRISMS if applicable. | Admin Officer |
| 9 | Send Welcome Email and Training Plan / Timetable- Includes: course start date, orientation session, timetable, LMS login (if applicable), and support contacts. | Admin Officer |
| 10 | Notify Trainer/Assessor of Enrolment- Provide name, course, start date, and support info. - For early intervention planning. | Admin Officer |
| 11 | Store All Records Securely- In student file or SMS. - Include: signed written agreement, copies of ID, PTR, LLND, training plan, and evidence of fee payments. All record must be stored securely to prevent unauthorised access, damage, or loss for minimum 2 years. | Admin Officer / Compliance Manager |
| 12 | Conduct Internal Compliance Audit on Enrolments (Annually)- Ensure: written agreements are complete, CoE aligns with actual start and end dates, and data matches TAS. | Compliance Manager |
| 13 | If student contact details changed then student must update the RTO within 3 days and RTO needs to update the SMS and PRISMS with in 7 days. | Student / RTO admin |

National Code 2018 – Standard 3 Compliance Mapping

| Clause | Requirement | RTO Compliance Mechanism |
|--------|---|---|
| 3.1 | Enter into a written agreement with the overseas student <i>before</i> accepting fees | Step 5 of the procedure ensures a signed agreement is received before any payment is collected (Step 6) |
| 3.2 | If student is under 18, written agreement must be signed by parent/guardian | Covered in Step 3: Admin collects parental consent for students under 18 — |
| 3.3.1 | Course details: name, CRICOS code, mode of delivery, start date, location | Included in the Letter of Offer (Step 5) and Welcome Email (Step 9) |
| 3.3.2 | Entry requirements including English language, prerequisites | Verified at Step 4, documented in the Letter of Offer |

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| Clause | Requirement | RTO Compliance Mechanism |
|---------------|--|---|
| 3.3.3 | Conditions on enrolment (e.g., visa status, prerequisites) | Assessed and recorded in PTR (Pre-Enrolment Review) and agreement (Step 1–5) |
| 3.3.4 | Tuition fees, due dates, payment options | Fully listed in the letter of offer issued in Step 5 |
| 3.3.5 | Non-tuition fees (e.g., reassessment, deferral, late payments) | Included in letter of offer |
| 3.3.6 | Privacy – how student data may be disclosed under Privacy Act | Addressed in Privacy Policy and stated in the letter of offer |
| 3.3.7 | Complaints and appeals process outlined | Referenced in letter of offer |
| 3.3.8 | Students must keep copies of agreements and receipts | Students advised to keep documents via pre-enrolment info and letter of offer. |
| 3.3.9 | Supplementary material may be linked, not embedded | Only supporting documents (e.g., refund policy, ESOS info) are linked in letter of offer. |
| 3.4.1 – 3.4.5 | Refund policy – must be in plain English, aligned with ESOS Act, TPS, and consumer law | Refund policy is referenced in letter of offer and student handbook. |
| 3.5.1 – 3.5.3 | Student contact details and emergency contacts must be collected and updated within 7 days of change | Collected in Enrolment Form (Step 3) and monitored via SMS with update reminders |
| 3.6 | Retain written agreement and fee records for 2 years after student ceases enrolment | Step 12 ensures secure storage and compliance with retention requirements |

7. Related Documents

- ✚ Pre-Enrolment Policy
- ✚ Pre-Training Review Form (PTR)
- ✚ LLND Assessment Tools
- ✚ Enrolment Form
- ✚ Course-specific Document Checklist
- ✚ Student Welcome Email Template
- ✚ Student Management System (SMS)
- ✚ Student Handbook

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- ✚ Timetable / Training Plan Template
- ✚ Written Agreement Template (CRICOS Students)
- ✚ Fee Management and Refund Policy
- ✚ ESOS Framework Information
- ✚ Feedback, Complaint and Appeal Policy



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8. Flow chart

Enrolment Process



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Fee Management and Refund Policy

1. Purpose

This policy ensures the RTO provides transparent, fair, and consistent processes for charging and refunding student fees and complies with:

- ✚ *Standards for RTOs 2025* – Clause 18 (Prepaid Fees), Clause 2.1 (Student Information)
- ✚ *National Code of Practice 2018* – Standard 3 (CRICOS students)
- ✚ *Australian Consumer Law (ACL)* obligations for student protection

It also defines how fees are published, managed, protected, and refunded and how students are informed of their obligations.

2. Scope

This policy applies to all international students, their authorised payers, and RTO personnel involved in enrolment, admissions, marketing, finance, and administration.

3. Definitions

| Term | Definition |
|-----------------------|---|
| Prepaid Fees | Fees paid in advance for services not yet delivered (training or assessment) |
| Tuition Assurance | A regulatory mechanism to protect student fees if the RTO is unable to deliver the course |
| Threshold Prepaid Fee | The maximum amount (\$1,500) an RTO may collect before requiring protection measures |
| Non-Tuition Fees | Charges not related to training delivery, e.g. enrolment, materials, reassessment, ID reissue |
| Cooling-Off Period | A 10-business-day period allowing cancellation of an unsolicited enrolment (ACL) |

4. Legislative References

- ✚ *Standards for RTOs 2025* – Clause 18 & Clause 2.1
- ✚ *National Code of Practice 2018* – Standard 3

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- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Australian Consumer Law (Schedule 2, CCA 2010)
- ✚ Data Provision Requirements 2023

5. Policy Statement

The RTO:

- ✚ Provides clear and accurate information about fees, charges, refunds, and fee protection prior to enrolment
- ✚ **Ensures all fees (tuition and non-tuition) are disclosed in:**
 - Letter of Offer & acceptance agreement
 - Student Handbook
 - Marketing brochures
 - Website
- ✚ **Publishes and updates a full fee schedule, including:**
 - Enrolment fees
 - Course fees
 - RPL, reassessment, reissue, withdrawal, and material costs
- ✚ Issues receipts and written agreements to all students detailing fee obligations and refund terms
- ✚ Applies the cooling-off period where enrolment occurred via unsolicited contact, as required under ACL
- ✚ **Issues refunds fairly and in line with:**
 - Written agreement terms
 - Compassionate or compelling circumstances
 - Visa-related issues (before and after commencement)
 - Provider default (e.g. course cancellation, TPS trigger)
- ✚ Processes refunds within 20 working days, and all decisions are recorded and communicated in writing
- ✚ Retains all written agreements and fee records for two years after the student ceases to be enrolled

Prepaid Fee Protection Measures

a. Tuition Protection Service (TPS)

- ✚ The RTO is a current participant of the Tuition Protection Service (TPS).
- ✚ If the RTO cannot provide the course, TPS ensures the student:

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- Is offered an equivalent course at no additional cost, or
- Receives a refund of unused tuition fees.

b. Separate Fee Account Monitoring

- ✚ Prepaid funds are held in a separate designated account.
- ✚ Monthly review by the CEO ensures the account holds enough to match all PRISMS-indicated prepaid balances.

6. Fee Schedule

| Fee Type | Amount | Frequency/Conditions |
|------------------------------|-------------------------------------|--------------------------------------|
| Enrolment/Application Fee | \$300 | At enrolment – non-refundable |
| Total Course Fee | Refer website or contact Admin team | Per course/term |
| RPL Fee | \$250 per unit | Non-refundable if SOA issued |
| Credit Transfer | No Charge | Upon request |
| Supplementary Assessment | \$350 | After 2 free attempts |
| Unit Repeat | \$1,500 | Full unit retake |
| Certificate Reissue | \$50 | Upon request |
| Change of CoE | \$300 | On application |
| Late Payment Fee | \$50 | Weekly charge per invoice/Instalment |
| Placement Fee | \$2,000 | Where applicable |
| Kitchen Kit/Construction kit | \$500 | Specific course only |
| Airport Pickup | \$350 | Refundable if cancelled pre-arrival |
| Deferment Fee | \$300 | On application |
| Re-enrolment Fee | \$500 | After CoE cancellation |
| Student Photocopying | 20c per page | Upon request |
| Replacement Student ID | \$50.00 | Upon request |

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| Fee Type | Amount | Frequency/Conditions |
|---|--|----------------------|
| Overseas Health Cover | Outsourced- contact VAT for more details | Upon request |
| *EZI Debit Fees and charges | | |
| Administration Fees (Once only per Direct Debit Form) | Up to \$5.50 | |
| Direct Debit Transaction Fee - from bank account | Up to \$2.20 | |
| Direct Debit Transaction Fee* - Credit Cards (Domestic Visa or MasterCard) | Up to 2.70%* | |
| Direct Debit Transaction Fee* - Charge Cards (Domestic Amex or Diners) | Up to 4.4%* | |
| Transaction Fee BPAY | Up to \$2.20 | |
| Transaction Fee BPAY® from Credit Cards | Up to 2.2%*** | |
| eCommerce Transaction fee (Online Payments) | Up to \$1.10 | |
| eCommerce fee (Visa Mastercard) | Up to 3.9% | |
| eCommerce fee (Amex or Diners) | Up to 5.5% | |
| Credit Cards – Micropayments (payment under \$30.00 in value) (Domestic Visa or MasterCard) | Up to 4.95% | |
| Client Dishonour Fee**** | Up to \$4.40 | |
| Failed Payment Fee | Up to \$2.20 | |
| Refund Fee | Up to \$5.50 | |
| Settlement Fee | Up to \$2.20 | |
| Minimum Monthly Fee (an exemption period may apply) ** | Up to \$29.70 | |
| eCommerce Establishment Fee | Up to \$55.00 | |

***Ezidebit** (This is a direct debit option). The student can fill the form available at campus and fill the details, and payment will be directly debited according to the letter of offer and Acceptance agreement. Please note: payment surcharges will apply. Refer to the EZI Debit Fees and charges section above.

CREDIT CARD (a 3% surcharge applies to all credit card payments (American Express card will have higher charges)

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Students have a choice to pay more than 50% of the tuition fees or the full course fees up front if they wish. Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE)

7. Refund Conditions (Summary)

Student Default

A default is where:

- ✚ You do not commence your program on the agreed start date and have not previously withdrawn.
- ✚ You withdraw from the program either before or after the agreed start date.
- ✚ RTO refuses to provide, or continue providing the program due to one or more of the following
 - a. you failed to pay an amount payable for the program
 - b. you breached a condition of your student visa
 - c. misbehaviour by you

Abandonment occurs when a student:

- ✚ Fails to attend scheduled classes (face-to-face or online) for an extended period,
- ✚ Does not respond to communication attempts (email, calls, messages), and
- ✚ Does not formally withdraw or provide a valid reason (e.g., medical leave, deferral request).

Provider Default

Provider defaults if:

- ✚ RTO fails to deliver the program on the agreed start date.
- ✚ RTO ceases to deliver the program at any time after the commencement but prior to completion.

Refund Conditions (student default and provider default)

| Situation | Refund Entitlement |
|---|---|
| RTO cancels course (pre-start) | 100% refund (incl. enrolment fee) |
| RTO unable to deliver full course after start of the course due to sanction imposed by a government regulator | Refund of unused tuition fees |
| Application rejected by VAT | 100% tuition refund (excl. enrolment fee) |

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| Situation | Refund Entitlement |
|--|---|
| Visa refused and notified to VAT in writing before course commencement | 100% tuition refund (excl. enrolment fee) |
| Visa refused and notified to VAT in writing after course commencement | Pro-rata refund per study period |
| Visa extension is refused and notified to VAT in writing | No refund; if course started |
| Withdrawal in writing ≥ 10 weeks before course commencement | Full tuition refund (less 5% or \$500, whichever is less) (excl. enrolment fee) |
| Withdrawal in writing 4–10 weeks before course commencement | 70% tuition refund (excl. enrolment fee) |
| Withdrawal in writing < 4 weeks before course commencement | 25% tuition refund (excl. enrolment fee) |
| Withdrawal in writing after course commencement | No refund |
| Misconduct or non-compliance with the rules and regulations set by the Australian Government | No refund |
| RPL assessed with SOA issued | No refund |
| Abandonment | No refund; outstanding fees invoiced |

8. Late Payment and CoE Cancellation Process

| Step | Action | Responsible Officer | Details / Notes |
|------|---------------------------|----------------------------------|---|
| 1 | Monitor Payment Due Dates | Accounts Officer / Admin Officer | Check due dates for student tuition or scheduled instalment payments weekly. |
| 2 | Identify Late Payments | Accounts Officer | Flag students who have not made payment by the due date (1–3 days late). |
| 3 | Send 1st Reminder Notice | Accounts Officer | Issue a polite reminder via email/SMS (attach invoice copy). Allow 5 working days to pay. |

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| Step | Action | Responsible Officer | Details / Notes |
|------|------------------------------------|-------------------------|---|
| 4 | Send 2nd Warning Notice | Compliance Manager | If no payment after 5 days, send a formal warning letter with a 10-day final payment deadline. Notify of risk to CoE. |
| 5 | Offer Support Options | Student Support Officer | Contact student to check if support or payment plan is needed (keep records). |
| 6 | Final Notice (Intention to Report) | Compliance Manager | After 10-day warning period lapses, send written Notice of Intention to Report for Non-Payment. Give student 20 working days to appeal. |
| 7 | Wait for Appeal Period | Compliance Manager | Monitor for appeals within 20 days. If student appeals, handle under complaints and appeals process. |
| 8 | No Appeal Received | Compliance Manager | If student does not respond or appeal, proceed to cancel CoE on PRISMS. Document all steps. |
| 9 | Report on PRISMS | Compliance Manager | Log into PRISMS and report student under non-payment of fees. Cancel CoE. Retain confirmation. |
| 10 | Update Internal Records | Admin Officer | Update SMS (Student Management System), finance system, and compliance registers with cancellation and notes. |
| 11 | Audit Readiness | Compliance Manager | Ensure all email logs, notices, PRISMS evidence, and forms are filed and ready for audit. |

9. Cooling-Off Period

In line with Australian Consumer Law, students who enrol via unsolicited contact (e.g. telemarketing, door-to-door) are entitled to cancel their enrolment within 10 business days without penalty. During this time:

- ✚ No services will be delivered
- ✚ No fees will be collected
- ✚ Written consent is required to waive this right

10. Refund Process

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| Step | Action | Responsible Person | Timeframe |
|------|--|-------------------------------------|---|
| 1 | Student reviews the refund conditions outlined in the Letter of Offer, Student Handbook, and Fee Management Policy. | Student | Prior to withdrawal |
| 2 | Student completes and submits a signed Refund Request Form with supporting documents (e.g. withdrawal form, visa refusal notice). | Student | As soon as withdrawal decision is made |
| 3 | Admin Officer logs the request in the Refund Register and sends an acknowledgement email. | Admin Officer | Within 2 business days |
| 4 | Compliance Manager verifies eligibility by reviewing: - Enrolment status (SMS/PRISMS) - Payment records - Applicable refund rules - Supporting documentation | Compliance Manager | Within 5 business days |
| 5 | Compliance Manager submits findings and recommendation to the CEO. | Compliance Manager | Immediately after assessment |
| 6 | CEO reviews and makes the final decision. If approved, authorises refund. If not, provides written reasons. | CEO | Within 3 business days of submission |
| 7 | Finance Officer processes refund to the original payer's account and records it in the Refund Register. | Finance Officer/ Student support | Within 5 business days of CEO approval |
| 8 | Compliance Manager issues a formal written notification of the outcome (approved or denied) including reasons and appeal rights. | Compliance Manager | Within 20 business days from receipt of application |
| 9 | If denied, student may appeal under the Feedback, Complaint and Appeal Policy | Student / Compliance Manager | As needed |
| 10 | If the RTO defaults on course delivery, the CEO coordinates with TPS to arrange full refund or alternative placement. | CEO | Within 14 days of default |

11. Who Can Receive a Refund?

Refunds will normally be paid directly to the student who is enrolled.

✚ If the student is under 18, the refund will be paid to the nominated parent or legal guardian.

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- ✚ In specific cases, a refund may be made to a third party, only if:
- ✚ The student has authorised this in writing, and
- ✚ The third party was nominated in the original Written Agreement.

12. Related Documents

- ✚ Refund Request Form
- ✚ Student Handbook
- ✚ Written Agreement
- ✚ Letter of Offer and Acceptance
- ✚ Feedback, Complaint and Appeal Policy
- ✚ Continuous Improvement Register
- ✚ Marketing and Advertising Policy
- ✚ Enrolment Policy
- ✚ Payment warning letters

13. Flow chart



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Student Identifier Management Policy

1. Purpose

This policy ensures that the RTO complies with Clause 12 of the Standards for RTOs and the Student Identifiers Act 2014 by managing the collection, verification, protection, and use of Unique Student Identifiers (USIs) in a secure and lawful manner.

2. Scope

This policy applies to all staff, students, and third-party representatives involved in the collection, use, and storage of student USIs.

3. Definitions

| Term | Definition |
|---------------------------------|---|
| USI (Unique Student Identifier) | A 10-digit alphanumeric reference assigned to each VET student in Australia. |
| AVETMISS | The Australian Vocational Education and Training Management Information Statistical Standard, which requires valid USIs for national reporting. |
| Registrar | The national authority responsible for administering the USI system. |

4. Legislative and Regulatory References

- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Privacy Act 1988
- Standards for RTOs 2025 – Clause 12
- Data Provision Requirements 2012

5. Policy Statement

The RTO ensures:

- All students are informed of the USI requirement before enrolment.
- USIs are collected and verified before issuing any AQF certification documentation.
- No training activity is reported to NCVER unless a verified USI is present.

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- Personal information used for USI access is collected, stored, and used in accordance with the Privacy Act.

