



Career Skills Australia
Registered Training
Organisation
Policies and Procedures

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Registered Training Organisation Details

Company Details	
Company Name	Career Skills Australia Pty Ltd
Trading Name	Career Skills Australia
RTO Number	45254
ACN	605 962 972
ABN	25 605 962 972
Business address	125 Cosgrove Road BELFIELD NSW 2191
Other locations	
Phone number	1800 803 162
Email	jtaouk@hotmail.com
Website	

Key Personnel

Position	Name	Phone	Email
Chief Executive Officer	Joseph Taouk	0405 133 881	jtaouk@hotmail.com

RTO Code of Practice

This code of practice describes the Career Skills Australia a Registered Training Organisation (RTO) commitment to the maintenance of high standards in the provision of vocational education and training.

This code of practice applies to all persons employed by or contracted to Career Skills Australia.

Responsible Parties

Career Skills Australia, , and are responsible for the control and issuance of this code of practice.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) contract.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Quality Training

As a Registered Training Organisation, Career Skills Australia has agreed to and does provide quality training and assessment across all of its operations within the requirements set down by the Australian Skills Quality Authority (ASQA), which include the National VET Regulator Act 2011, the current Standards and the current Funding Contract.

Career Skills Australia implements its policies and management practices to maintain high professional standards in the delivery of quality education and training services across all of its operations and acts to safeguard the interest and welfare of its clients.

Career Skills Australia has a robust quality assurance system and a continuous improvement approach to the management of its operations which ensures clients receive the services detailed in their agreement with the organisation.

Staff, facilities, equipment and training and assessment materials used by Career Skills Australia are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies, which are developed through effective consultation with industry.

Career Skills Australia has checks and balances in place to ensure training and assessment is delivered only by trainers and assessors who possess the necessary qualifications and experience. Documented enrolment procedures, including a Student Handbook and established quality processes, ensure students are informed about the training, assessment and support services to be provided, and about their rights and obligations.

All staff members recognise the rights of students and provide information, advice and support that is consistent with this Code of Practice and will act ethically at all times. If, at any time, students feel a staff member is not abiding by the Code of Practice, they are encouraged to report their complaints to their Trainer/Teacher or anyone in the organisation.

Action will be taken in line with Career Skills Australia Student Complaints and Appeals Policy and Procedure.

Career Skills Australia applies an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Access and Equity

The principles of access and equity are incorporated into the Career Skills Australia and the Career Skills Australia Code of Conduct, and are applied across the organisation. Students receive training, assessment and support services that meet their individual needs and have timely access to current and accurate records of their participation and progress. Employers and other parties who contribute to each student's training and assessment are engaged in the

development, delivery and monitoring of training and assessment. Career Skills Australia provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively.

Administration

Career Skills Australia has in place guidelines and practices to monitor its operations, including conduct of internal audits, process maps, documented procedures and checklists. Ammonite RTO Management Software and Upload Instructions clearly define the sequential process to successfully transfer training and assessment activity data from the Student Management System (SMS) to the relevant State Training System portals.

Regular reporting through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is monitored for compliance in line with Career Skills Australia Compliance Checklist. The National VET Regulator is provided with information about any significant changes to Career Skills Australia operations and/or ownership through established reporting procedures.

Retention, archiving, retrieval and transfer of records is consistent with ASQA's requirements.

Compliance with Legislation

Training and/or assessment services provided to clients on behalf of Career Skills Australia are closely monitored to ensure compliance with all aspects of the VET Quality Framework and the delivery of services as detailed in their agreement with the organisation. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Records are maintained, monitored and are subjected to regular internal and external auditing to ensure their accuracy and integrity.

Actions are scheduled and progress is tracked in the organisation's RTO Compliance Checklist.

Governance

Career Skills Australia will ensure that the organisation continues to comply with the VET Quality Framework and with relevant Commonwealth, State and Territory legislation and regulatory requirements. This applies to all of the operations within Career Skills Australia scope of registration, as listed on the National Register available on the Training.gov.au website at <http://training.gov.au/>.

Decision making of senior management is informed by the experiences of its trainers and assessors, through analysis and reporting of feedback, collected by an independent organisation and industry consultation. remain responsive to the needs of clients, staff and stakeholders, and the environment in which Career Skills Australia operates.

The systematic approach includes review of the results, identification of potential risk and/or areas requiring improvement and report of their findings to the Board of Management. Career Skills Australia Trainers and assessors are consulted, and their views considered in the implementation of strategies for improvement. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Any issues requiring immediate action are addressed and followed through in a timely manner.

Insurance

Career Skills Australia will maintain public liability insurance throughout its registration period. Career Skills Australia is committed to providing a safe and enjoyable training experience for its students, including ensuring that all activities and events attended by students are covered by Personal Accident and Sickness Insurance.

Financial Management

Career Skills Australia will demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration. At enrolment, students are provided with a statement of fees which meets the required standards of financial management.

Certification

Career Skills Australia has established procedures for the issuance which are in accordance with the requirements of the Australian Qualifications Framework. AQF and VET qualifications, and VET statements of attainment issued by any other RTO, will be recognised by Career Skills Australia. Records of attainment of units of competency and qualifications will be retained by Career Skills Australia for a period of 30 years.