6 Step-by-Step Procedure – Student Identifier Management

| Step | Action | Responsible Person |
|------|--|------------------------------------|
| 1 | Collect Personal Information and Consent- During enrolment, collect personal information, USI, training records, and other relevant data from the student.- Ensure students sign consent forms for data collection and usage as per the Privacy Act and the RTO's policies. | Admin Officer |
| 2 | Secure Data Storage- Enter student and training data into secure systems, including the Student Management System (SMS), financial software (e.g. Xero or MYOB), and cloud storage (e.g. Google, Microsoft).- Restrict access to authorised personnel only using role-based permissions. | Admin Officer / Compliance Manager |
| 3 | Maintain Register of Issued Qualifications- Keep a centralised register of all AQF qualifications and Statements of Attainment issued.- Ensure records align with AQF Qualifications Register Policy.- Records must include student name, USI, qualification code/title, date issued. | Admin Officer |
| 4 | Retention of Enrolment Records- Store enrolment forms, pre-training review documents, and supporting evidence (e.g. ID, LLND results) for 7 years from completion or withdrawal.- Archive inactive files securely with access logs. | Admin Officer |
| 5 | Retention of Financial Records- Retain student payment records, invoices, refund processing documentation, and transaction summaries for 7 years, in line with ATO and audit requirements. | Accounts Officer |
| 6 | Retention of Complaints and Appeals Records- Keep copies of submitted complaints and appeals, outcome letters, investigation records, and resolution documentation for 5 years. | Compliance Manager |
| 7 | <p>Retention of Assessment Evidence (Including RPL)- Retain all assessment evidence (e.g. completed workbooks, observation checklists, assessor marking tools, validation records) for 2 years after the student's completion of the qualification or standalone unit.</p> <ul style="list-style-type: none"> For RPL, retain application forms, RPL mapping documents, evidence submitted (certificates, work samples), assessor's final judgment, and RPL outcome communication. Ensure electronic copies are kept in the student's digital file on SharePoint or the LMS where applicable. | Trainer / Compliance Manager |

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| Step | Action | Responsible Person |
|------|---|--------------------|
| 8 | Access to Records Upon Request- If a student or former student requests access to their records (e.g. certificate reissue, attendance records), provide access or copies within 4 weeks.- Log all requests in the Access Request Register. | Admin Officer |
| 10 | Secure Disposal of Expired Records- Once minimum retention periods are met: - Shred physical documents. - Permanently delete electronic records from all storage systems.- Disposal must be authorised and recorded on a Destruction Log. | Compliance Manager |

7. Privacy & Consent

USIs and personal data collected for verification are handled under the Australian Privacy Principles (APPs). Consent for USI creation or access must be recorded through the enrolment form or via written authorisation.

8. Third Party Obligations

Any third party involved in training delivery or student recruitment must comply with this policy and maintain confidentiality of USI information.

9. Breach and Compliance

Failure to comply with this policy may result in:

- ✚ Withholding of AQF documentation;
- ✚ Breach reporting to the Registrar;
- ✚ Disciplinary action for staff or third parties.

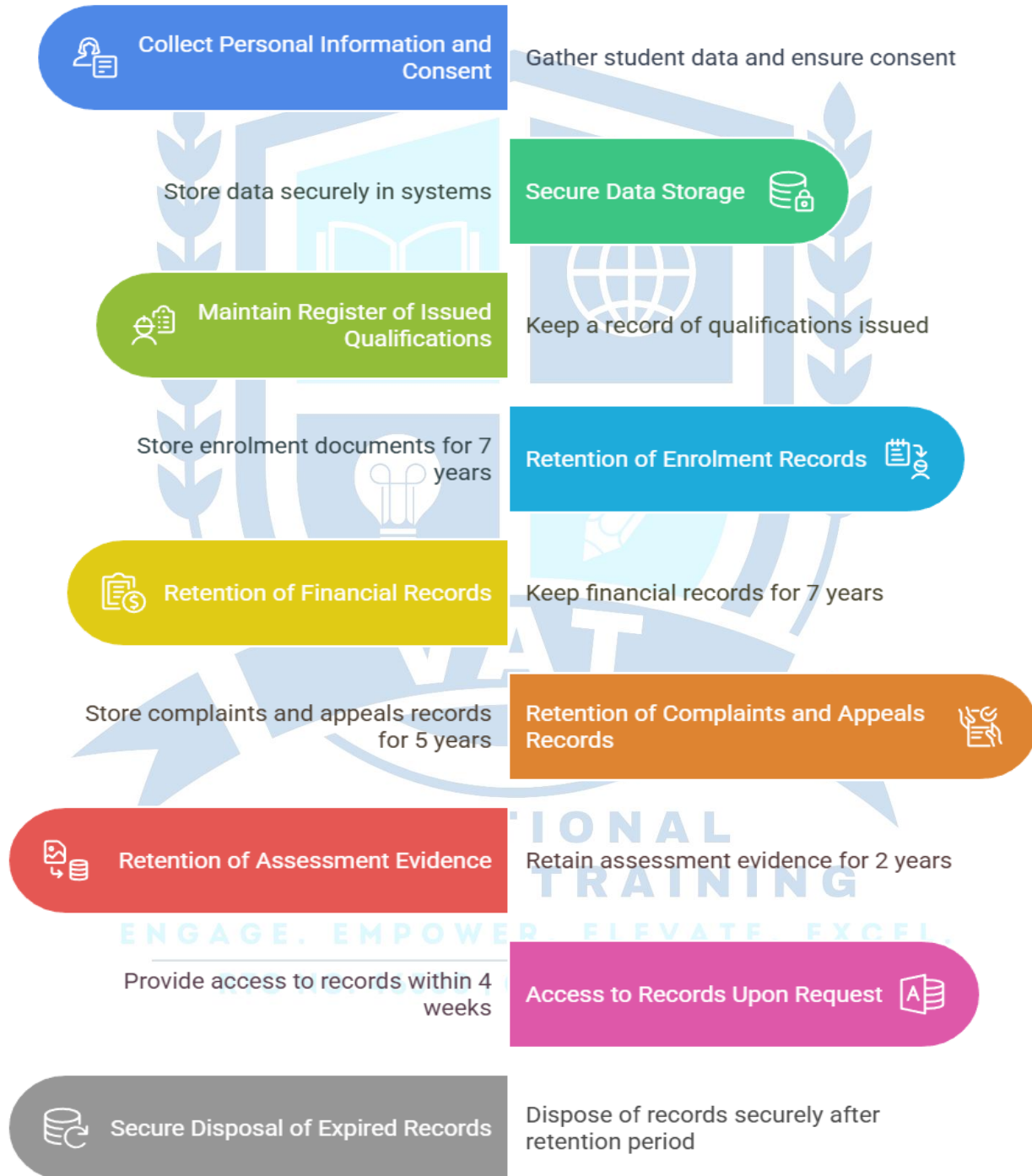
10. Related Documents

- ✚ Enrolment forms
- ✚ Pre-Training Review Form
- ✚ Consent form
- ✚ Student Management System (SMS)
- ✚ Certification Register

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11. Flow chart

Student Identifier Management Process



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Data Privacy and Record Keeping Policy

1. Purpose

This policy ensures that the RTO manages student and staff records in a manner that protects personal information, meets legislative data privacy obligations, and aligns with Clause 10 of the Standards for RTOs 2025. The policy also ensures that record keeping practices support transparency, accuracy, and regulatory compliance.

2. Scope

This policy applies to:

- ✚ All personal and training records of students
- ✚ RTO staff, contractors, and third parties who handle personal or sensitive information
- ✚ Storage, access, and disposal of physical and digital records

3. Definitions

| Term | Definition |
|-----------------------|--|
| Personal Information | Information or opinion that identifies or could identify an individual (e.g., name, address, date of birth, USI) |
| Sensitive Information | A subset of personal information including health, disability, racial background, or religious beliefs |
| AVETMISS | The data standard used to collect VET sector data |
| NCVER | National Centre for Vocational Education Research |
| USI | Unique Student Identifier – mandatory for all nationally recognised training |
| PRISMS | Provider Registration and International Student Management System used for international student reporting |

4. Legislative References

- ✚ Standards for RTOs 2025 – Clause 10
- ✚ National Vocational Education and Training Regulator Act 2011

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- ✚ Australian Privacy Principles (Privacy Act 1988)
- ✚ Archives Act 1983
- ✚ Data Provision Requirements 2020
- ✚ AVETMISS and USI Reporting Requirements

5. Policy Statement

The RTO is committed to:

- ✚ Protecting the privacy of personal and sensitive information it collects
- ✚ Meeting all legislative requirements for the retention, storage, and security of records
- ✚ Ensuring students have access to their records upon request
- ✚ Retaining training and assessment records for at least 30 years
- ✚ Retaining other required records (e.g., complaints, appeals, enrolment records) for a minimum of seven years, or as otherwise legally required
- ✚ Implementing strict access controls and secure disposal practices

6. Procedure – Step-by-Step

| Step | Action | Responsible Person | Timing |
|------|--|---------------------------------|-------------------------|
| 1 | Collect personal information only where necessary (e.g., enrolment, LLN, AVETMISS, USI) | Admin Officer / Student Support | At enrolment |
| 2 | Ensure all personal data is collected with consent and privacy notice is provided | Admin Officer | During enrolment |
| 3 | Store physical records in locked cabinets and digital records in password-protected systems with backups | Compliance Manager / IT Support | Ongoing |
| 4 | Provide students access to their personal and training records upon written request | Compliance Manager | Within 10 business days |
| 5 | Regularly review access controls and restrict data handling to authorised staff only | Compliance Manager | Quarterly |
| 6 | Back up digital data daily and store backups securely off-site or in a secure cloud | IT / Compliance | Daily |
| 7 | Archive training and assessment records securely for 30 years | Admin Officer / Compliance | Ongoing |

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| Step | Action | Responsible Person | Timing |
|------|--|----------------------------|-------------|
| 8 | Retain financial, complaint, appeal and enrolment records for 7 years minimum | Admin Officer | Ongoing |
| 9 | Securely dispose of expired paper records by shredding or certified destruction | Admin / Compliance Manager | As required |
| 10 | Train all staff annually on data privacy responsibilities and breach response | Compliance Manager / CEO | Annually |
| 11 | Report any data breaches to the CEO and investigate in line with the Notifiable Data Breaches Scheme | Compliance Manager | As required |

7. Related Documents

- ✚ Student Enrolment Form
- ✚ Privacy Notice
- ✚ Access to Records Request Form
- ✚ Complaints and Appeals Register
- ✚ Records Management Procedure
- ✚ RTO Data Retention Schedule
- ✚ Staff Confidentiality Agreement

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8. Flow chart

Data Privacy and Record Keeping Process



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Academic Integrity and Plagiarism Policy

1. Purpose

The purpose of this policy is to uphold academic integrity within the RTO by ensuring all assessments submitted by students are their own work and are free from plagiarism, unauthorised AI use, or collusion. This policy outlines how the RTO monitors, detects, and responds to breaches of academic integrity.

2. Scope

This policy applies to all VET students, trainers and assessors, academic staff, and administrative personnel involved in training and assessment.

3. Definitions

| Term | Description |
|---------------------|--|
| Academic Integrity | Honest and responsible scholarship. |
| Plagiarism | Presenting someone else's work or ideas as your own without proper attribution. |
| Collusion | Unauthorised collaboration with another person in preparing work. |
| AI Misuse | Use of artificial intelligence tools (e.g., ChatGPT, Jasper, etc.) to generate content without disclosure or validation. |
| Academic Misconduct | Any behaviour that undermines the integrity of academic assessment. |

4. Policy Statement

- The RTO is committed to ensuring that all assessment work submitted by students is authentic and meets the requirements of the training package.
- Trainers and assessors are required to apply reasonable methods to confirm the authenticity of a student's work, including verbal questioning and validation techniques.
- Any suspected or confirmed academic misconduct will be managed fairly, consistently, and in line with natural justice principles.

5. Methods of Detection and Verification

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- ✚ **Hard Copy Assessments:** Trainers may select random paragraphs and use online search engines or plagiarism and AI detection tools (e.g., Copyleaks, GPTZero) to check authenticity.
- ✚ **LMS Submissions:** Submissions via the LMS are checked using integrated detection software such as Turnitin or Grammarly.
- ✚ **Verbal Validation:** During practical assessments or where doubts arise, the trainer must ask verbal questions to confirm understanding.
- ✚ **Collusion Check:** Where multiple students submit very similar work, collusion is investigated.

6. First and Repeat Offences

- ✚ **First Offence:** Student will be informed, provided support and education, and must re-submit or re-do the assessment.
- ✚ **Repeat Offence:** The student may be required to repeat the entire unit and will receive a formal written warning. Repeated misconduct may result in suspension or cancellation of enrolment.

7. Student and Staff Responsibilities

- ✚ **Students must:**
 - Submit original work.
 - Avoid using generative AI unless permitted and declared.
 - Acknowledge all sources.
- ✚ **Assessors must:**
 - Validate authenticity using available tools and questioning.
 - Keep records of detection activities and outcomes.

8. Recording and Reporting

- ✚ All misconduct cases are documented using the Academic Misconduct Record Form.
- ✚ Records are filed in the student's academic record.
- ✚ Serious or repeat misconduct is recorded in the Academic Misconduct Register.

9. Step-by-Step Procedure

| Step | Action | Responsible Person |
|------|---|---------------------------|
| 1 | Educate students on academic misconduct and AI misuse at time of orientation. | Trainer / Support Officer |
| 2 | Train staff during induction on using plagiarism/AI tools. | Compliance Manager |

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| Step | Action | Responsible Person |
|------|--|---------------------------|
| 3 | Review assessment submissions (hard copy or E-copy or LMS). | Trainer |
| 4 | Conduct plagiarism or AI checks using tools. | Trainer |
| 5 | If doubt exists, ask verbal questions during role play or practical. | Trainer |
| 6 | Complete Academic Misconduct Form if misconduct suspected. | Trainer |
| 7 | Hold meeting with student for first offence and allow reassessment. | Trainer / Support Officer |
| 8 | Require unit repeat for repeat offences. | Compliance Manager / CEO |
| 9 | Record in register and notify student in writing. | Admin Officer |
| 10 | Add pattern findings to CI Register for future improvements. | Compliance Manager |

10. Related Documents

- ✚ Academic Misconduct Record Form
- ✚ Academic Misconduct Register
- ✚ Student Handbook
- ✚ Trainer/Assessor Induction Checklist
- ✚ Continuous Improvement Register

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11. Flow chart

Academic Integrity and Plagiarism (Including AI) Procedure



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Critical Incident Management Policy

1. Purpose

This policy outlines the procedures and responsibilities for managing critical incidents that may affect students—particularly overseas students—impacting their safety, wellbeing, and ability to continue their course. It ensures the RTO implements effective, supportive, and compliant responses to all critical events.

2. Scope

This policy applies to:

- ✚ All domestic and overseas VET students
- ✚ All staff, contractors, and stakeholders across all delivery sites and online learning modes
- ✚ Both on-campus and off-campus events, including incidents occurring during work placements or excursions

3. Definitions

| Term | Definition |
|--------------------|---|
| Critical Incident | A traumatic event (or the threat of such) that causes, or is likely to cause, extreme stress, fear, harm, or trauma to a student or staff member. |
| Remedial Action | Any steps taken by the RTO to resolve or manage a critical incident, including follow-up, referral, and recovery support. |
| Wellbeing Needs | A student's physical, mental, emotional or safety-related support requirements. |
| Emergency Services | Includes police, fire brigade, ambulance, and crisis response hotlines. |

4. Legislative References

- ✚ Standards for RTOs 2025 – Outcome Standard 2.6
- ✚ National Code 2018 – **Standard 6.8 and 6.9**
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Work Health and Safety Act 2011

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5. Policy Statement

The RTO is committed to providing a safe and secure environment for all students, especially overseas students. To this end:

- ✚ The RTO will identify, assess and manage any critical incidents that may affect student welfare.
- ✚ Critical incidents will be recorded and remedial actions taken will be documented and kept for at least two years after the student ceases to be enrolled.
- ✚ **The RTO will:**
 - Take all reasonable steps to provide a safe campus environment.
 - Advise overseas students and staff on personal safety and security practices.
 - Provide information on how to seek help or report any incident that impacts their wellbeing.
 - Refer students to external safety and life-in-Australia resources such as those provided by Study Australia, Fair Work, and Safe Work Australia.
- ✚ **Overseas students will receive critical incident reporting information via:**
 - Student Handbook
 - Orientation sessions
 - RTO website or LMS updates
- ✚ The RTO ensures designated personnel (e.g. Student Support Officer, Compliance Manager) are trained and ready to respond to critical incidents in accordance with legislative and regulatory requirements.

6. Examples of Critical Incidents

- ✚ Death or serious injury of a student or staff member
- ✚ Severe mental health crisis (e.g. suicide attempt)
- ✚ Sexual or physical assault
- ✚ Threats of harm or violence
- ✚ Drug overdose or alcohol-related emergencies
- ✚ Missing persons cases
- ✚ Serious natural disasters
- ✚ Fire, explosions, or other on-campus hazards

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7. Responsibilities

| Role | Responsibility |
|-------------------------------|--|
| CEO/PEO | Final decision-making and escalation to regulators if required |
| Compliance Manager | Incident record-keeping, compliance and report submission |
| Student Support Officer (SSO) | Immediate student support, counselling referrals, and liaison |
| All Staff | Must report incidents and support implementation of first response |

Emergency Contact Details

Critical incident officer:

Paras Jain (0434044422) info@vat.vic.edu.au

After office hours: (0434044422) info@vat.vic.edu.au

8. Procedure – Step-by-Step

| Step | Action | Responsible Person |
|------|---|--------------------------|
| 1 | Identify and Report: Report incident to Compliance Manager or SSO. Complete preliminary details. | All Staff |
| 2 | Ensure Safety: Secure the environment. Administer first aid or call emergency services (000). | First Responder / SSO |
| 3 | Notify Key Staff: CEO, Compliance Manager, and SSO are informed. | Reporting Staff |
| 4 | Record the Incident: Complete and submit a Critical Incident Report Form. | Compliance Manager |
| 5 | Impact Assessment: Evaluate the impact and plan response (risk level, ongoing risk, support required). | CEO / Compliance Manager |
| 6 | Inform Stakeholders: Contact family/emergency contacts, if appropriate. Provide regular updates. | SSO / CEO |
| 7 | Referral and Support: Refer students to mental health, legal, or medical services as needed. | SSO |
| 8 | Ongoing Monitoring: Maintain regular follow-up with the student. Review any required academic adjustments. | Trainer / SSO |

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| Step | Action | Responsible Person |
|------|--|--------------------------|
| 9 | Recordkeeping: All documentation stored securely. Maintain written record for minimum 2 years post-enrolment. | Compliance Manager |
| 10 | Reporting: Notify ASQA or relevant authorities if required. | Compliance Manager |
| 11 | Review and Improvement: Evaluate incident response and log any system improvements in the CI Register. | CEO / Compliance Manager |

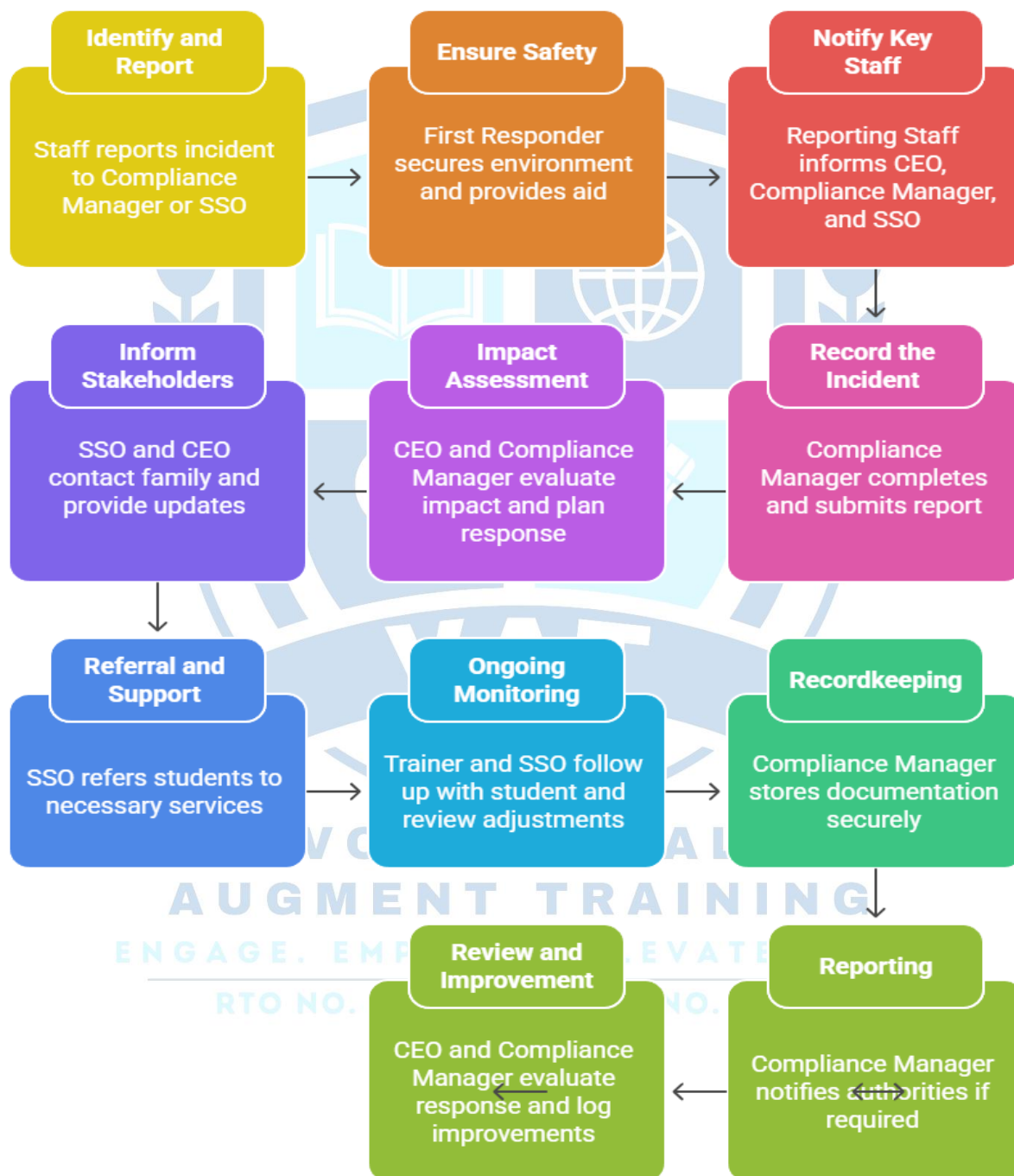
9. Related Documents

- ✚ Critical Incident Report Form
- ✚ Critical Incident Register
- ✚ Student Handbook
- ✚ Emergency Contact List
- ✚ Support Referral Form
- ✚ Continuous Improvement Register
- ✚ Risk Management and Mitigation Policy
- ✚ Workplace Health and Safety Policy
- ✚ Student Support Services Policy

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10. Flow chart

Critical Incident Management Procedure



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IT Systems and Security Policy

Section: VET Workforce and Governance

Standard: Outcome Standard 4.3

1. Purpose

This policy outlines the measures taken by the RTO to manage and safeguard its information technology (IT) systems and data. It ensures that digital infrastructure supports the secure delivery of training and assessment, protects sensitive information, and complies with the regulatory obligations under Outcome Standard 4.3.

2. Scope

Applies to all RTO staff, students, third parties, and contractors who access or manage the RTO's IT systems, including Student Management Systems (SMS), Learning Management Systems (LMS), SharePoint, email services, and assessment storage platforms.

3. Definitions

| Term | Definition |
|---------------|--|
| IT Systems | Infrastructure used to store and process data (e.g., SMS, LMS, email, cloud platforms). |
| Cybersecurity | Measures taken to protect IT systems from unauthorised access or attacks. |
| LMS | Learning Management System used for delivering and tracking training activities. |
| SMS | Student Management System used for storing student enrolment, assessment, and certification records. |

4. Legislative and Regulatory Reference

- Standards for RTOs 2025 – Outcome Standard 4.3
- Privacy Act 1988 (Cth)
- Australian Cyber Security Centre (ACSC) Guidelines
- National VET Data Policy
- Notifiable Data Breaches Scheme

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5. Policy Statement

The RTO is committed to:

- ✚ Ensuring the availability, integrity, and confidentiality of its IT systems and student data.
- ✚ Implementing preventative measures to protect data from unauthorised access, breaches, and loss.
- ✚ Providing staff with training and guidelines on secure IT use.
- ✚ Ensuring secure backup and retention of electronic records.

6. Responsibilities

| Role | Responsibility |
|-------------------------|--|
| Compliance Manager | Oversees IT system policies and audits. |
| IT Support / Contractor | Implements technical security controls and performs regular maintenance. |
| Admin and Trainers | Ensure secure handling of student data within SMS and LMS. |
| All Staff | Adhere to security protocols and report breaches. |

7. IT Security Practices

- ✚ All systems require secure logins with role-based access control.
- ✚ Passwords must be changed every 90 days and stored securely.
- ✚ Staff must not share login credentials.
- ✚ Two-factor authentication is enabled for systems holding sensitive data.
- ✚ Antivirus and firewall protections are installed and regularly updated.

8. Backup and Recovery

- ✚ Weekly data backups of SMS, LMS, and SharePoint.
- ✚ Backup copies stored in encrypted cloud storage and secure local drives.
- ✚ Monthly backup integrity tests.
- ✚ Disaster Recovery Plan tested annually.

9. Incident Response

If a breach or cyber incident occurs:

1. Incident must be reported to the Compliance Manager within 24 hours.

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2. Investigation conducted with IT personnel.
3. Report logged in the IT Incident Register.
4. Notify affected stakeholders where required under the Notifiable Data Breaches Scheme.
5. Preventative measures documented in the Continuous Improvement Register.

10. Acceptable Use Guidelines

- ✚ Staff and students must only use RTO IT systems for authorised educational and administrative purposes.
- ✚ Prohibited uses include unauthorised software installation, data tampering, and use of systems for personal business or inappropriate content.
- ✚ Breaches of acceptable use may result in disciplinary action.

11. Procedure – Step-by-Step

| Step | Action | Responsible Person |
|------|--|---------------------------------|
| 1 | Provide system access based on user role and function. | Compliance Manager / IT Officer |
| 2 | Train staff on IT use, data security, and privacy. | Compliance Manager |
| 3 | Perform weekly data backups and secure storage. | IT Officer |
| 4 | Conduct quarterly audits of SMS, LMS, and file access. | Compliance Manager |
| 5 | Respond to data breaches using incident protocol. | Compliance Manager / IT Officer |
| 6 | Log all IT incidents and improvements in registers. | Compliance Manager |
| 7 | Review IT systems annually for risks and improvement. | CEO / Compliance Manager |

12. Related Documents

- ✚ Data Privacy and Record Keeping Policy
- ✚ Workplace Health and Safety Policy (includes workstation safety)
- ✚ Critical Incident Management Policy
- ✚ IT Incident Register
- ✚ Staff Induction Manual
- ✚ Acceptable Use Agreement

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13. Flow chart

IT Systems and Security Process



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Privacy Policy

1. Purpose

This policy outlines how the RTO collects, uses, discloses, stores, and protects personal information in accordance with the Privacy Act 1988, including the Australian Privacy Principles (APPs). The policy ensures RTO staff and students understand their privacy rights and the organisation's responsibilities in managing personal and sensitive data.

2. Scope

This policy applies to all RTO personnel, students, and third parties who handle or access personal or sensitive information relating to VET operations, including during enrolment, training, assessment, and support services.

3. Definitions

| Term | Definition |
|-----------------------|---|
| Personal Information | Information that identifies or can reasonably identify an individual (e.g., name, address, phone number, email, USI). |
| Sensitive Information | Information such as health status, racial/ethnic origin, disabilities, and other data requiring a higher level of protection. |
| APPs | Australian Privacy Principles outlined under the Privacy Act 1988. |
| Data Breach | When personal information is accessed, disclosed, or lost in an unauthorised or accidental manner. |

4. Legislative References

- Standards for RTOs 2025 – Clause 20
- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- National VET Data Policy
- Student Identifiers Act 2014

5. Policy Statement

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The RTO is committed to protecting the privacy and confidentiality of all individuals' personal and sensitive information. The RTO will:

- ✚ Collect only necessary information relevant to enrolment, training, support, and compliance;
- ✚ Inform individuals about the purpose of collection and how their data will be used;
- ✚ Obtain written consent before sharing data with third parties unless required by law;
- ✚ Ensure records are stored securely and retained in accordance with regulatory obligations;
- ✚ Respond to privacy complaints or requests to access personal data within 10 business days.

6. Collection and Use of Information

- ✚ Information is collected during the pre-enrolment and enrolment process, including via the Enrolment Form and Pre-Training Review.
- ✚ **Data collected may include:**
 - Identity details (e.g., name, date of birth)
 - Contact details
 - USI
 - Emergency contact details
 - Health or disability disclosures (with consent)
 - Citizenship/visa status
- ✚ **This data is used to:**
 - Provide training and assessment
 - Manage student records
 - Comply with AVETMISS and other government reporting
 - Issue AQF certification

7. Storage and Security

All personal data is stored securely using:

- ✚ Student Management System (SMS) for enrolment and academic records
- ✚ SharePoint or encrypted cloud storage for administrative files
- ✚ Access control protocols to restrict data to authorised staff
- ✚ Backups and IT security measures to protect electronic files

8. Disclosure

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The RTO may disclose personal information to:

- ✚ Commonwealth and State Government departments
- ✚ NCVER and other regulatory bodies
- ✚ Third-party service providers only with prior written consent

No data will be sold or disclosed for marketing without permission.

9. Access and Correction

- ✚ Individuals may request access to their records by contacting the Admin Officer.
- ✚ Any incorrect or outdated personal information will be updated upon verification.
- ✚ Responses will be provided within 10 business days.

10. Breach Management

In the event of a suspected or confirmed privacy breach:

1. The Compliance Manager will conduct an immediate assessment.
2. Individuals affected will be notified if required.
3. The breach will be reported to the Office of the Australian Information Commissioner (OAIC), where applicable.

11. Procedure – Step-by-Step

| Step | Action | Responsible Person |
|------|--|----------------------------|
| 1 | Collect personal and sensitive information at enrolment with consent. | Admin Officer |
| 2 | Store records in secure systems (SMS, SharePoint, finance tools). | Admin Officer / IT Officer |
| 3 | Restrict data access to authorised personnel. | Compliance Manager |
| 4 | Share data with government or third parties only with consent or as required by law. | Compliance Manager |
| 5 | Provide access to records upon student request. | Admin Officer |
| 6 | Handle correction requests within 10 business days. | Admin Officer |
| 7 | Investigate and report data breaches promptly. | Compliance Manager |
| 8 | Train staff on privacy principles annually. | Compliance Manager |
| 9 | Review policy every 12 months or after legislative change. | CEO |

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12. Related Documents

- ✚ Enrolment Form
- ✚ Student Handbook
- ✚ Privacy Consent Form
- ✚ Data Breach Response Plan
- ✚ Data Privacy and Record Keeping Policy
- ✚ Academic File Security Procedure



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13. Flow chart

Privacy Policy



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Orientation Program Policy

1. Purpose

This policy ensures that all new students—domestic and international—receive an effective orientation that supports their successful integration into study, ensures their rights and obligations are understood, and complies with the Standards for RTOs 2025 and National Code 2018 (Standards 6.8, 7.1, and 7.2).

2. Scope

This policy applies to:

- ✚ All newly enrolled students in nationally recognised training programs
- ✚ All CRICOS-registered courses
- ✚ Trainers, student support staff, and administrative personnel involved in the orientation process

3. Objectives

- ✚ Equip students with essential academic, administrative, and welfare information
- ✚ Promote student safety, wellbeing, and awareness of support services
- ✚ Outline training expectations and student responsibilities
- ✚ Ensure compliance with legislative and quality standards

4. Legislative References

- ✚ Standards for RTOs 2025 – Outcome Standards 2.1, 2.2, 2.6
- ✚ ESOS Act 2000
- ✚ National Code 2018 – Standards 6, 7
- ✚ Privacy Act 1988
- ✚ Work Health and Safety Act 2011

5. Policy Statement

The RTO is committed to delivering a structured and engaging orientation to every student. The orientation:

- ✚ Occurs before the official start of training
- ✚ May be delivered face-to-face or virtually
- ✚ Is tailored to both domestic and international student needs

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- ✚ Is supported by trained staff and interpreters (where needed)

6. Orientation Content

| Topic Area | Details Covered |
|-----------------------------------|---|
| Welcome & Introduction | Meet key staff, RTO tour, community welcome (for international students) |
| Course Overview | Training schedule, unit structure, attendance, assessments. As part of the orientation process, all students will be provided with a unit delivery structure outlining the breakdown of unit hours, including practical training hours, classroom delivery hours, assessment hours, and guided self-study hours. This structured approach ensures transparency and helps students understand the expected commitment for each unit. The breakdown is designed to support the total Volume of Learning required for the qualification, in line with training package guidelines and ASQA expectations, ensuring students have sufficient time and support to achieve the required competencies. |
| Student Rights & Responsibilities | Code of conduct, academic honesty, student feedback and appeal processes |
| Support Services | <ul style="list-style-type: none"> ✚ LLND Support: Access to assistance for language, literacy, numeracy and digital skills ✚ Disability Support: Adjustment plans, accessibility support and inclusive learning practices ✚ First Nations Support: Cultural safety, dedicated liaison or mentor (if available) ✚ Mental Health & Counselling: Internal or referral-based counselling access. ✚ Academic Support: Trainer consultations, study skills sessions, extensions or alternate formats ✚ Career & Pathways: Resume help, career guidance, transitioning support for further study or work ✚ Referral Pathways: Referrals to community services (housing, food banks, legal support etc.) ✚ Contacting Support: How to access help – email, portal, face-to-face, or scheduled appointments |
| Complaints & Appeals | Overview of internal procedures and external options |
| Visa Obligations (CRICOS) | Attendance, course progression, contact details update, work restrictions |

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| Topic Area | Details Covered |
|------------------------------|---|
| Safety & Wellbeing | Emergency contacts, WHS protocols, personal safety tips |
| USI & Enrolment Finalisation | Verifying USI, ID, and any enrolment document follow-up |