Career Skills Australia will provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator (ASQA) on a regular basis, as determined by the National VET Regulator. Career Skills Australia will ensure the implementation of a national Unique Student Identifier (USI).

Marketing

Marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with Career Skills Australia scope of registration. Career Skills Australia will use the Nationally Recognised Training (NRT) logo only in accordance with its conditions of use. Career Skills Australia will not pay, provide or offer, either directly or indirectly, Incentives to undertake training subsidised through the Skills First Program, whether to any prospective student or to any other person (such as an employer or social organisation).

Transition

Career Skills Australia will manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Career Skills Australia will manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Compliance with this Code of Practice will be monitored through a variety of avenues including, but not limited to, internal and external auditing, internal and external monitoring of feedback, validating resources, consulting with students, employers and Career Skills Australia Trainers and assessors and professional development of staff.

Sanctions

Career Skills Australia accepts that failure to meet the obligations of the Essential Standards for Continuing Registration under the National Vocational Education and Training Regulator Act 2011 as a private provider of vocational education and training their registration as a private RTO may be suspended or revoked by ASQA.

Marketing and Advertising

Relevant Procedures:

[Marketing and Advertising Procedure](#)

This policy describes the commitment of Career Skills Australia to ensure its marketing and advertising of Career Skills Australia training and assessment products and services is ethical and accurate, and meets the current Standards and the requirements of the current Funding Contract. This policy ensures that all marketing and advertising materials developed by Career Skills Australia are authorised and checked for compliance prior to implementation. This policy applies to all employees of Career Skills Australia, including all brokers, third party providers and contractors involved in the promotion of Career Skills Australia training and assessment products and services.

Responsible Parties

Career Skills Australia's Training Managers and , are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Marketing and advertising material includes all material printed or published relating to the promotion of RTO training and assessment products and services, and specifically Australian Qualifications Framework (AQF) qualifications and/or statements of attainment. It includes, but is not limited to, brochures, flyers, advertisements, signage, publications, reports, newsletters and websites.

Standards refer to the current Standards for RTOs.

Marketing Information

- Career Skills Australia will ensure the information provided to students about its services, courses, units and qualifications delivered is accurate and factual, regardless of whether the information is provided by the RTO, its brokers, online directories, agents or other third parties. All information clearly distinguishes between non-recognised training and nationally recognised training.
- Career Skills Australia's marketing information will enable informed choice for students by ensuring the information is detailed, accurate and complies with the requirements of the Standards.
- All marketing information for nationally recognised training:
 - Identifies Career Skills Australia with its National RTO Code, legal entity and/or trading name.
 - Will only include the Nationally Recognised Training logo in accordance with its Conditions of Use outlined in Schedule 4 of the Standards.
 - Includes the full name and code of the relevant Training Product whether it is a unit, module, qualification, skill set or accredited course so there is no confusion for students about the outcome.
 - Will be consistent with Career Skills Australia's training and assessment strategies.
 - Include relevant cost information including all costs, any debts that may be occurred, or any loss of entitlement from the student undertaking the course (such

as loss of entitlement for further government funded programs or student loan schemes).

Protection of consumer rights

- Career Skills Australia ensures consumer protection laws are adhered to through the following mechanisms:
 - Providing a cooling off period where required to do so by law.
 - Having all students sign a Student Agreement in acknowledgement of the Terms and Conditions of Enrolment.
 - Having a clear and detailed Fees and Refund Policy which is published on our website and also outlined in the Student Handbook and on the Student Agreement.
 - Having a Complaints and Appeals Policy which any student or member of the public can access at any time to make a complaint about any of Career Skills Australia's products, services, staff or decisions.
- Course information provided prior to enrolment will provide the individual with detailed information about fees in line with Clause 5.3 of the Standards.
- Career Skills Australia, nor any of its brokers, agents or other third parties, will not:
 - Guarantee that a student will be issued with a qualification or statement of attainment.
 - Guarantee any employment outcome as a result of training and/or assessment unless guaranteed employment has been arranged.
 - Claim that a student will be eligible for any license or accreditation as a result of training and/or assessment unless it is a license outcome guaranteed by the issuer of the license or accreditation.
- Prior to enrolment or the commencement of training Career Skills Australia provides to each individual current and accurate information that enables the individual to make informed decisions about undertaking training with Career Skills Australia.
- Course information provided prior to enrolment will provide the individual with detailed information about fees in line with Clause 5.3 of the Standards.

Advertising and promotional materials

- Career Skills Australia's advertising is always factual and ethical and will not misrepresent Career Skills Australia's training and assessment, products and other services.
- All advertisements and promotional materials will:
 - Identify Career Skills Australia with its National RTO Code.
 - Include the full name and code of the relevant Training Product to be delivered, whether it is a unit, module, qualification, skill set or accredited course so there is no confusion for students about the outcome.

Marketing permissions

- Career Skills Australia will obtain prior written permission from any person or organisation used as a source of comment, testimonial or picture, for any marketing and/or other material and will always abide by the conditions of that permission.
- Records of permissions will be stored on the Permissions Register.