7. Procedure – Step-by-Step

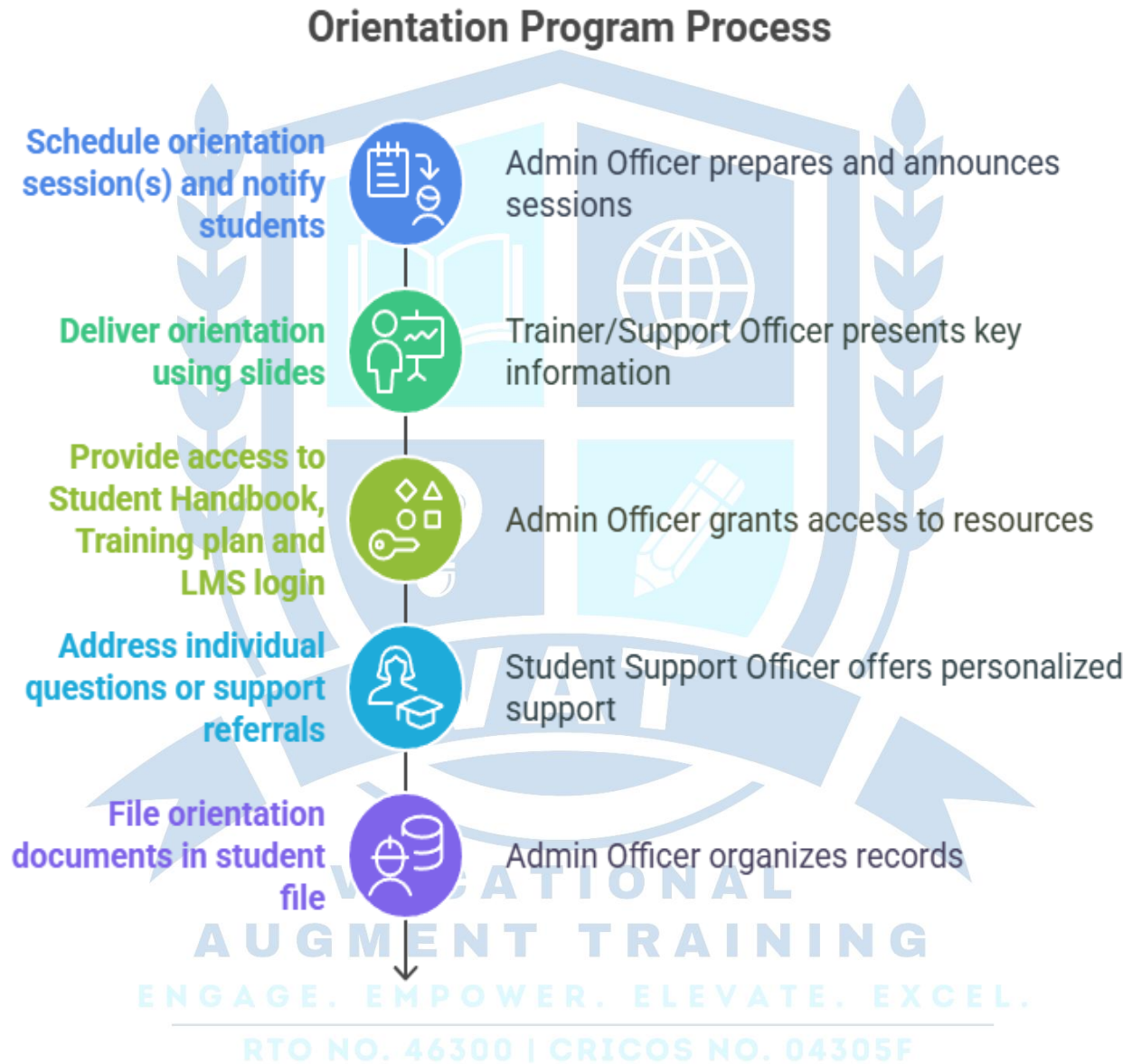
| Step | Action | Responsible |
|------|---|---------------------------|
| 1 | Schedule orientation session(s) and notify students | Admin Officer |
| 2 | Deliver orientation using slides | Trainer / Support Officer |
| 3 | Provide access to Student Handbook, Training plan and LMS login | Admin Officer |
| 4 | Address individual questions or support referrals | Student Support Officer |
| 5 | File orientation documents in student file | Admin Officer |

8. Documentation Required

- ✚ Student Handbook
- ✚ Orientation slides
- ✚ LMS / Portal Access Credentials
- ✚ Training plan (timetable)
- ✚ Individual Support Referrals (if applicable)

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9. Flow chart



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Course Progress Policy

1. Purpose

To ensure Vocational RTO systematically monitors the academic progress of all international students and proactively intervenes to support those at risk of not meeting course progress requirements, in full compliance with Standard 8 of the National Code 2018.

2. Scope

This policy applies to:

- ✚ All international students studying on a student visa
- ✚ Trainers, Assessors, Student Support Officers, Academic and Compliance Teams

3. Definitions

| Term | Definition |
|-----------------------|--|
| Course Progress | A student's advancement within a course toward the completion of qualification outcomes. |
| Study Period | Defined as a 6-month block, but progress is reviewed quarterly (every 3 months) for early intervention. |
| Satisfactory Progress | Student is assessed as competent in at least 50% of units undertaken in a study period. |
| At Risk | Student has been assessed as Not Yet Competent (NYC) in 50% or more of enrolled units at any quarterly checkpoint. |
| PRISMS | Provider Registration and International Student Management System used for visa compliance reporting. |

4. Legislative References

- ✚ National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 8

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- ✚ Education Services for Overseas Students (ESOS) Act 2000
- ✚ Migration Act 1958
- ✚ Migration Regulations 1994
- ✚ Revised Standards for RTOs 2025

5. Policy Statement

RTO is committed to ensuring that all international students have the opportunity and support to achieve satisfactory course progress and complete their qualification within the expected duration, as recorded on their Confirmation of Enrolment (CoE). This policy has been developed in accordance with Standard 8 of the National Code 2018, which outlines the requirements for monitoring course progress and managing student performance.

In compliance with Standard 8, Vocational RTO will:

Monitor Academic Progress (Clauses 8.1 – 8.2, 8.4, 8.14)

- ✚ Monitor each student's course progress systematically and regularly, including quarterly internal reviews and formal six-monthly assessments.
- ✚ Ensure that the student is in a position to complete their course within the expected CRICOS-registered duration.
- ✚ Require trainers and assessors to record and report unit outcomes in a timely manner to support accurate progress tracking.
- ✚ Maintain documented processes to identify, notify, and support students who are at risk of not meeting academic requirements.

Define and Apply Satisfactory Course Progress (Clause 8.3, 8.15–8.16)

- ✚ Define satisfactory course progress as the successful completion of at least 50% of units in each study period.
- ✚ Consider a student "at risk" if they have Not Yet Competent (NYC) outcomes in 50% or more units in a quarterly review or at the conclusion of a study period.
- ✚ Apply consistent criteria to assess whether students meet this minimum threshold.

Implement Intervention Strategies (Clauses 8.4–8.5, 8.17–8.19)

- ✚ Proactively identify and intervene with students at risk of not meeting course progress requirements through:
 - Written notification and invitation to an intervention meeting.
 - Development of a tailored Individual Intervention Plan, including academic, language, and personal support measures.

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- ✚ Monitor students under intervention strategies on a regular basis and review their progress towards improvement.

Report Unsatisfactory Progress (Clauses 8.5, 8.20–8.21)

- ✚ Issue a Notice of Intention to Report (NOIR) to students who fail to meet course progress over two consecutive study periods.
- ✚ Include in the notice:
 - The reasons for the intention to report;
 - The student's right to access the Complaints and Appeals process within 20 working days.
- ✚ Only report students in PRISMS if:
 - The student does not appeal within the allowed time;
 - The appeal process is completed and supports the RTO's decision;
 - The student withdraws from the process.

Limitations on Online or Distance Study (Clause 8.9)

- ✚ Ensure that no more than one-third of the total course is studied by distance or online delivery.
- ✚ Require that, in each compulsory study period, students are enrolled in at least one unit that is not online or distance-based, unless the student is completing their final unit.

Extensions and Course Duration (Clause 8.16)

- ✚ Allow extensions to a student's course duration only in the following circumstances:
 - Compassionate or compelling reasons (with documentary evidence);
 - A documented intervention strategy is in place;
 - An approved suspension or deferment has been granted.
- ✚ Report any course duration variation in PRISMS and retain supporting evidence on the student's file.

Visa Compliance and Student Advice (Clause 8.22)

- ✚ Where a student's enrolment is extended, advise them to contact the Department of Home Affairs to determine whether a new visa is required.
- ✚ Maintain open communication and written advice to students on visa implications, reporting responsibilities, and appeal rights.

6. Procedure – Step-by-Step

| Step | Action | Responsibility | Details / Notes |
|------|--------|----------------|-----------------|
|------|--------|----------------|-----------------|

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| | | | |
|----|---|---------------------------------------|---|
| 1 | Record Unit Outcomes | Trainer / Assessor | Trainers assess and enter results into the Student Management System (SMS) after each unit. |
| 2 | Monthly progress review | Trainer / Assessor + Student support | The trainer must notify Student Support if a student is not submitting assessments or has received an NYC (Not Yet Competent) outcome for any unit. Student Support will then send a follow-up email to the student to ensure early intervention. |
| 3 | Quarterly Progress Review | Admin + Student Support Officer (SSO) | At the end of each quarter, student progress is reviewed to identify students who have <50% competence. |
| 4 | Identify At-Risk Students | SSO | Students who have NYC results in ≥50% of attempted units are flagged as “At Risk.” |
| 5 | Issue First Warning Letter | SSO / PEO | Written notification sent, advising of academic concern and requesting the student attend an intervention meeting. |
| 6 | Schedule Intervention Meeting | SSO | Meeting scheduled within 7 days of First Warning. Written record to be kept. |
| 7 | Conduct Intervention Meeting | SSO / PEO / Academic Coordinator | Identify reasons for poor progress, develop and document Individual Intervention Plan (IIP) with the student. May include: <ul style="list-style-type: none"> ✚ Extra classes or tutoring ✚ LLND or English support ✚ Modified timetable ✚ Counselling referral |
| 8 | Monitor Progress Under Intervention | Trainers / SSO | Student’s performance reviewed fortnightly or monthly. Records updated in SMS. Adjust support as needed. |
| 9 | Issue Second Warning (if no engagement) | SSO | If the student fails to attend the intervention meeting or refuses to engage, a Second Warning Letter is issued within 7 days. |
| 10 | Schedule Intervention Meeting | SSO | Meeting scheduled within 7 days of Second Warning. Written record to be kept. |
| 11 | Conduct Intervention Meeting | SSO / PEO / Academic Coordinator | Identify reasons for poor progress, develop and document Individual Intervention Plan (IIP) with the student. May include: |

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| | | | |
|----|--|------------------------------|--|
| | | | <ul style="list-style-type: none"> Extra classes or tutoring LLND or English support Modified timetable Counselling referral |
| 12 | Monitor Progress Under Intervention | Trainers / SSO | Student's performance reviewed fortnightly or monthly. Records updated in SMS. Adjust support as needed. |
| 13 | Review End-of-Semester Results | SSO + PEO | If, at the end of the semester, student is still NYC in ≥50% of units for two consecutive study periods, move to reporting stage. |
| 14 | Issue Notice of Intention to Report (NOIR) | SSO / PEO | Written notice outlines intention to report, reason for report, and the student's right to appeal within 20 working days. |
| 15 | Complaints and Appeals Process | Student / Complaints Officer | If student appeals, pause reporting process and await outcome. Maintain full records. |
| 16 | Finalise Reporting in PRISMS | SSO | If no appeal or appeal is unsuccessful, student is reported in PRISMS for unsatisfactory course progress. |
| 17 | Advise Student on Visa Impacts | SSO | Student is advised in writing to contact Department of Home Affairs for visa implications. |
| 18 | Retain All Records | Admin | Keep records of warnings, meetings, intervention plans, and correspondence for 2 years after student ceases enrolment. |

Intervention Strategy Procedure

Once a student is identified as at risk, the following intervention strategy will be implemented:

Step 1 – Notification to the Student

- The student will be contacted in writing and/or in person to attend a formal meeting with the Academic Coordinator or Student Support Officer.
- A written notification will outline the concern regarding course progress and inform the student of their obligation to engage in the intervention process.

Step 2 – Initial Academic Review Meeting

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- ✚ The student will attend a course progress review meeting to discuss academic performance, possible barriers to progress, and support options.
- ✚ An Individual Intervention Plan will be developed in consultation with the student. This may include one or more of the following strategies:
 - Attending additional tutorial or study support sessions
 - Participating in English language or LLN support classes
 - Receiving one-on-one mentoring or academic counselling
 - Being placed on a revised study timetable or reduced load
 - Resitting assessments or undertaking reassessment tasks
 - Referral to personal counselling or external support services

Step 3 – Monitoring and Follow-up

- ✚ The student's progress will be monitored on a fortnightly or monthly basis, depending on the severity of the academic concern.
- ✚ Additional review meetings will be conducted as required.
- ✚ All intervention actions and progress will be documented and retained on the student's file.

Step 4 – Non-Compliance with Intervention

- ✚ If the student fails to comply with the intervention strategy or does not demonstrate improvement, the RTO may issue an Intent to Report for unsatisfactory course progress via PRISMS.
- ✚ The student will be informed in writing and provided with 20 working days to access the Complaints and Appeals process before any report is made to the Department of Home Affairs.




4. Recordkeeping

All documentation related to the intervention strategy, including the initial identification, communication with the student, meeting minutes, support plans, follow-ups, and outcomes will be recorded in the Student Management System and retained on the student's file for a minimum of two years from the date the student ceases to be an accepted student.

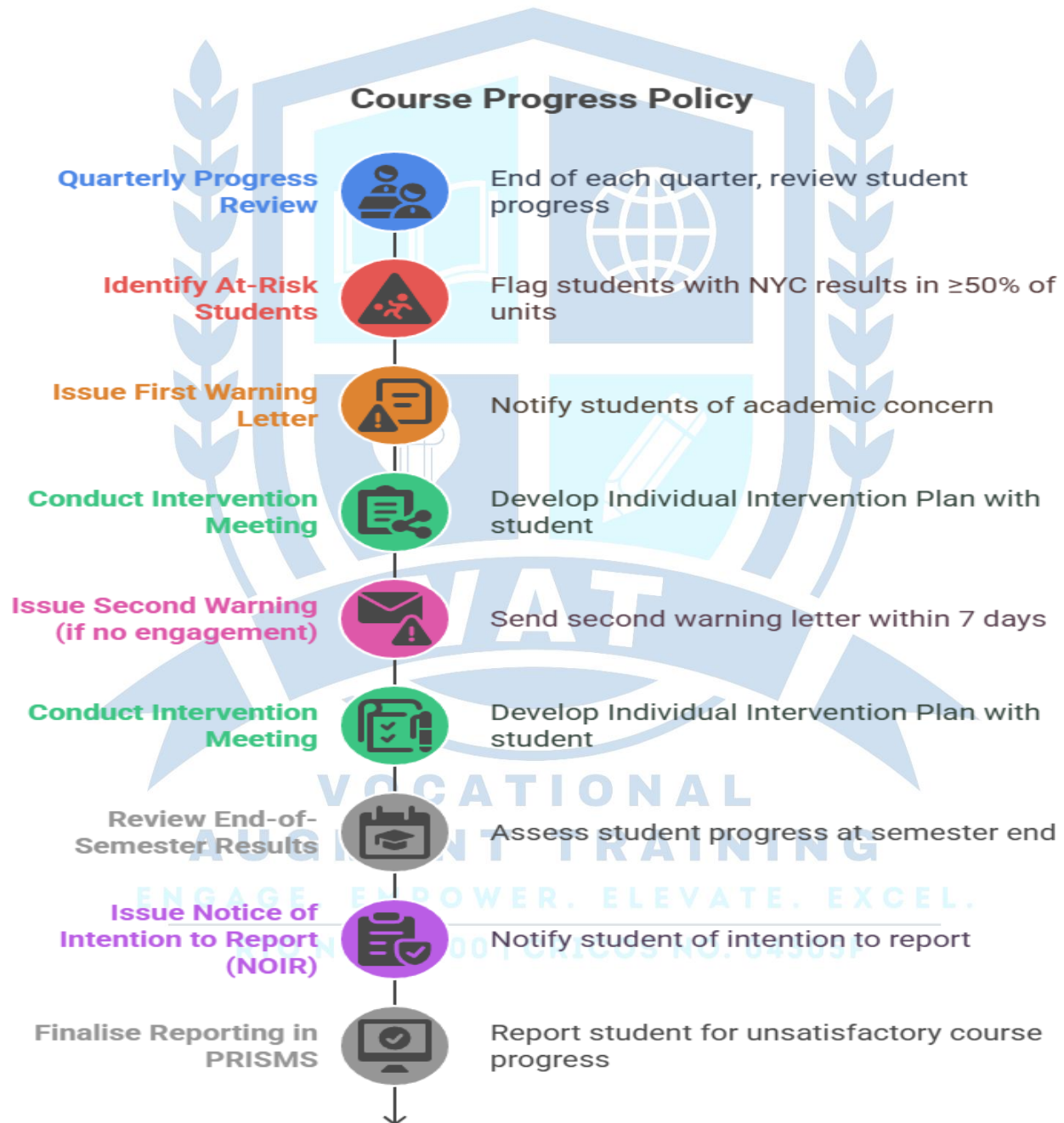
7. Relevant Documents

- ✚ Student Intervention Strategy Form
- ✚ First Warning Letter Template – Unsatisfactory Course Progress
- ✚ Second Warning Letter Template – Non-Engagement
- ✚ Notice of Intention to Report (NOIR) Template
- ✚ Feedback, Complaint and Appeal Policy

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-  Deferral, Suspension and Cancellation Policy
-  Student Handbook
-  PRISMS Reporting Guidelines

8. Flow chart



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Monitoring Student Attendance Policy

1. Purpose

To ensure Vocational RTO monitors and manages international student attendance effectively and complies with visa conditions, as required under Standard 8 of the National Code of Practice 2018. This policy outlines the requirements and processes to identify, support, and report students at risk of breaching attendance obligations.

2. Scope

This policy applies to:

- All international students studying on a student visa at Vocational RTO.
- Trainers, Assessors, Student Support Officers, and Compliance Officers responsible for monitoring and reporting attendance.