Website Requirements

In accordance with the current Standards, Career Skills Australia will publish on its website:

- a summary of the latest registration audit information
- a copy of the results of the most recent Quality Indicators

- the standard fees for government subsidised training for each course or qualification it offers under the current VET Funding Contract
- Career Skills Australia Complaints and Appeals process
- Career Skills Australia Fees and Refund Policy

Monitoring

All marketing and advertising material will be regularly monitored for compliance with the current Standards, current Funding Contract and Career Skills Australia Marketing and Advertising Policy.

Enrolment

Relevant Procedures:

[Student Selection and Enrolment Procedure](#)

[Credit for Prior Learning Procedure](#)

[Short Course Enrolment Procedure](#)

[Apprentice and Trainee Induction Procedure](#)

Student Selection and Enrolment Policy

This policy describes the manner whereby Career Skills Australia elects and enrolls students. This policy applies to all students seeking enrolment and those enrolled in courses within Career Skills Australia scope of registration.

Responsible parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract. *Standards* refer to the current Standards for Registered Training Organisations (RTOs).

Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum. Career Skills Australia will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles. Career Skills Australia will:

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information such as training program outlines and any applicable fees that enables them to make a confident and suitable decisions about selected training services and programs
- Conduct a one-on-one and/or group enrolment interview face-to-face, including online communication, to individually assess the person's needs and circumstances and provide them with information about their rights and obligations. In some circumstances a telephone interview may be required
- Conduct a language, literacy and numeracy assessment (LLN) during the pre-enrolment phase and determine that the applicants have appropriate language, literacy and numeracy skills and abilities to meet the requirements of their desired training program
- Provide information about special requirements such as additional support funding, mentoring opportunities and professional development suggestions for their desired training program and pathways to obtain these
- Provide information on student and RTO obligations and expectations, including code of conduct and terms and conditions of enrolment
- Validate that applicants meet the entry requirements and eligibility for their selected training program to ensure that they have the greatest opportunity for success and completing the course
- Provide information about the occupational outcomes produced by their selected training program and discuss how these align with their occupational goals and aspirations

- Determine if the applicant has the required access to information technology including modern computer systems and access to the internet and equipment if applicable
- Determine if the applicant has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted
- Ensure there are no unnecessary barriers for persons to participate in the training program of their choice
- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place
- Inform applicants about alternate pathways to training such as gaining national recognition for current competence, credit transfer recognition or recognition of prior learning assessment pathways

Enrolment

Career Skills Australia is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, training package requirements and where relevant workplace requirements.

Career Skills Australia will enrol those students who have:

- Made a formal application
- Satisfactorily completed the enrolment process and
- Paid required fees and charges

Re-enrolment

Students undertaking a course of more than one year duration may be required to re-enrol each year. Affected students will be advised at their initial enrolment.

Career Skills Australia will enrol those students who have:

- Satisfactorily completed the enrolment process and;
- Paid required fees and charges

Variation of enrolment

Career Skills Australia will allow a student to vary the units being undertaken provided:

- The units are being offered by Career Skills Australia
- The units selected meet the training package requirements of the course
- The student meets any training package and licensing requirements
- Where the student is an apprentice/trainee the employer consents
- Any additional costs are paid by the student

Eligibility for subsidised training

Career Skills Australia will assess eligibility of individuals for government subsidised training prior to commencement of training. Students who do meet the eligibility requirements will be offered a fee for service training program.

Pre Training Review

Career Skills Australia will conduct a Pre Training Review in accordance with the relevant Vocational Education and Training (VET) funding contract including a specific Language, literacy and numeracy (LLN) assessment.

Manager Approval

All enrolments must be approved by a Career Skills Australia Training Manager prior to the commencement of training.

Short Course Enrolment Policy

This policy describes the manner whereby Career Skills Australia enrolls students into short courses.

This policy applies to all students enrolling into Career Skills Australia short courses.

Responsible Parties

Career Skills Australia's Training Managers and General Manager are responsible for the control and implementation of this policy.

Definitions

Short course refers to one or limited number of accredited units from a training package. It may also refer to a stand-alone accredited or non-accredited course, typically of no more than 40 hours.

Career Skills Australia representative is defined as an employee or contractor of Career Skills Australia.

Recruitment

Recruitment of students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum. Career Skills Australia will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles. Career Skills Australia will:

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information such as training program outlines and any applicable fees that enables them to make a confident and suitable decisions about selected training services and programs
- Conduct a one-on-one and/or group enrolment interview face-to-face, including online communication, to individually assess the person's needs and circumstances and provide them with information about their rights and obligations. In some circumstances a telephone interview may be required
- Conduct a language, literacy and numeracy assessment (LLN) during the pre-enrolment phase and determine that the applicants have appropriate language, literacy and numeracy skills and abilities to meet the requirements of their desired training program
- Provide information about special requirements such as additional support funding, mentoring opportunities and professional development suggestions for their desired training program and pathways to obtain these
- Provide information on student and RTO obligations and expectations, including code of conduct and terms and conditions of enrolment
- Validate that applicants meet the entry requirements and eligibility for their selected training program to ensure that they have the greatest opportunity for success and completing the course
- Provide information about the occupational outcomes produced by their selected training program and discuss how these align with their occupational goals and aspirations

- Determine if the applicant has the required access to information technology including modern computer systems and access to the internet and equipment if applicable
- Determine if the applicant has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted
- Ensure there are no unnecessary barriers for persons to participate in the training program of their choice
- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place
- Inform applicants about alternate pathways to training such as gaining national recognition for current competence, credit transfer recognition or recognition of prior learning assessment pathways

Enrolment

Career Skills Australia is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, course requirements and where relevant workplace requirements.

Career Skills Australia will enrol those students who have:

- satisfactorily completed the enrolment process and
- paid required fees and charges prior to commencement of training

Eligibility for subsidised training

Career Skills Australia will assess eligibility of individuals for government subsidised training for short courses prior to the commencement of training. Students who do not meet the eligibility requirements will be offered a fee for service training program. An RTO representative will provide students with information to enable them to determine whether it is in their best interests to access funding as enrolling in a short course will count as a commencement and may jeopardise future funding availability.

Pre Training Review

Career Skills Australia will conduct a Short Course Pre Training Review, including a specific Language, Literacy and Numeracy assessment.

Apprentice and Trainee Induction Policy

This policy describes the manner whereby Career Skills Australia inducts apprentices and trainees in the requirements of the training program, prior to the commencement of training. This policy applies to all enrolled apprentices and trainees (including school-based apprentices and trainees).

Responsible parties

Career Skills Australia's Training Managers and General Manager are responsible for the control and implementation of this policy.

Induction

Induction of apprentices and trainees will be conducted at all times in an ethical and responsible manner and will be consistent with the requirements of the curriculum. Career Skills Australia is committed to ensuring that all apprentices and trainees inducted are at the appropriate Australian Core Skills Framework (ACSF) competency level, understand training package requirements and (where relevant) workplace requirements. Career Skills Australia will ensure that all parties are aware of and understand their roles and responsibilities.

Credit for Prior Learning

The purpose of this Policy is to outline Career Skills Australia's approach to ensuring students are provided with credit for units of competency and/or modules where they are evidenced by:

- AQF certification documentation issued by another RTO or AQF authorised issuing organisation such as a university
- Authenticated VET transcripts issued by the Registrar.

Definitions

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

Certification document means a Testamur, Statement of Attainment or Record of Results

Credit means recognition of the previous studies a student has completed for the purpose of reducing the units or modules required to be completed in their currently enrolled program

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with Career Skills Australia

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment

Registrar means the Student Identifiers Registrar

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'

Application for Credit

All students will be offered the opportunity to apply for credit for previously completed studies. Students can apply for Credit by completing a Credit Application Form and providing relevant supporting documents, including certified copies of transcripts. This may include VET transcripts or extracts issued by the Student Identifiers Registrar.

All evidence provided as part of an application for Credit will be authenticated by Career Skills Australia by contacting the issuing organisation to confirm the details provided on the document are valid. In the case of transcripts issued by the USI Registrar, documents will be authenticated through the USI Registry System.

Career Skills Australia will not require any student to repeat any unit or module which they have already been assessed as Competent unless there is a license condition or regulatory requirement that requires this.

Assessing Credit

Where a student provides authenticated evidence of units or modules issued by another RTO or authorised issuing organisation, Career Skills Australia will provide Credit for that unit or module where it is a unit listed in the student's course of enrolment with Career Skills Australia.

Where evidence has been provided of previous study being completed at another RTO, university or other authorised issuing organisation, but the unit or module is not listed in the

student's course of enrolment with Career Skills Australia, an analysis as to the equivalence of the study completed with the units in the student's enrolment with Career Skills Australia will be undertaken.

Credit application outcomes

Students will be advised of the outcome of their Credit application in writing.

Where there are significant Credits granted, this may result in a reduction of the Course fees which will be advised at the same time.

The result of Credit Transfer will be recorded for any relevant units on the student management system.

Students may appeal the decisions made about their Credit application by following Career Skills Australia's Complaints and Appeals Policy and Procedure.

Online Learning Policy

This policy describes the manner whereby Career Skills Australia will conduct Online Learning delivery.

This policy applies to all Online Courses within Career Skills Australia scope of registration.

Responsible parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Online Course refers to a Qualification or limited number of accredited units from a training package that will be delivered in an Online Learning environment.

Career Skills Australia representative is defined as an employee or contractor of Career Skills Australia.

Policy

This Online Learning policy is concerned with programs in which the delivery medium is predominantly internet-based. Blended learning is defined as the delivery of programs where only some modules are delivered online. The online portion of such blended programs is also covered by this policy. Students of online programs are non-standard students who wish to avail of learning but for whom attendance at an RTO Training Centre full time or part time is not possible or unpractical.

The provision of online learning programs serves to help Career Skills Australia fulfil its remit with regard to acting as a resource for its region and also will increase lifelong learning opportunities. The development of online learning will help increase student numbers. Online learning programs represent an opportunity to increase revenue.

Programs may be developed uniquely for online learning and validated by the normal Career Skills Australia quality procedures. Programs currently delivered in a classroom setting may be adopted for online delivery, and such modified programs must go through the appropriate quality assurance approval process.

All online programs are subject to the normal Quality procedures and standards of Career Skills Australia. The provision of many programs is particularly suited for online delivery. Shorter programs, such as Special Purpose Programs, Short Courses, or single modules may also be suited for online delivery. Students of online learning programs have the same rights and entitlements and can access the same services as full-time attending students.