3. Definitions

| Term | Definition |
|---------------------------|---|
| Satisfactory Attendance | Minimum 80% attendance over the scheduled course contact hours per study period. |
| Unsatisfactory Attendance | Attendance falls below 80%, unless compassionate or compelling reasons exist. |
| Study Period | 6-month academic term (with internal reviews monthly or quarterly). |
| PRISMS | Provider Registration and International Student Management System. |
| Warning Letter | Formal written notice issued when attendance concerns arise. |
| NOIR | Notice of Intention to Report a student to Immigration for breaching visa conditions. |

RTO NO. 46300 | CRICOS NO. 04305F

4. Legislative References (List Format)

- National Code of Practice 2018 – Clauses 8.10 to 8.13, and 8.14 to 8.22
- Education Services for Overseas Students (ESOS) Act 2000
- Migration Act 1958 and Migration Regulations 1994

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5. Policy Statement

RTO is committed to proactively monitoring international student attendance to ensure compliance with visa conditions and to support academic success and wellbeing.

All international students are required to maintain a minimum of 80% attendance throughout each study period. To enforce this, Vocational RTO conducts monthly attendance reviews using its Student Management System (SMS), supported by a structured early intervention and reporting process.

This policy ensures:

- ✚ Early identification of students at risk of unsatisfactory attendance;
- ✚ Transparent communication through progressive warnings and interventions;
- ✚ Opportunities for students to address attendance issues before a report is made to the Department of Home Affairs;
- ✚ Full compliance with Standard 8 of the National Code 2018, particularly clauses 8.10–8.22.

Where a student's attendance falls below 80%, but not below 70%, and they demonstrate satisfactory academic progress and compassionate or compelling reasons, the RTO may exercise discretion and choose not to report.

Where attendance falls below 70%, and no valid reasons are presented, the student will be issued a Notice of Intention to Report (NOIR) and may be reported in PRISMS following due process.

6. Step-by-Step Attendance Monitoring Procedure

| Step | Action | Responsibility | Details |
|------|----------------------------------|----------------|--|
| 1 | Daily Attendance Recording | Trainers | Marked daily and recorded in SMS. |
| 2 | Monthly Attendance Review | SSO | At the end of each month, student attendance is analysed. |
| 3 | Early Detection (Below 85%) | SSO | Students close to or below 80% receive an early alert email/reminder with offer of support. |
| 4 | First Warning Letter (Below 80%) | SSO | Sent via email; student is asked to attend an intervention meeting. |
| 5 | Conduct Intervention Meeting | SSO / PEO | Discuss causes and create a formal Intervention Plan (e.g. timetable adjustments, counselling, referrals). |

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| Step | Action | Responsibility | Details |
|------|--|------------------------------|---|
| 6 | Second Warning Letter (No Show or No Improvement) | SSO | Issued if student does not respond or fails to attend meeting within 7 days. |
| 7 | Conduct Intervention Meeting | SSO / PEO | Discuss causes and create a formal Intervention Plan (e.g. timetable adjustments, counselling, referrals). |
| 7 | Notice of Intention to Cancel CoE | SSO / PEO | If no change or response after second warning, issue NOIR; advise student of 20 working days to appeal. |
| 8 | Complaints and Appeals Process | Student / Compliance Officer | Student may lodge appeal; RTO pauses reporting process during appeal resolution. |
| 9 | PRISMS Reporting (if appeal not upheld or no response) | SSO | Student is reported for breach of visa condition under Standard 8. |
| 10 | Document Retention | Admin | All warnings, plans, attendance logs and emails are saved in SMS and retained for 2 years. |
| 11 | Advise student to contact Immigration | Student Support Officer | If enrolment is extended, inform the student in writing to seek advice from Department of Home Affairs regarding possible visa changes. |

7. Compassionate or Compelling Circumstances (Standard 8.15 & 8.22)

Examples include:

- ✚ Serious illness or injury (with medical certificate)
- ✚ Bereavement of close family member
- ✚ Natural disasters
- ✚ Legal obligations (e.g. court appearance)
- ✚ Major trauma or personal crisis

All claims must be supported by evidence.

8. Appeals and Reporting

If a student is issued a Notice of Intention to Report, they have:

- ✚ 20 working days to access the RTO's Complaints and Appeals process.

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✚ PRISMS report is paused during this period.

If the appeal is:

- ✚ Upheld → Student continues studies with conditions.
- ✚ Rejected or no response → Student reported in PRISMS.

9. Relevant Documents (List Format)

- ✚ Attendance Monitoring Policy
- ✚ Daily Attendance Roll (paper/electronic)
- ✚ Intervention Plan
- ✚ First and Second Warning Letters
- ✚ Notice of Intention to Report (Attendance Breach)
- ✚ Feedback, Complaint and Appeal Policy
- ✚ Student Handbook
- ✚ PRISMS User Guide
- ✚ National Code 2018 – Standard 8



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10. Flow chart

Monitoring Student Attendance Process



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Deferral, Suspension and Cancellation of Enrolment Policy

1. Purpose

To outline when and how a student's enrolment may be deferred, suspended, or cancelled, whether initiated by the student or by the RTO, in full compliance with Standard 9 of the National Code 2018.

2. Scope

Applies to:

- ✚ All international students on student visas;
- ✚ All staff responsible for enrolment management;
- ✚ Both student- and provider-initiated enrolment changes.

3. Definitions

| Term | Definition |
|---|---|
| Deferral | Delay in starting the course, before the official commencement. |
| Suspension | A temporary pause in course enrolment after commencement. |
| Cancellation | Termination of the student's enrolment. |
| Compassionate or Compelling Circumstances | Circumstances beyond the student's control impacting studies (e.g. illness, bereavement). |
| PRISMS | System for reporting enrolment changes to the Department of Home Affairs. |

4. Policy Statement

RTO is committed to managing the deferral, suspension, and cancellation of student enrolments in a manner that is fair, transparent, and compliant with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy ensures that students are provided with clear guidance on how changes to their enrolment status are assessed and processed, including their right to appeal and how such changes may impact their visa conditions.

1. Documented Process (Clause 9.1)

RTO has and implements a documented procedure for assessing, approving and recording student-initiated deferrals and suspensions. This includes:

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- ✚ Submission of a formal request using the Deferral, Suspension or Cancellation Form as soon as possible
- ✚ Provision of supporting documentation;
- ✚ Timely assessment by the appropriate staff member;
- ✚ Written notification of the outcome to the student;
- ✚ Accurate recording of all decisions in the Student Management System;
- ✚ Retention of all records for a minimum of two years after the student ceases to be enrolled.

2. Compassionate or Compelling Circumstances (Clause 9.2)

RTO may approve a deferral or suspension where compassionate or compelling circumstances exist. These circumstances may include, but are not limited to:

- ✚ Serious illness or injury supported by a medical certificate;
- ✚ Bereavement of close family members;
- ✚ Major personal trauma;
- ✚ Natural disaster or political unrest in the student's home country;
- ✚ Delay in the issuance of a student visa.

All cases are considered individually and assessed based on the evidence provided.

Evidence Submission Timeframe

To support a deferment or suspension request on the grounds of **compassionate or compelling circumstances**, students are required to provide valid supporting documentation (e.g., medical certificates, police reports, death certificates, or travel evidence) **within a maximum of two (2) working days**, even if travel has occurred.

Any documents submitted after this period will be considered, and the **deferment/suspension request will not be approved**. It is the student's responsibility to ensure that documentation is submitted on time to avoid delays or rejection of their application.

3. Provider-Initiated Suspension or Cancellation (Clause 9.3)

RTO may initiate suspension or cancellation of a student's enrolment for reasons that include, but are not limited to:

- ✚ Misbehaviour by the student (Clause 9.3.1);
- ✚ Non-payment of required fees as outlined in the written agreement (Clause 9.3.2);
- ✚ Breach of course progress or attendance requirements as outlined under Standard 8 (Clause 9.3.3).

All such actions are subject to procedural fairness and will not be finalised until the student has been offered the opportunity to appeal.

4. Notification and Appeals (Clause 9.4)

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If RTO intends to suspend or cancel a student's enrolment, the following will occur before action is taken:

- ✚ The student will be informed in writing of the proposed action and the reasons for it (Clause 9.4.1);
- ✚ The student will be advised of their right to appeal through RTO's internal complaints and appeals process within 20 working days (Clause 9.4.2).

The enrolment will not be altered in PRISMS until the 20 working day appeal period has lapsed or the appeal process is concluded, unless exceptional circumstances apply (see Clause 9.6).

5. Visa Implications and Reporting (Clause 9.5)

If a student's enrolment is deferred, suspended, or cancelled:

- ✚ RTO will inform the student that they must seek advice from the Department of Home Affairs regarding the impact on their visa and whether a new visa is required (Clause 9.5.1);
- ✚ RTO will report the change to the student's enrolment status via PRISMS in accordance with Section 19 of the ESOS Act (Clause 9.5.2).

6. Appeals and Immediate Risk (Clause 9.6)

The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed, except where the student's health or wellbeing, or the wellbeing of others, is at risk.

In such cases, RTO may take immediate action and continue to provide the student with the opportunity to access the appeals process simultaneously.

5. Grounds for Action

Student-Initiated (Deferral, Suspension, Cancellation)

- ✚ Medical issues (certified)
- ✚ Bereavement of immediate family
- ✚ Visa delay
- ✚ Natural disasters or political unrest
- ✚ Transfer to another provider (must follow transfer policy)

RTO-Initiated

- ✚ Academic misconduct or general misbehaviour
- ✚ Non-payment of tuition or fees
- ✚ Course progress or attendance breaches (in line with Standard 8)

6. Procedure – Step-by-Step

A. Student-Initiated Deferral or Suspension

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| Step | Action | Responsibility | Notes |
|------|--|---------------------------|---|
| 1 | Complete and submit the Deferral, Suspension or Cancellation Form with supporting documents (e.g. medical certificate, death certificate, visa delay letter) | Student | Request must be submitted 7 days prior to proposed leave start date unless due to emergency and maximum of 2 days (working days) after start of the Deferral or Suspension. |
| 2 | Acknowledge receipt and check completeness of documentation | Admin Officer | Return incomplete applications to the student for revision |
| 3 | Assess application against compassionate or compelling criteria | Compliance Manager or PEO | Case-by-case evaluation; reasons must align with Standard 9.2 |
| 4 | Make a decision and communicate the outcome in writing within 10 working days | Admin Officer | Include reasons for approval/refusal and right to appeal if declined |
| 5 | If approved, update PRISMS and record decision in Student Management System | Admin Officer | Ensure correct deferral/suspension dates are reflected on CoE. Within two weeks. |
| 6 | Advise student to contact Immigration regarding visa implications | Admin Officer | Include written notice and Home Affairs contact details |

B. Student-Initiated Cancellation of Enrolment

| Step | Action | Responsibility | Notes |
|------|--|--------------------|---|
| 1 | Submit cancellation request form with reason and supporting evidence (if applicable) | Student | Must give formal notice of withdrawal |
| 2 | Acknowledge request and check documentation | Admin Officer | Ensure fees and financial matters are reconciled |
| 3 | Confirm exit process, finalise academic and financial record | Compliance Manager | Follow refund policy if applicable |
| 4 | Report cancellation in PRISMS and record in SMS | Admin Officer | Notify Home Affairs as per ESOS Section 19. Within 10 days. |

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| Step | Action | Responsibility | Notes |
|------|--|----------------|-------------------------------|
| 5 | Advise student in writing to contact Immigration regarding visa status | Admin Officer | Required under Standard 9.5.1 |

C. RTO-Initiated Suspension or Cancellation

| Step | Action | Responsibility | Notes |
|------|--|-----------------------------------|--|
| 1 | Identify a breach or reason for action (e.g. misconduct, fee non-payment, poor attendance or progress) | Trainer/Assessor or Admin Officer | Must align with reasons in Clause 9.3 |
| 2 | Notify student in writing of the proposed action, reasons, and supporting evidence | Compliance Manager | Letter must include reason and opportunity to respond |
| 3 | Advise student of their right to appeal within 20 working days under the Complaints and Appeals Policy | Admin Officer | No action taken in PRISMS during this time |
| 4 | If student does not appeal or appeal is unsuccessful, finalise decision and notify student | Compliance Manager | Include outcome letter and final deadline |
| 5 | Record all communications, evidence and decisions in SMS | Admin Officer | Retain for minimum of two years |
| 6 | Update PRISMS with enrolment change | Admin Officer | Update reason codes accurately |
| 7 | Advise student to contact Immigration | Admin Officer | Satisfies Clause 9.5.1 |
| 8 | If student appeals, defer reporting until appeal is resolved unless there's a health or safety risk | Compliance Manager | Immediate action may be taken under Clause 9.6 only if justified |

D. Risk-Based Immediate Suspension (Clause 9.6)

| Step | Action | Responsibility | Notes |
|------|---|--------------------------|--|
| 1 | Identify serious safety, health or wellbeing risk | Compliance Manager / PEO | Must be clearly documented with evidence |

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| Step | Action | Responsibility | Notes |
|------|--|----------------|--|
| 2 | Temporarily suspend enrolment immediately and inform student in writing | Admin Officer | Include support access and right to appeal |
| 3 | Begin internal appeal process simultaneously | Admin Officer | Still grant full appeal rights |
| 4 | Document and report in PRISMS only after risk has been managed and process completed | Admin Officer | Complies with Clause 9.6 |

E. Recordkeeping and Compliance

- All documentation (forms, letters, evidence, decisions, PRISMS notifications) must be retained in the Student Management System for at least two years after the student ceases to be enrolled.
- Use standardised templates for all communications and forms.
- Periodic internal audits must verify that these procedures are followed consistently and that PRISMS reporting aligns with decisions made.

7. Appeals and Complaints

Students may lodge a complaint or appeal any decision within 20 working days under the RTO's Complaints and Appeals Policy. PRISMS notification is deferred until the process is complete, unless risk to health/safety exists.

8. Relevant Documents

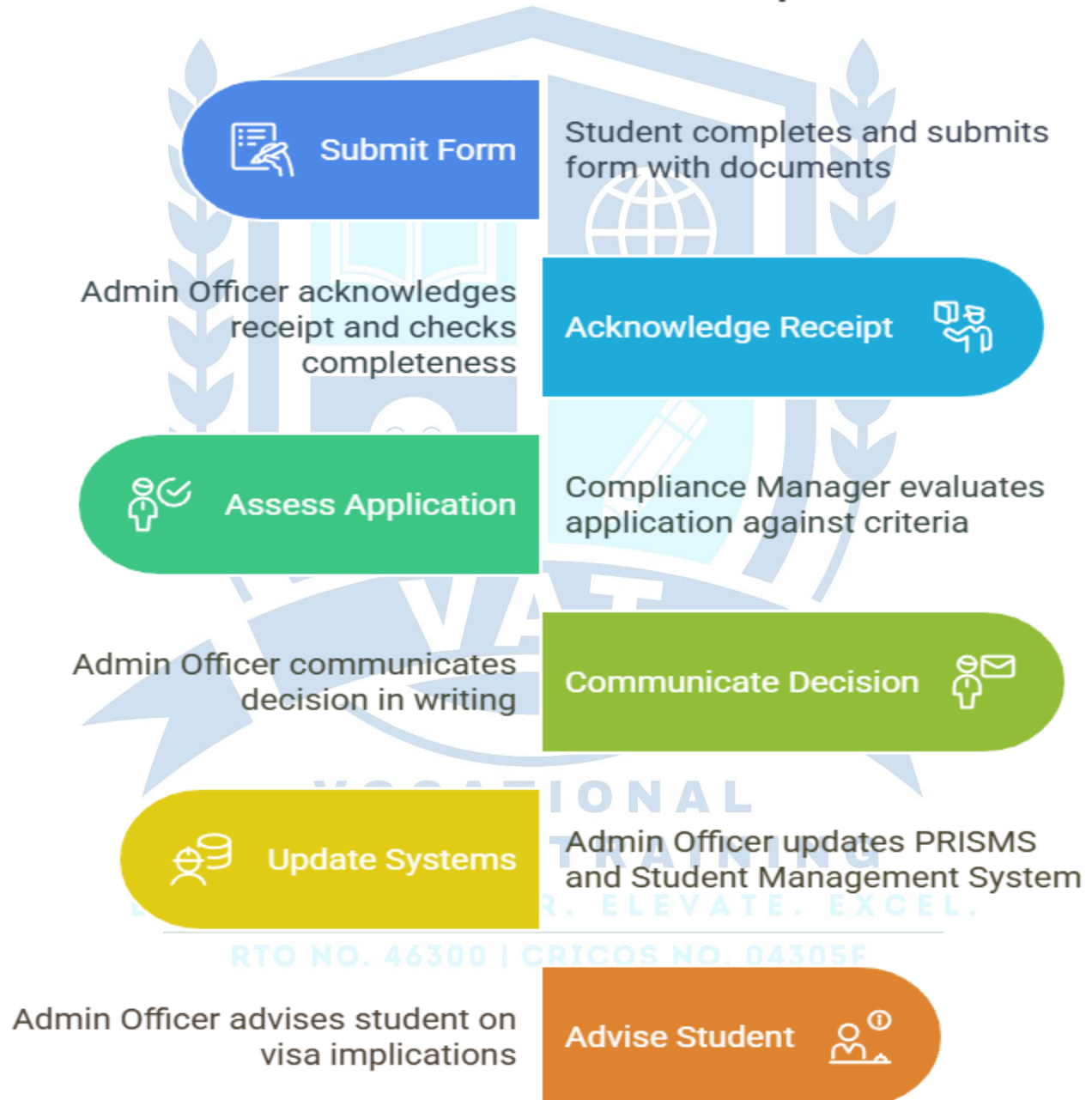
- Feedback, Complaint and Appeal Policy
- Transfer Between Providers Policy
- Fee Management and Refund Policy
- Deferral, Suspension or Cancellation Form
- Student Code of Conduct
- Course Progress Policy
- Monitoring Student Attendance Policy
- PRISMS User Manual
- Department of Home Affairs website

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9. Flow Chart

A.