Unique Student Identifier

This policy has been developed to ensure all activities relating to the Unique Student Identifier (USI) of students within the RTO is managed ensuring privacy, accuracy, reliability and accordance with the Student Identifier Act 2014.

Career Skills Australia will comply with USI requirement as implemented. This covers all enrolments of students into accredited training.

In preparation for the need to comply with the requirement of implementing unique student identifiers, Career Skills Australia will manage all student records via an AVETMISS compliant system.

1. The CEO is responsible for implementation of this policy, whilst administration staff is responsible for administration of the policy.
2. The RTO will gather and utilise personal information in order to meet their obligations to create and/or verify a USI in accordance with Student Identifiers Act 2014.
3. Student Identifiers will be created on behalf of the student only when written consent has been received from the student.
4. The student will be given the option of creating their own USI and informing the RTO of their USI. Where the student is under 18, parental permission will be obtained in writing before a USI is created on behalf of the student.
5. Clauses 2 & 3 are not applicable where the RTO requests that all students access the USI system themselves and creates their own USI.
6. All Student Identifiers once obtained will be verified using a compliant Student Management System.
7. An AQF qualification will not be issued to a student:
 - a. Who has not created a USI
 - b. Who has not provided the RTO with their USI
 - c. When the RTO is unable to verify the USI
8. Students will be advised; the results of the training will be accessible through the Commonwealth and will appear on any authenticated VET transcript prepared by the Registrar.
9. Personal information gathered solely for the purpose of creating and or obtaining verification of the USI will be used and stored in accordance with Privacy Policy and Records Management Policy in place.
10. Personal information gathered solely for the purpose of creating and or obtaining verification of the USI will be destroyed within 4 months of verification, unless required under other legislation and contractual obligations. A note will be added to the Students contact when this has occurred.

Fees and Refunds

[Fees and Refunds Procedure](#)

[Business & Financial Viability Procedure](#)

The purpose of this Policy is to outline Career Skills Australia's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Career Skills Australia.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and Career Skills Australia's registering body

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the students

RTOs means the Standards for RTOs 2015 refer definition of Standards

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Information about fees and charges

- Fee information relevant to a course is outlined in detail on the Course Outline as well as the Career Skills Australia Fee Directory and Career Skills Australia's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms.
- The Enrolment Form and the Student Handbook which is provided prior to enrolment includes information from this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Enrolment Form in acknowledgement of the terms and conditions of their enrolment and this policy. The conditions outlined in this policy do not override any of the student's rights under applicable consumer protection legislation, including but not limited to any statutory cooling-off period.
- Where an employer is paying for a student's course, an Career Skills Australia Learning Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Enrolment Form. To exercise this right, the student must notify our office in writing within 7 days of enrolment.
- Career Skills Australia does not require a fee protection measure to be put in place in line with the requirements of Schedule 6 of the Standards as no more than \$1500 is collected in advance from any individual student funding themselves for services that have not yet been delivered.

Career Skills Australia Fee Directory

Career Skills Australia Fee Directory provides the breakdown of all fees for Career Skills Australia.

Course fee inclusions

Course and tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement and Career Skills Australia Fee Directory.
- One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee as outlined in the Fee Directory.

Course and tuition fees do not include:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens.
- Uniform (if required for placement).
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents a cost per document applies as outlined in the Fee Directory.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.
- Administrative costs for cancellations prior to the commencement of a program.

Career Skills Australia cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Credit card payments incur a surcharge of 1.5% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.

Career Skills Australia reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds for fee-for-service students

All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.

- A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.

- A full refund of any fees paid (including the deposit) will apply if Career Skills Australia is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A refund of fees paid may also apply in the following circumstances:

- Where Career Skills Australia (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- Where Career Skills Australia ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- In the unlikely event that Career Skills Australia is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.

In any of the above situations, Career Skills Australia will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Career Skills Australia to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

Non achievement of the qualification or unit/s, in which a student has enrolled, due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Appeal of decision

If a student believes that they have been unfairly dealt with under this policy or disagree with a refund assessment, they may lodge an appeal against the decision by following Career Skills Australia's Complaints and Appeals Policy and Procedure. Students will be informed of the option of lodging an appeal if they express dissatisfaction with a decision resulting from the implementation of this policy.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our account keeping system.

Publication

Career Skills Australia will publish in a prominent place on its website the following:

- Costs for fee for service programs.
- This Fees and Refunds Policy.

Support and Progression

Relevant Procedures:

[Access, Equity and Support Procedure](#)

[Plagiarism and Cheating Procedure](#)

[Withdrawal, Extension and Deferral Procedure](#)

[Student Discipline Procedure](#)

[Student Complaints and Appeals Procedure](#)

Access, Equity and Support Policy

Purpose

The purpose of this policy is to outline Career Skills Australia's approach to ensuring fair and equitable access and support to our services regardless of an individual's age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or location.

This Policy ensures compliance with Standards 1 Clause 1.7; 4 Clause 4.1; 5 Clauses 5.1 – 5.4; and 8 Clauses 8.5 – 8.6 of the Standards for Registered Training Organisations (RTOs) 2015.