Student-Initiated Deferral or Suspension



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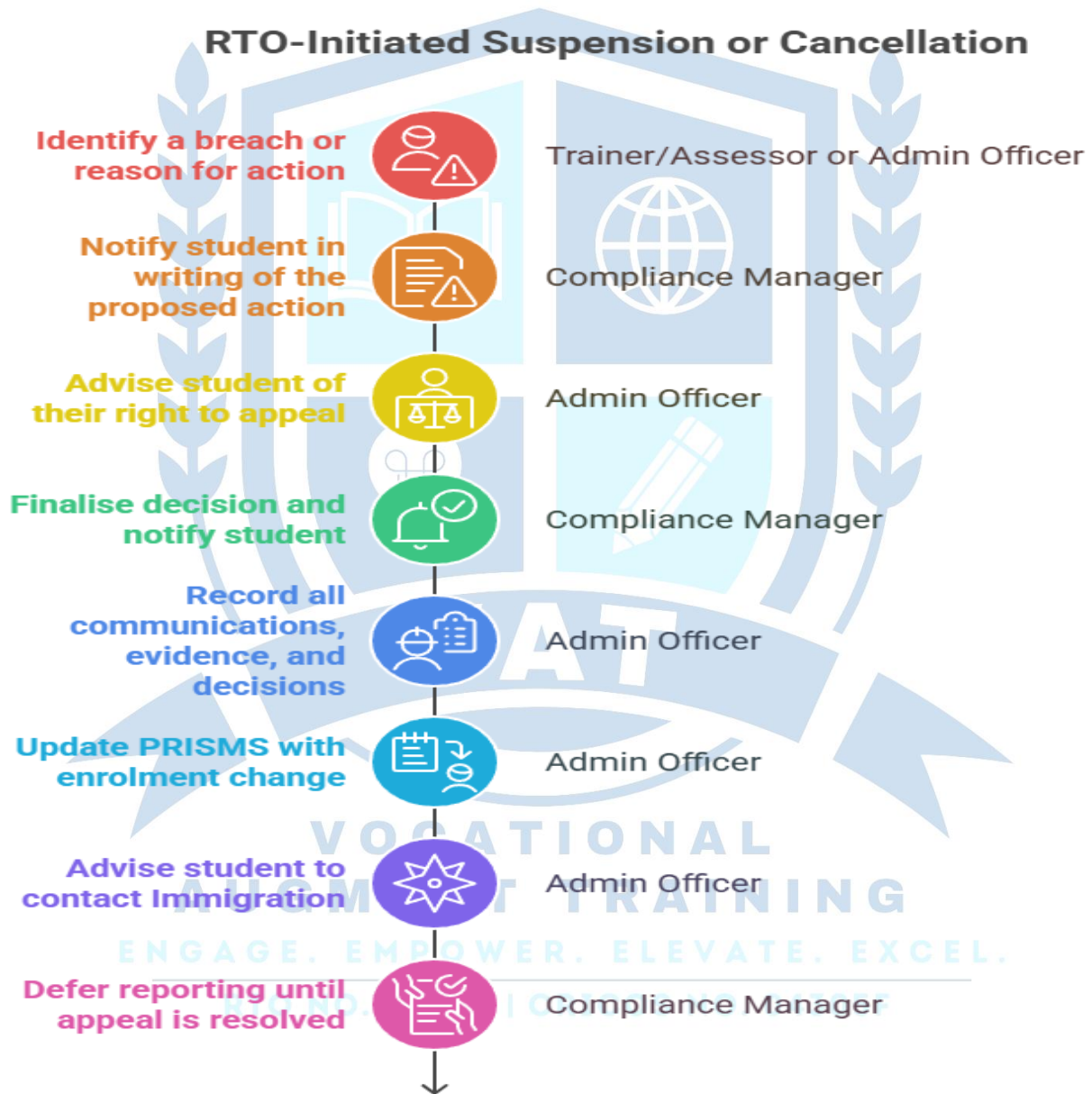
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Student-Initiated Cancellation of Enrolment



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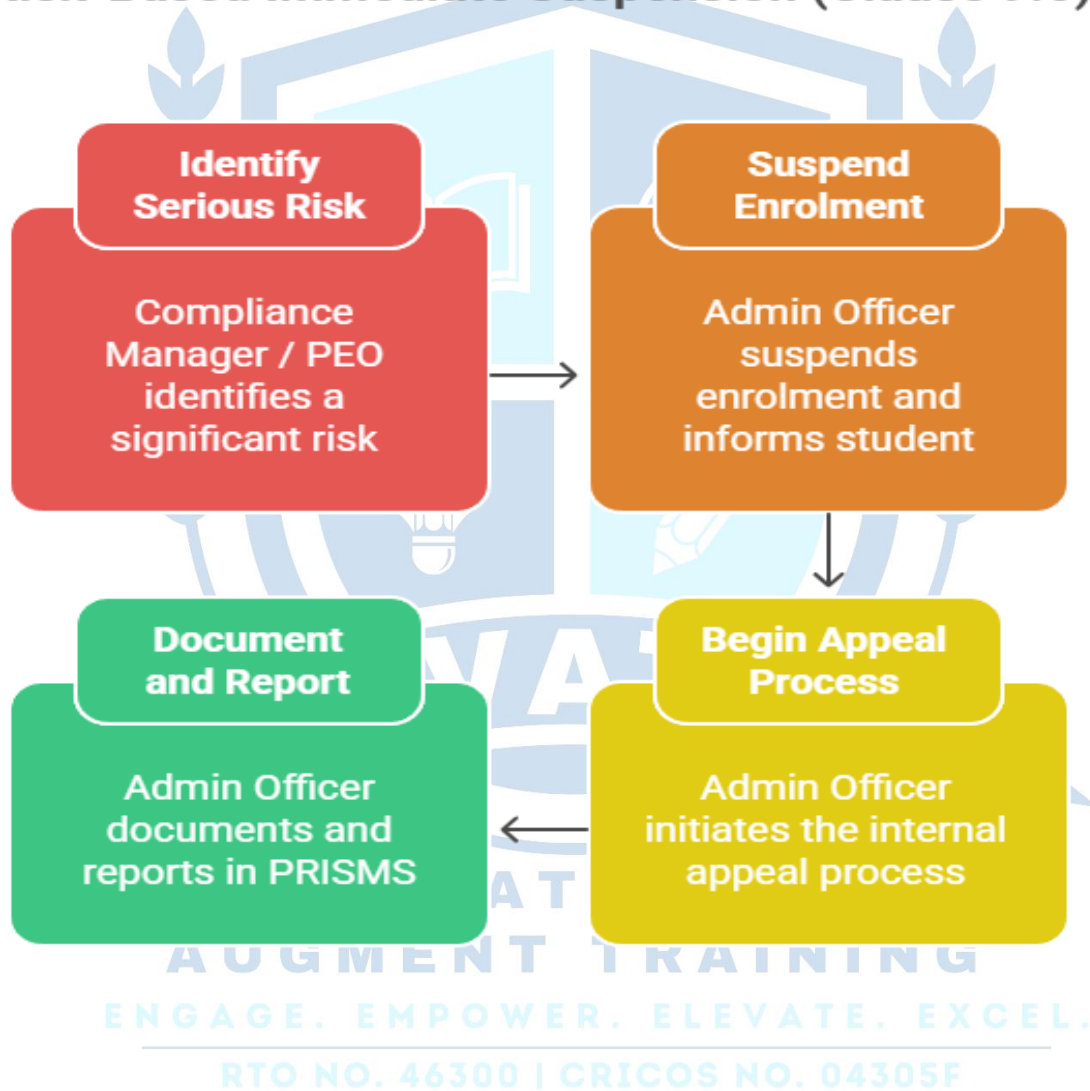
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D.

Risk-Based Immediate Suspension (Clause 9.6)



| | | | |
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Student Transfer Policy

1. Purpose

This policy establishes the requirements and procedures for assessing and managing student transfer requests. It ensures Vocational RTO complies with the Education Services for Overseas Students Act 2000 and the National Code 2018 – Standard 7, while supporting students' educational interests and welfare.

2. Scope

This policy applies to:

- ✚ All international students enrolled at Vocational RTO on a student visa, and
- ✚ All staff involved in the management of student enrolments and transfers.

It specifically relates to transfers prior to the completion of six (6) months of a student's principal course.

3. Definitions

| Term | Definition |
|---|--|
| Principal Course | The final course in a packaged offer. |
| CoE | Confirmation of Enrolment issued via PRISMS. |
| PRISMS | Provider Registration and International Student Management System. |
| Compassionate or Compelling Circumstances | Circumstances beyond the student's control that impact their ability to continue the course. |

4. Legislative References

This policy is guided by the following:

- ✚ ESOS Act 2000
- ✚ National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7
- ✚ Standards for RTOs 2015
- ✚ National Vocational Education and Training Regulator Act 2011

5. Policy Statement

| | | | |
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RTO is committed to supporting the rights of international students to transfer between education providers in a manner that is transparent, student-focused, and fully compliant with legislative requirements under the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7.

This policy outlines the principles, conditions, and procedures under which international students may request to transfer:

- ✚ To another registered provider, either before or after completing six months of their principal course of study
- ✚ From another registered provider, subject to eligibility and documented evidence, including where a release is granted or exemptions apply
- ✚ Within the RTO, to another course or program, where the transfer is educationally justified and does not breach student visa conditions.

In alignment with Standard 7, Vocational RTO will:

- ✚ **Not knowingly enrol a student from another provider who has not completed six months of their principal course unless:**
 - The releasing provider or course is no longer registered
 - A government sponsor supports the transfer
 - A sanction affects the student's ability to continue
 - A release has been granted and recorded in PRISMS
- ✚ **Implement and make available a documented policy and process for assessing transfer requests prior to the six-month restriction period, clearly outlining:**
 - Student responsibilities, including written requests and submission of a valid Letter of Offer
 - **Situations in which transfers will be approved in the student's best interests, such as:**
 - Documented compassionate or compelling circumstances
 - Misleading conduct by an agent or provider
 - Failure of course delivery
 - Poor academic progress despite intervention
 - Mismatch between course and student expectations
 - Favourable outcome of an appeal
 - **Circumstances under which a transfer may be refused, such as:**
 - Unresolved support issues
 - Financial arrears

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- Lack of genuine academic or personal justification
- ✚ Ensure decisions are made within 10 working days, communicated in writing, and include reasons and advice on accessing the RTO's Feedback, Complaint and Appeal Policy
- ✚ **For students under 18, ensure a transfer is only processed when:**
 - Written consent is provided by a parent or legal guardian; and
 - The receiving provider confirms it will assume welfare responsibilities under Standard 5;
- ✚ Not charge a fee for issuing a release and advise the student to contact the Department of Home Affairs to determine if a new visa is required
- ✚ **Not finalise any refusal in PRISMS until:**
 - The student has chosen not to appeal within 20 working days
 - The appeal process is complete and the outcome supports refusal
 - The student withdraws from the appeal process
- ✚ Maintain complete records of all transfer requests, decisions, and supporting documentation for a minimum of two (2) years after the student ceases to be an accepted student at the RTO.

6. Step-by-Step Procedure Tables for Transfer Requests

A. Transfer Request to Another Institution – Before Completing Six Months of Principal Course

| Step | Action | Responsibility | Guidance/Details |
|------|--|----------------------|---|
| 1 | Obtain a Letter of Offer from new provider | Student | Letter must be from a CRICOS-registered provider. |
| 2 | Collect and complete Transfer Request Form | Student | Available at Reception or International Office. |
| 3 | Attach required documents | Student | Includes: Letter of Offer, academic transcript, medical or support documentation (if applicable). |
| 4 | Submit transfer request | Student | Submit form + documents to International Office. |
| 5 | Acknowledge receipt | International Office | Acknowledge in writing within 2 working days. |
| 6 | Assess application | Compliance Manager | Assess reasons and documents: academic, health, personal, or compassionate circumstances. |

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| Step | Action | Responsibility | Guidance/Details |
|------|---------------------------|---|---|
| 7 | Make decision | Compliance Manager & Academic Manager (if required) | Must decide within 10 working days. |
| 8 | Inform student of outcome | Administration Manager | If approved: update PRISMS. If refused: give written notice with appeal info. |
| 9 | Appeals (if needed) | Student | Lodge appeal under Grievance Policy within 20 working days. |
| 10 | Update records | Administration Officer | Retain all records for minimum 2 years. |

B. Transfer Request to Another Institution – After Completing Six Months of Principal Course

| Step | Action | Responsibility | Guidance/Details |
|------|---|--------------------------|---|
| 1 | Obtain Letter of Offer from receiving institution | Student | Required for all external transfer requests. |
| 2 | Complete Transfer Request Form | Student | Form available at Reception or International Office. |
| 3 | Attach supporting documents | Student | Include offer letter, transcripts, any personal or medical documentation. |
| 4 | Submit request | Student | Submit full application to International Office. |
| 5 | Assess application | Compliance Manager | Evaluate based on attendance, academic progress, and valid reasons. |
| 6 | Decide on outcome | Compliance Manager | Must decide within 10 working days. |
| 7 | Notify student | Administration Manager | Inform student in writing. |
| 8 | PRISMS update | Admin/Compliance Officer | If approved, update PRISMS for release. |
| 9 | Appeals | Student | Follow RTO Complaints and Appeals Policy. |
| 10 | Finalise and record | Administration Officer | Keep all documentation and update student record. |

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C. Transfer Request from Another Provider to RTO

| Step | Action | Responsibility | Guidance/Details |
|------|-----------------------------|--------------------------|---|
| 1 | Apply to RTO | Student | Submit application form + all required documents. |
| 2 | Provide CoE | Student | If <6 months at current provider, a PRISMS Update is mandatory. |
| 3 | Attach supporting documents | Student | Includes transcripts, reason for transfer, ID, etc. |
| 4 | Assess application | Administration Manager | Confirm eligibility, evaluate academic history and documents. |
| 5 | Make decision | Admin/Compliance Officer | If approved, proceed with next steps. |
| 6 | Issue CoE | Admissions Team | If accepted, issue CoE to finalise transfer and enable visa update. |
| 7 | Notify student | Administration Manager | Provide outcome via email and/or letter. |
| 8 | Appeals (if needed) | Student | Lodge as per Feedback, Complaint and Appeal Policy. |
| 9 | Recordkeeping | Administration Officer | Retain full documentation securely. |

D. Internal Course Transfer – Within RTO

| Step | Action | Responsibility | Guidance/Details |
|------|----------------------------------|-------------------|---|
| 1 | Complete Course Transfer Form | Student | Form available at Reception. |
| 2 | Provide supporting documents | Student | Academic transcript, attendance report, reasons for transfer. |
| 3 | Get Academic Department sign-off | Student / Faculty | Approval from new course coordinator. |
| 4 | Submit full application | Student | Submit to International Office. |

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| Step | Action | Responsibility | Guidance/Details |
|------|--------------------|------------------------|--|
| 5 | Assess application | Academic Coordinator | Check course suitability, space availability, and visa implications. |
| 6 | Make decision | Compliance Manager | Must finalise outcome within 10 working days. |
| 7 | Update enrolment | Administration Officer | Issue new CoE if required. |
| 8 | Inform student | Administration Manager | Send written notice of decision. |
| 9 | Appeals | Student | Use internal grievance process. |
| 10 | Record update | Admin Officer | Document changes in SMS and retain evidence. |

E. Concurrent Enrolment – Additional Course (Optional Study)

| Step | Action | Responsibility | Guidance/Details |
|------|-------------------------------|------------------------|--|
| 1 | Submit written request | Student | Must explain why they seek concurrent study. |
| 2 | Provide Statutory Declaration | Student | Must confirm commitment to attendance and progression in principal course. |
| 3 | Assess application | Compliance Manager | Ensure new course doesn't conflict with visa or principal course requirements. |
| 4 | Approve concurrent study | Compliance Manager | If compliant, issue CoE for additional course. |
| 5 | Recordkeeping | Administration Officer | Document and monitor student's primary course progression. |

7. Related Documents

- ✚ Course Transfer Request Form
- ✚ Feedback, Complaint and Appeal Policy
- ✚ International Student Handbook
- ✚ Student Support Services Policy
- ✚ Data Privacy and Record Keeping Policy

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- ✚ Course Progress Policy
- ✚ National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 7
- ✚ Education Services for Overseas Students (ESOS) Act 2000
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ PRISMS Provider User Guide
- ✚ Department of Education Concurrent Enrolment Guidance