Definitions

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes

Disability in accordance with the Commonwealth Disability Discrimination Act 1992 means:

- total or partial loss of the person's bodily or mental functions; or
- total or partial loss of a part of the body; or
- the presence in the body of organisms causing disease or illness; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body; or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
 - presently exists; or
 - previously existed but no longer exists; or
 - may exist in the future (including because of a genetic predisposition to that disability); or
 - is imputed to a person.
- To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against a person on the basis of their disability. This means service providers need to ensure people with disability can access and participate on an equal basis. Providers must make whatever adjustments are necessary and reasonable to allow students with disability to access those services to the same extent as others

Disability Standards for Education 2005 (formalised under the DDA 1992) aim to highlight the obligations of education and training providers in relation to current and prospective students with disability in the areas of Enrolment, Participation, Curriculum, Student support services as well as the elimination of harassment and victimisation

Discrimination means any action, direct or indirect, which disadvantages an individual and/or a group. Discrimination may be embedded in or take effect through the operation of a system. Harassment occurs when behaviour and/or language is found to be offensive, intimidating or otherwise distressful. It does not apply to reciprocal behaviour or banter in private which neither party finds offensive

Language, literacy and numeracy (LLN) skills relate to how we communicate with each other. Language relates to the words, verbal structures and gestures we use to convey meaning. Literacy means being able to read and use written information. Numeracy is the practical application of mathematical skills to absorb, use and critically evaluate information in numerical or graphical form. Source: Language, Literacy and Numeracy Network

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a disability to access and participate in training on the same basis as those without a disability. An adjustment is reasonable if it meets the needs of the student with a disability, without impacting too much on other people

SRTOs means the Standards for RTOs 2015 – refer definition of ‘Standards’

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

The Australian Core Skills Framework is a tool that describes and measures LLN skills and is based on the National Reporting System (NRS). It describes levels of performance in five core skills areas: learning, reading, writing, oral communication and numeracy.

Unjustifiable Hardship is defined under the Disability Discrimination Act 1992, Section 11 as follows:

‘For the purposes of this Act, in determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are to be taken into account including:

- (a) the nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and*
- (b) the effect of the disability of a person concerned; and*
- (c) the financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship; and*
- (d) in the case of the provision of services, or the making available of facilities - an action plan given to the Commission under section 64*

Access, Equity and Support Principles

- Career Skills Australia is committed to:
 - equal opportunity for all students
 - providing an inclusive learning experience that takes into account differing learning styles and preferences
 - giving students with disability the right to participate in its courses on the same basis as students without disability
 - being responsive to individual needs irrespective of gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction
 - identifying the support that each individual student needs prior to their commencement or enrolment with Career Skills Australia (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes, including reasonable adjustments to accommodate the needs of students with a disability
 - non-discriminatory student selection and enrolment procedures where all individuals are treated fairly and equitably
 - fair access for members of under-represented groups such as people with a disability, Aboriginal and Torres Strait Islander people, people with a non-English speaking background, people with language, literacy and numeracy difficulties, and older people
 - respecting an individual's right to privacy and confidentiality and being sensitive to students' needs and circumstances
 - increasing the participation of all learners
 - creating and maintaining a learning environment free from all forms of discrimination and harassment including, sexual harassment, bullying, violence, victimisation and vilification
 - ensuring access and equity issues are considered during the development of training and assessment strategies
 - the promotion of and adherence to the principles of the Commonwealth Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

Discrimination and Harassment

- Career Skills Australia does not tolerate discrimination against, or harassment of students, including those with a disability, by any other student or by any of the Career Skills Australia's employee(s). It is Career Skills Australia's policy that any form of discrimination and harassment is totally unacceptable.
- Discrimination and harassment covers a range of verbal and physical behaviour which is unwelcome and unsolicited. Any behaviour which is personally offensive, debilitates morale or interferes with a student's academic performance, because of sex/gender, marital status, pregnancy, sexual preference, HIV or AIDS status, race, disability, religious belief, political opinion or age may constitute discrimination and/or harassment. Harassment may be a form of discrimination. Serious forms of harassment may constitute assault, an offence under the Crimes Act (NSW), and thereby may be subject to police investigation and criminal penalties.

- Harassment occurs when behaviour and/or language is found to be unwelcome, offensive, or intimidating; it does not apply to reciprocal behaviour or banter in private which neither party finds offensive.
- Career Skills Australia is committed to creating and maintaining a learning environment free from all forms of discrimination and harassment on the grounds specified under State and Commonwealth anti-discrimination legislation and Career Skills Australia's own related policies. The Board of Directors of Career Skills Australia formally condemns discrimination and harassment of students.
- Staff and students are responsible for ensuring that their own behaviour contributes to the maintenance of a learning environment free from all forms of discrimination and harassment, including sexual harassment.

Student Code of Conduct

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Have their personal details and records kept private and secure according to our Privacy Policy and Procedure
- Access the information Career Skills Australia holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and progress
- Access the support they need to effectively participate in their training program
- Provide feedback to Career Skills Australia on the client services, training, assessment and support services they receive.

Students' Responsibilities

All students, throughout their training and involvement with Career Skills Australia, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to Career Skills Australia in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks and learning activities honestly and without plagiarism, cheating, collusion or infringing on copyright laws
- Hand in all assessment tasks and other evidence of their work by their due date
- Make regular contact with Career Skills Australia via their Trainer and assessor or Student Services
- Prepare appropriately for all assessment tasks, workplace visits (if applicable) and workshops
- Notify Career Skills Australia if any difficulties arise as part of their involvement in the program
- Notify Career Skills Australia if they are unable to attend a workshop for any reason prior to the commencement of the activity
- Ensure all required course fees are paid

Access, Equity and Support Considerations in Training and Assessment Design

- When planning a new course or developing learning materials, Career Skills Australia considers access and equity issues to ensure the course is flexible and inclusive of a range of student needs, has a mix of instructional and assessment modes to accommodate different learning styles, has sufficient support mechanisms for all students including those with special needs, incorporates adjustments or alternative learning and assessment strategies and avoids non-inclusive and discriminatory language and examples.
- Career Skills Australia follows the principles of 'Universal Design' and design training and assessment strategies, learning materials and learning activities to be accessible and useable by learners with widely different backgrounds and abilities.
- Career Skills Australia ensure there are multiple pathways for each course including training and assessment, recognition of prior learning and assessment only pathways.

Student Selection and Enrolment

- Career Skills Australia's student selection and enrolment process is free from bias, non-discriminatory and the same for all applicants. All applicants must meet the published entry criteria as per each Course Outline and Career Skills Australia's Enrolment Policy and Procedure.
- Prior to enrolment or commencement of training Career Skills Australia provides to each individual current and accurate information that enables them to make informed

decisions about undertaking training with Career Skills Australia. Career Skills Australia Learning Course Guide, Career Skills Australia website, Course Outlines and other course information provided prior to enrolment will provide the individual with detailed information on course suitability, the entry requirements, language, literacy and numeracy required levels, course structure, delivery methods, assessment methods, language, and the level of support they may expect.

- Individual support needs of students will be identified at the enrolment stage or, if that is not feasible, as early as possible after the commencement of the course.

Language, Literacy and Numeracy (LLN)

- To maximise the chance of learners successfully completing their training, Career Skills Australia identifies any support individual learners need prior to their enrolment or commencement, including the identification of Language, Literacy and Numeracy (LLN) level and support requirements.
- Career Skills Australia bases the assessment of LLN skill level on the Australian Core Skills Framework (ACSF) and all Course Outlines will clearly specify entry criteria including LLN level.
- Individuals enrolling in an accredited course with Career Skills Australia will need to show evidence that they have the LLN skills to succeed in the course by one of the following methods:
 - Providing a copy of a valid Australian Senior Secondary Certificate of Education (SSCE) issued on completion of Year 12
 - Providing evidence of the successful completion of an AQF course at the same or higher level to the course they are applying for (where the language of instruction is English)
 - Completing ACER's Foundation Skills Assessment Tool (FSAT) and achieving a minimum Exit level of 3 in both reading and numeracy.
- Career Skills Australia is committed to supporting students with LLN needs and to assist students to identify these needs prior to enrolment so they can make an informed decision about whether the course is suitable for them.
- Where LLN gaps are identified, Career Skills Australia will discuss options with the student including:
 - Developing an Individual Support Plan outlining additional support requirements and ways addressing LLN gaps such as access to self-paced online learning tools, group tutorials and workshops, and trainer and assessor support
 - Referring the individual to language, literacy and numeracy (LLN) programs
 - Referring to a learning specialist for advice regarding appropriate learning support and reasonable adjustment
 - Identifying preliminary support programs or discussing alternative study options.
- LLN resources include:
 - Department of Education and Training: Literacy Net General Resources
 - Reading and Writing Hotline: Literacy resources
 - The NDCO Programme's: Your Right to an Education booklet
 - Precision Consultancy: ACSF assessment tool user guide and assessment tasks
 - What works for LLN? Video library

Identifying Individual Support Needs

- All individuals enrolling in an accredited course with Career Skills Australia complete pre-training review questions which are integrated into the Enrolment Form to ensure that any individual learning needs are identified and that they are enrolling in a suitable course.
- Specific needs may also be identified by the student or Career Skills Australia staff at any time during the enrolment or learning and assessment process.
- If individuals have additional support requirements identified which are over and above what is normally offered in the course and wish to be provided with additional support mechanisms or reasonable adjustment, an Individual Support Plan will be developed in consultation with the student which will outline the strategies used to provide the student with additional support. Any adjustments made will not compromise the integrity of the learning or assessment process.
- Career Skills Australia recognises that it may not always have the internal knowledge and expertise to identify and provide the support needed for some individuals. Career Skills Australia utilises external expertise in relation to specific disabilities or needs when required.

Support for Students with Disabilities

- Career Skills Australia will not exclude, discontinue or dismiss a student on the grounds of having a disability alone.
- Career Skills Australia Enrolment Form includes a section relating to disclosure of disabilities with an option to request adjustments to the learning or assessment process or methodology due to disability. All personal information provided around disabilities is handled confidentially and any questions asked around disability are for the purposes of being able to offer support and arrange reasonable adjustments.
- The Enrolment Form states that all information pertaining to the applicant, including disabilities, will be treated confidentially.
- Specific needs for students with a disability may also be disclosed by the student at any time during the enrolment or learning and assessment process.
- Disclosure of a disability to Career Skills Australia is optional and an individual does not have to disclose their disability unless they want to arrange adjustments, or their disability poses a risk to themselves or others.
- Individual Support Plans are created for students with disabilities when reasonable adjustments are requested. The Individual Support Plan will be developed in consultation with the student and will outline the strategies used to provide the student with additional support. The discussion and development of the Individual Support Plan will consider:
 - the nature of the disability
 - how the disability affects their participation
 - the students preferred adjustment
 - whether the adjustment affects others
 - how the adjustment will help them achieve the learning outcomes
 - the impacts on Career Skills Australia Learning.
- Depending on the reasonable adjustment required, students may be requested to provide documentation from a medical or other health professional to help guide this process.
- Career Skills Australia recognises that it may not have the internal knowledge and expertise to identify the support needed for certain disabilities. In these instances,