8. Flow Chart

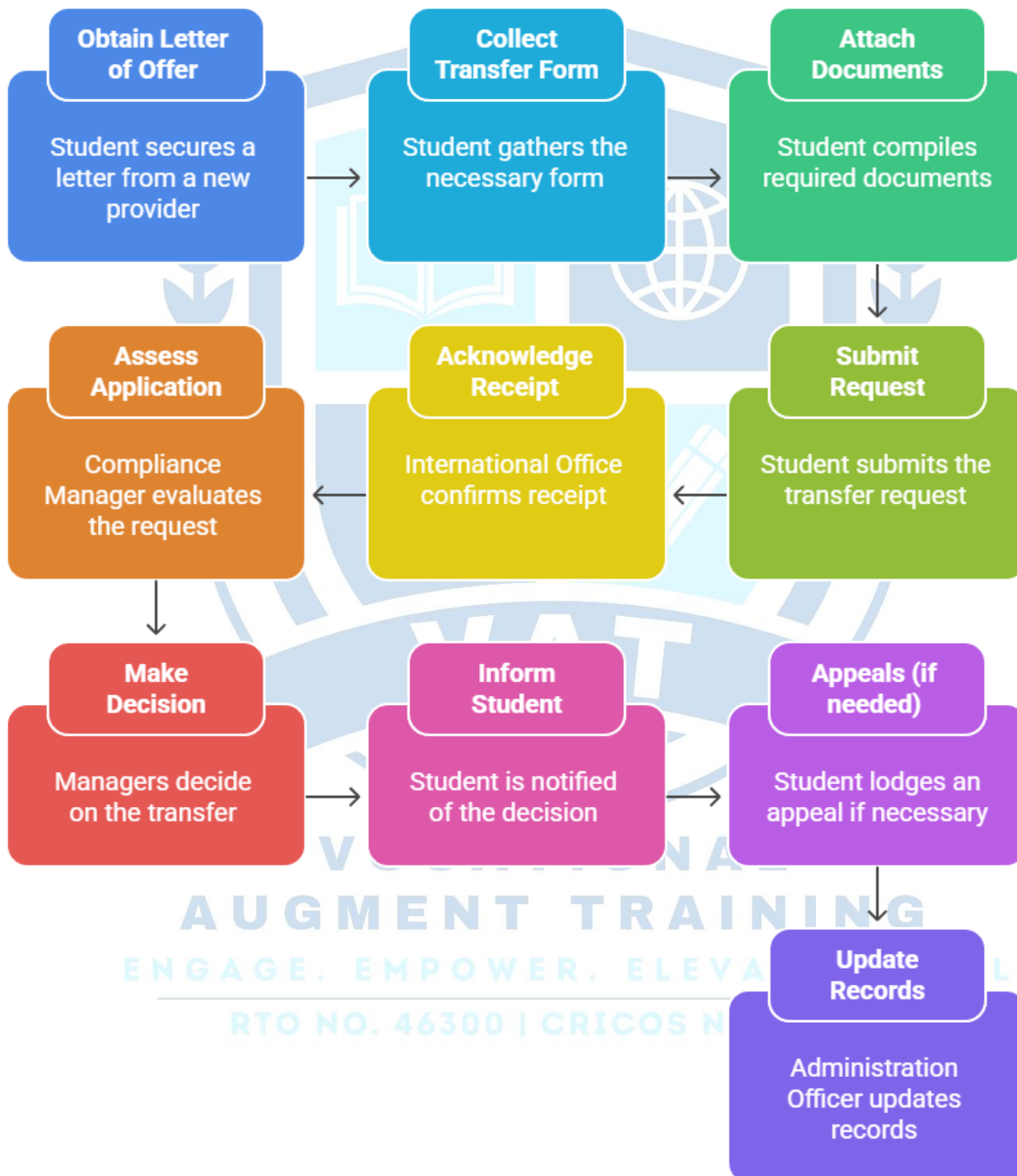
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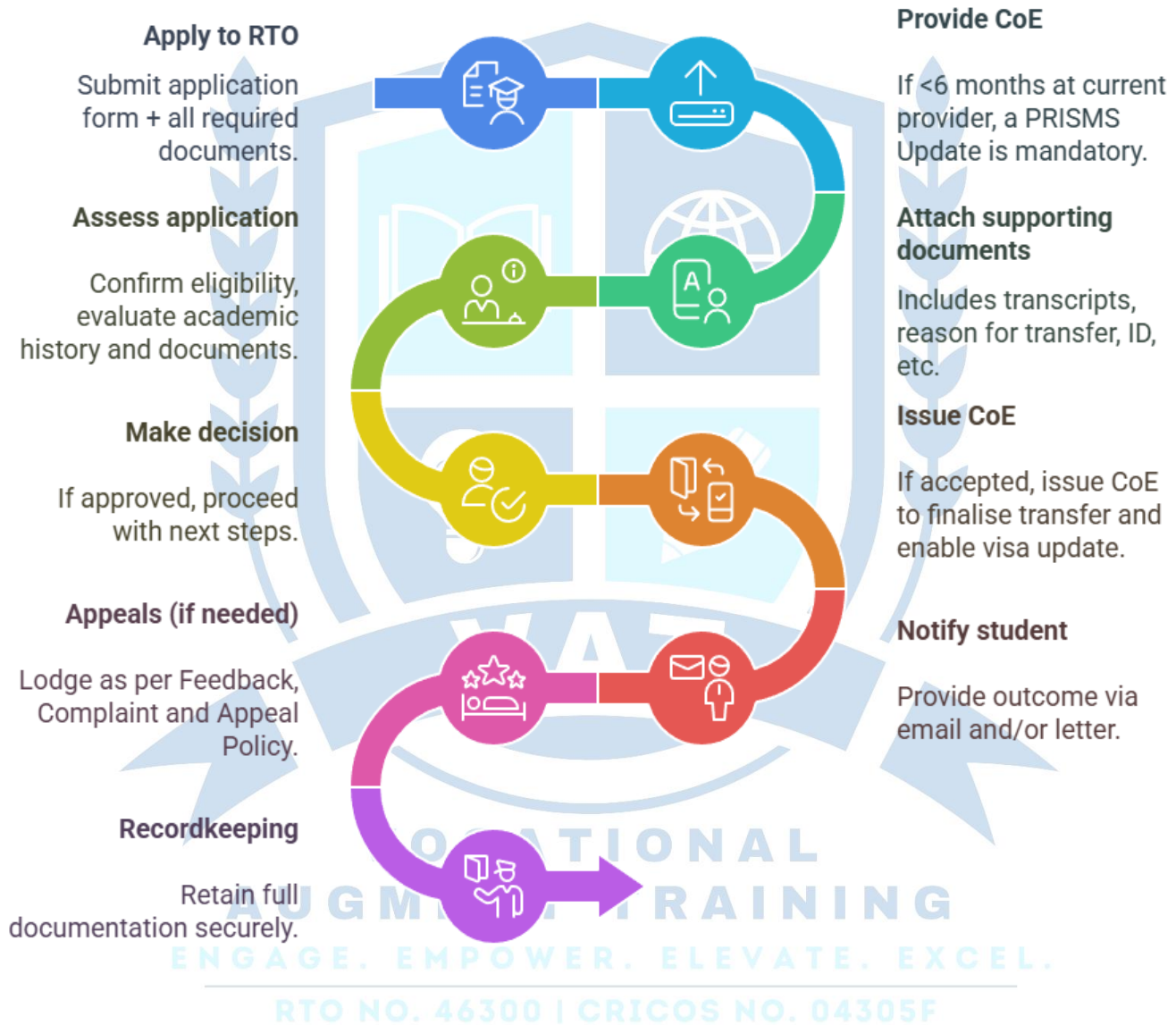
Transfer Request to Another Institution – Before Completing Six Months of Principal Course



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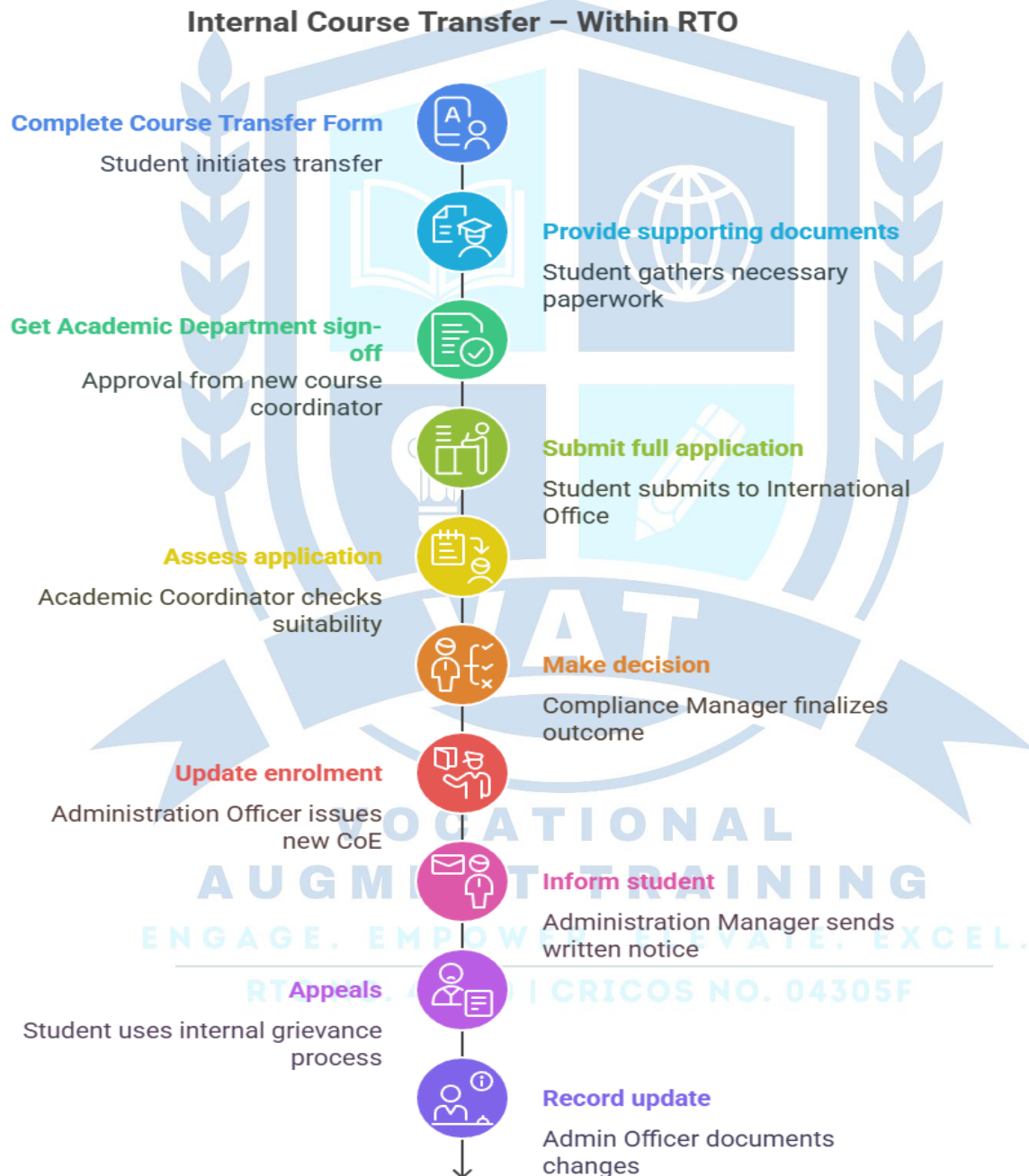
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Transfer Request from Another Provider to RTO



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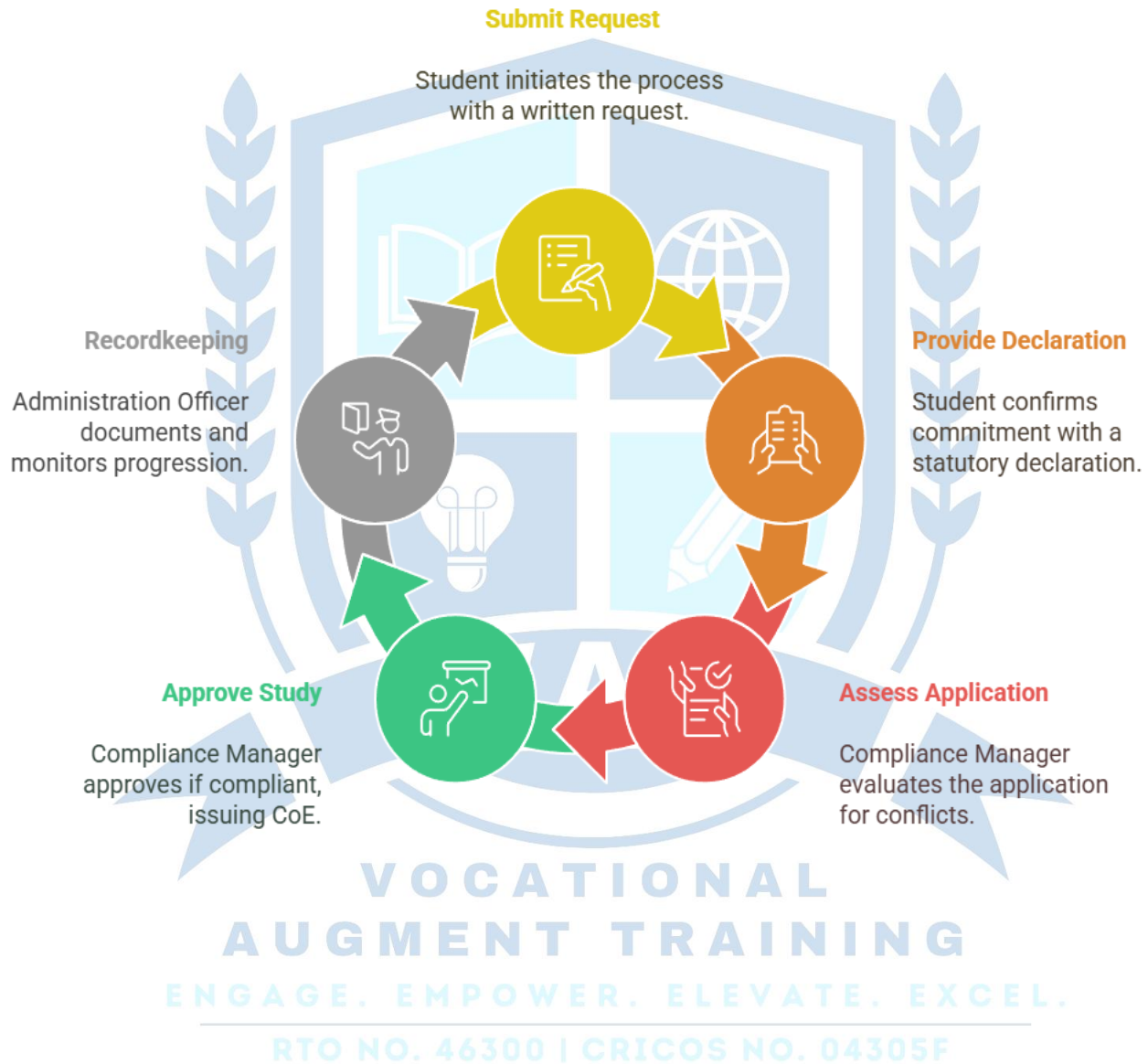
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E.

Concurrent Enrolment – Additional Course (Optional Study)



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Education Agent Management Policy

1. Purpose

This policy ensures that the RTO only partners with ethical, compliant and informed education agents who uphold the standards of the ESOS Act and the National Code 2018. It governs the **appointment, training, monitoring, corrective action, and termination** of education agents, ensuring transparency and protection of overseas student interests.

2. Scope

This policy applies to:

- ✚ All education agents and sub-agents representing the RTO
- ✚ All staff involved in agent recruitment, training, monitoring and compliance
- ✚ Domestic and international operations, including PRISMS records

3. Definitions

| Term | Definition |
|--------------------------|--|
| Education Agent | A person or organisation formally appointed to recruit students on behalf of the RTO |
| Agent Agreement | A formal contract outlining the expectations, responsibilities, and legal obligations between the RTO and the agent |
| PRISMS | Provider Registration and International Student Management System – a database managed by the Australian Government for recording enrolments and agent details |
| PEO | Principal Executive Officer responsible for signing agreements and taking compliance action |
| National Code Standard 4 | Legislative standard covering the requirements for managing education agents who represent CRICOS-registered providers |

4. Legislative & Regulatory References

- ✚ National Code of Practice 2018 – Standard 4
- ✚ ESOS Act 2000

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- ✚ Migration Act 1958
- ✚ Standards for RTOs 2015 – Clause 4.1 & 7.3
- ✚ ASQA Agent Monitoring Guidelines
- ✚ Australian International Education and Training Agent Code of Ethics

5. Policy Statement

The RTO enters into a written agreement (Education Agent Agreement) with each education agent it formally engages to represent the organisation in the recruitment of overseas students. The RTO also enters and maintains each education agent's details accurately in PRISMS, as required under the ESOS Act 2000 and the National Code 2018 – Standard 4.

Responsibilities of Education Agents

In being appointed as an education agent, the agent must:

- ✚ Promote the RTO and its approved training products in accordance with all applicable RTO policies and procedures
- ✚ Recruit only Genuine Temporary Entrants (GTEs) and Genuine Students, maintaining the integrity of the Australian student visa program
- ✚ Provide accurate and complete information to prospective students regarding training products, support services, facilities, and enrolment processes

Comply with all applicable laws and frameworks, including:

- ✚ The ESOS Act 2000,
- ✚ The National Code of Practice 2018, and
- ✚ The Standards for RTOs 2025.

Education Agent Agreement Provisions

The Education Agent Agreement includes clear terms regarding:

- ✚ The responsibilities of the RTO, including its ongoing obligation to comply with the ESOS Act and the National Code
- ✚ The expectations and obligations of the agent, aligned with Standard 4.3
- ✚ The RTO's monitoring process to ensure agents provide accurate, up-to-date information and act ethically
- ✚ Corrective actions for any breach of responsibilities, including as per Standard 4.4
- ✚ Conditions under which the agreement may be terminated, including misconduct under Standard 4.5
- ✚ Circumstances where the RTO may disclose information about the agent to Commonwealth, state or territory agencies.

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Ethical Conduct Requirements

The RTO requires its education agents to:

- ✚ Provide a written declaration of conflict of interest, and take all reasonable steps to avoid such conflicts
- ✚ Act with transparency, confidentiality, honesty, and in the best interests of students
- ✚ Maintain up-to-date knowledge of the Australian international education system
- ✚ Comply with the Australian International Education and Training Agent Code of Ethics
- ✚ Avoid any conduct that may mislead students about employment, visa, migration, or study outcomes.

Monitoring, Corrective Action and Termination

The RTO conducts ongoing monitoring and reviews of its education agents to ensure continuous compliance. Where the RTO becomes aware, or has reason to believe, that the education agent or their staff have:

- ✚ Breached their responsibilities
- ✚ Engaged in false or misleading recruitment
- ✚ Provided unauthorised migration advice
- ✚ Attempted to recruit students who are not likely to meet visa conditions
- ✚ Recruited students in violation of Standard 7 (Overseas Student Transfers)
- ✚ The RTO will take immediate corrective action or terminate the agreement, as required under Standard 4.4 and 4.5.

The RTO reserves the right to veto or suspend any agent activity deemed non-compliant with:

- ✚ The Education Agent Agreement,
- ✚ Any relevant Australian legislation, or
- ✚ The RTO's policies and intent of this policy.

Agent Agreement Duration and Publishing

- ✚ Agent agreements are valid for three years and subject to performance reviews before renewal or termination.
- ✚ A public list of current agents is published on the RTO's website, including:
 - Agency name,
 - Principal contact,
 - Legal entity, and
 - Street address.

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Commission and Financial Arrangements

The RTO negotiates and confirms commission in writing, ensuring that:

- + Payment is based on actual student enrolments;
- + **The student has:**
 - o Been recruited by the agent,
 - o Enrolled in a course,
 - o Paid the fees,
 - o Commenced training,
 - o Not received a full refund
- + The agent's name is on the enrolment application and eCoE
- + **No commission is paid:**
 - o Where a student was directly enrolled,
 - o Where the agent was in breach of the agreement,
 - o Without a valid invoice in approved format
- + Advertising and promotional costs are the agent's responsibility unless otherwise agreed.

Access and Restrictions

- + Agents do not receive PRISMS access.
- + Agents must not issue eCoEs on behalf of the RTO.
- + **The RTO ensures that up-to-date marketing material is available to agents, in line with:**
 - o Standard 1 of the National Code 2018, and
 - o The RTO's Marketing and Advertising Policy.
- + Maintain a public list of active agents and keep signed agreements and monitoring records for at least two years

6. Step-by-Step Procedure

A. Process new education agent application

| Step | Procedure | Responsibility |
|------|--|----------------|
| 1 | Provide information to potential education agents upon making contact with the Institute. | PEO |

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| Step | Procedure | Responsibility |
|------|--|----------------|
| | <ul style="list-style-type: none"> Email or post potential education agents with the <i>Education Agent Application Form</i> for completion. Advise in a covering email or letter that the application process will take 4 – 6 weeks from receipt of the completed forms. | |
| 2 | <p>Assess application from education agent</p> <ul style="list-style-type: none"> Acknowledge receipt of application. Review application for completeness. Where the application is incomplete, inform the education agent of the additional information required and the requirement to provide this within 28 days or that otherwise the application will no longer be valid. Consider information in application and contact referees as required. Advise referees to complete the Education Agent Reference Check Form or complete the form if referees are contacted by phone. Assess application based on the responses from referees, the location that the education agent will recruit from, the demonstrated understanding of Australian laws in regard to student recruitment and agent experience in the recruitment of international students. Approve or refuse application and forward the application to CEO. If approved, compile and forward the draft Education Agent Agreement for endorsement. | PEO and CEO |
| 3 | <p>Endorse application from education agent</p> <ul style="list-style-type: none"> Endorse or refuse application and forward the decision to Marketing. If endorsed, approve the draft <i>Education Agent Agreement</i>. | PEO |
| 4 | <p>Notify agents in writing of the decision to approve or not approve the application and including reasons where the application is declined. If approved commence the confirm agreement stage.</p> | PEO |

B. Confirm agreement

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| Step | Procedure | Responsibility |
|------|--|----------------|
| 1 | Send copies of the Education Agent Agreement to the agent for signing with one to be returned. The agreement will be valid for two years for new applications. | PEO |
| 2 | Following receipt of signed agreement, send certificate as evidence of registration with the Institute to be displayed in agents' offices to indicate to prospective students that they have a written agreement with the Institute. | PEO |
| 3 | Add approved agent to Education Agent Agreements Register and publish on website. | PEO |
| 4 | Enter details of education agent into PRISMS as soon as practical within in 30 days. Ensure details are maintained at all times in the event of changes. | PEO |
| 5 | Update the agent information to ASQA through ASQAnet within 30 days of the agreement date. | PEO |
| 6 | For existing Education Agents and subject to effective performance, provide copies of renewed agreements for signing. Existing agreements will generally be renewed for a further three years. | PEO |
| 7 | Any updates to agent contact information should be processed using Education Agent Information Update Form | PEO |
| 8 | Update Education Agent Agreements Register. | PEO |

C. Implement agent agreement

| Step | Procedure | Responsibility |
|------|---|----------------|
| 1 | Induct new agents <ul style="list-style-type: none"> Provide an induction regarding the Institute's training products. Provide an overview of Institute's current marketing. Discuss student enrolment and selection process. Provide approved marketing materials and discuss process for updating any revised marketing materials. Discuss and clarify National Code 2018 requirements Confirm dates for review of Agreement and targets to be achieved. | PEO |
| 2 | Provide up to date information to agents <ul style="list-style-type: none"> Provide up to date information to agents through: | PEO |

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| | <ul style="list-style-type: none"> ○ Email important information to agents if any legislative and organisational changes related to agent or as per need basis. Ensure each email includes most current documents/links, so that the agents are able to easily check they are using the most current up to date material available. ○ Emails, phone calls, text messages or other informal communications regarding specific student issues. ○ Publishing content on Institute's website and social media profiles | |
| 3 | <p>Provide up to date marketing information to agents</p> <ul style="list-style-type: none"> ✚ Provide up to date marketing information to agents each time marketing information is updated. ✚ Send updated marketing information via email or post. ✚ Education agent information sessions held at the Institute (for onshore agents). ✚ Delivering seminars and marketing events with education agents when the Institute representatives are available in the education agent's region. ✚ Where the website is updated, email agents with a link to the updated website and provide a summary of changes. | PEO |

D. Monitoring Education Agents

| Step | Procedure | Responsibility |
|------|---|----------------|
| 1 | <p>Implement monitoring procedures as per written agreement</p> <ul style="list-style-type: none"> ✚ Documented face to face meetings and/or teleconferences with agents at least every six months. ✚ Analysis of quality and quantity of applications on behalf of prospective students. ✚ Analysis of conversion rates from lodging applications to studying at the Institute. ✚ Requirement for education agent to complete Education Agent Annual Self-Assessment Form documenting the agent's performance over the past year and Education Agent Performance Review Form completed by Marketing and Admissions Manager. | PEO |

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| | <ul style="list-style-type: none"> Collect feedback from students relating to their education agent using Student Satisfaction Survey on Education Agent Documenting on the agent's file instances where students claim to have been misinformed about their studies at the Institute. Documenting on the agent's file instances where the agent has shown a lack of knowledge of student visa requirements or other matter relating to the student's stay in Australia. Surveying current and prospective learners about the information provided to them by the education agent and the level of assistance given to the student to assist them in travelling to Australia. Evaluation of number of students reported and cancelled to the Department of Home Affairs (DHA) for non-compliance. Evaluation of the education agent's advertising activities by reviewing the education agent's website and social media profiles. The Institute may request the Agent to provide advertising material that the Agent has used over the past year and review them for any false or misleading advertising or unscrupulous conduct. If at any time, monitoring procedures show that the agent is not meeting the terms as specified in the written agreement, investigate the issue as shown below. Where an agent is meeting the terms as shown in the written agreement, provide written feedback to agent indicating such. | |
| 2 | <p>Investigate agents who are not meeting the terms of their agreement</p> <ul style="list-style-type: none"> If at any time the Institute believes that the education agent is not meeting the obligations of the <i>Education Agent Agreement</i> or the National Code 2018, is being negligent, careless or incompetent, or is engaged in false, misleading or unethical advertising and recruitment practices, the Marketing and Admissions Manager will follow the review process stated below: <ul style="list-style-type: none"> Identify and gather information about the issue. Contact the education agent to seek response on the issue. Discuss the issue and the response from the education agent with PEO. | PEO |
| 3 | <p>PEO decide on action as follows:</p> <p>i) No Breach: In this case the education agent is acknowledged in writing for the education agent's input and no further action is taken.</p> | CEO |

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| | <p>ii) Minor Breach: In this case the education agent is given a written warning advising the education agent that any further breach will result in the termination of their <i>Education Agent Agreement</i>. If necessary, the education agent will be provided with advice and/or training to ensure that the breach is not repeated. The Institute may decide to vary the <i>Education Agent Agreement</i> with additional conditions if required.</p> <p>iii) Major Breach: In this case the education agent will be advised in writing that their Education Agent Agreement has been immediately terminated and that the Institute may advise authoritative bodies such as Department of Home Affairs, Migration Agents Registration Authority, PIER Online and/or the local Australian Embassy of the breach.</p> | |
| 4 | <p>Implement corrective or preventative action</p> <ul style="list-style-type: none"> Where an agent is required to implement corrective or preventative action, monitor agent to ensure that actions are implemented according to agreed timelines. If actions are not implemented, terminate the agreement as above. PEO is responsible of implementing the decision and keeping all documentation on education agent file. | PEO |

7. Related Documents

- Education Agent Agreement
- Education Agent Annual Self Assessment Form
- Education Agent File Checklist
- Education Agent Information Kit
- Education Agent Information Update Form
- Education Agent Performance Review Form
- Education Agent Reference Check Form
- Education Agent Agreements Register

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8. Flow Chart

A.



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B.

Confirm agreement



Confirm Agreement with New Agent

Send agreement copies for signing

Agent returns signed agreement

Receive Signed Agreement



Send Registration Certificate

Provide certificate for display

Add agent to register and website

Update Agent Register



Enter Details in PRISMS

Input agent details into PRISMS

Notify ASQA of agreement

Update ASQA



Renew Existing Agreements

Provide renewed agreements for signing

Update agent contact information

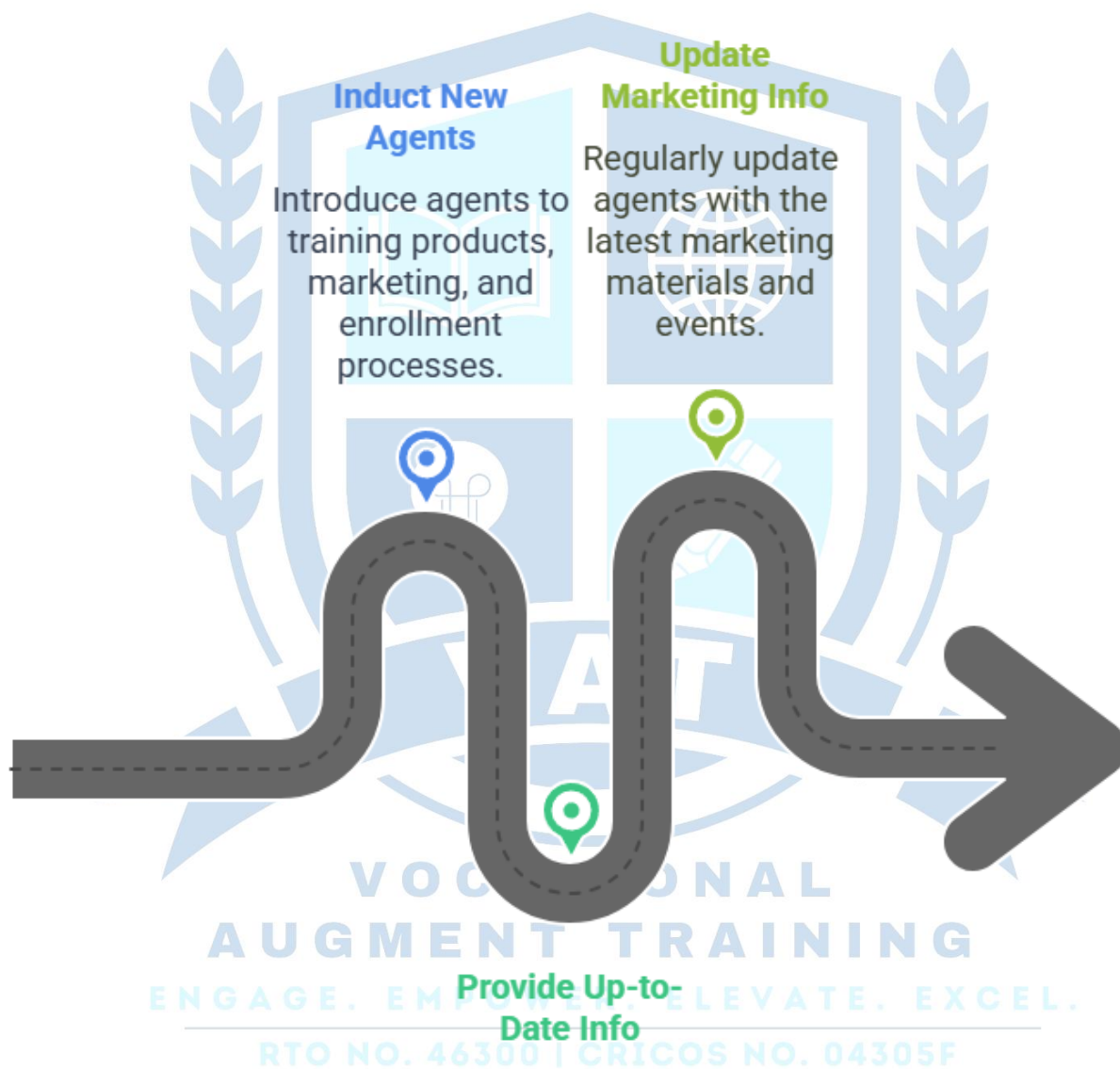
Process Updates



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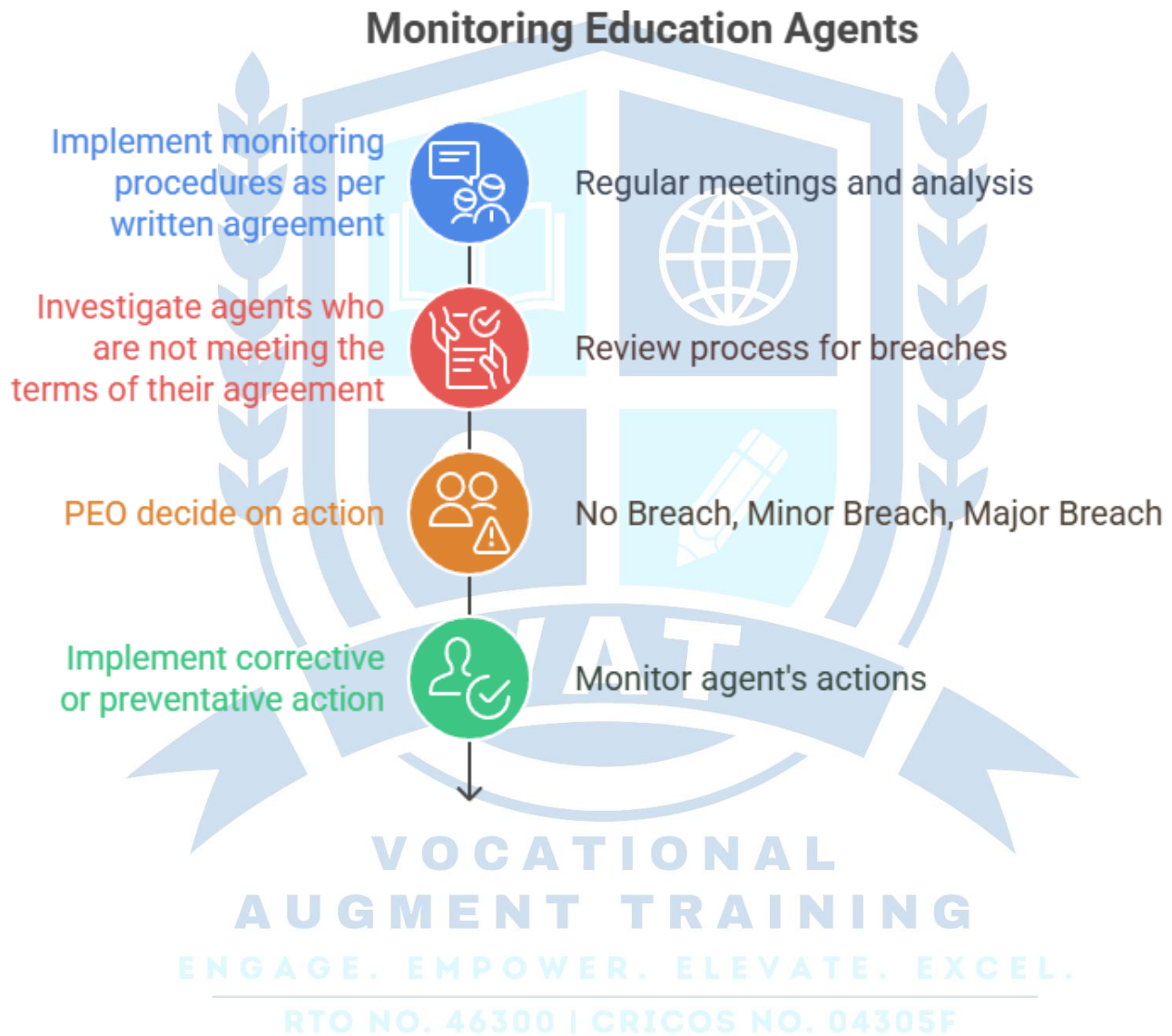
C.

Implement agent agreement



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