Career Skills Australia will engage and utilise external expertise from disability support agencies such as the National Disability Coordination Officer Programme (NDCOP) in relation to the disability and the reasonable adjustment that can be provided. External agencies may also be engaged to provide specialist services for individual students with disabilities on behalf of Career Skills Australia.

Reasonable adjustment

- When an individual support need or disability is disclosed to Career Skills Australia and an Individual Support Plan completed, the reasonable adjustment will be implemented to Career Skills Australia's usual process, environment or practice so long as it will not impose unjustifiable hardship on the person or Career Skills Australia. If required, Career Skills Australia may seek advice from government agencies or support organisations to determine what needs to be done to accommodate the requirements of the individual.
- Any reasonable adjustments made will not compromise the integrity of the learning or assessment process.
- Whilst the possibilities of reasonable adjustments are considerable and will always be based on the individual's needs, some examples of reasonable adjustments that can assist students meet course requirements include:
 - an adjustable workstation or ergonomic chair/desk
 - providing special adaptive technologies such as voice-activated computer software, special keyboard, large screen monitor or associated aids
 - note-takers or interpreters
 - referrals to language, literacy and numeracy (LLN) programs
 - referrals to counselling support
 - flexible scheduling and delivery of training and assessment
 - learning materials in alternative formats i.e. electronic, large print, braille
 - adapting the assessment methodology such as allowing extra time, oral questioning rather than written, audiotaped or videotaped answers instead of written answers.
- Any adjustments considered must be 'reasonable' in that it must not impose unjustifiable hardship on the person or Career Skills Australia. There may be adjustments which are considered not reasonable. Decisions on whether the adjustment can be made will be based on consideration of a range of factors, including the impact on Career Skills Australia, staff and other students, and the costs and benefits of making the adjustment as detailed in Section 10 of the Disability Standards for Education 2005, and in consideration of the definition of 'unreasonable hardship' defined under the Disability Discrimination Act 1992.

Staff Awareness and Professional Development of Access, Equity and Support

- All Career Skills Australia Learning staff are aware of the Commonwealth and State Based legislation regarding access, equity and support of students and the responsibilities of education providers under these. They also actively participate in ongoing professional development in the following areas:
 - this Access, Equity and Support Policy and Procedure
 - Disability Discrimination Act 1992
 - bullying, harassment and victimisation
 - reasonable adjustment and development and implementation of Individual Support Plans

- monitoring of students with Individual Support Plans.

Access, Equity and Support Complaints and Appeals

- All students and staff are encouraged to bring any instances of perceived harassment, bullying, victimisation or unfair treatment to the attention of Career Skills Australia management by following Career Skills Australia's Complaints and Appeals Policy and Procedure.
- Students may also wish to appeal a decision made around whether an adjustment can be made and should do so following Career Skills Australia's Complaints and Appeals Policy and Procedure.

Course Progression and At Risk Student Policy

The purpose of this policy is to provide students and Career Skills Australia's staff with the governing principles of training progression throughout the lifecycle of an enrolment in a course. The policy is also an expression of the Career Skills Australia's commitment to its duty of care to its students.

This Policy is for the Career Skills Australia and includes:

- All VET students
- All VET staff
- All VET courses, and
- All RTO operations.

This policy excludes students' academic progression in non-accredited courses with Career Skills Australia.

Responsible Parties

It's a student's role and responsibility to:

- Inform their trainer and assessor if they self-identify as having difficulties meeting a course's requirements
- Maintain the training progression required by the course in which they are enrolled, and
- Negotiate training and assessments changes with their trainer and assessor to facilitate training progression if required.

It is the role and responsibility of Career Skills Australia or Corporate Client managers to:

- Assist their staff undertake and complete their studies in the set course time period.

It is a trainer and assessor's role and responsibility to:

- Help any student who approaches them for assistance in training progression matters
- Monitor students for signs of failure to progress and offer assistance if failure to progress is identified
- Record incidences of failure to progress, assistance offered, and the outcomes of the assistance offered in the students' records, and
- Inform the Training Coordinator of students who continue to fail to progress, despite being approached and/or given assistance from the trainer and assessor.

The Training Coordinator's role and responsibility is to:

- Assist trainers and assessors to manage students who continue to fail to progress, despite assistance
- Hold a formal meeting with students who continue to demonstrate unsuccessful training progression. The formal meeting shall include discussions of further intervention strategies to be implemented; the creation of a Student Training Plan, which will detail how training progression will be managed moving forward; and the consequences to the student if failure to progress continues.

Definitions

Assessor is a person who assesses a learners' competence in accordance with Standards for Registered Training Organisations (RTO's) 2015; Clauses 1.13 to 1.16.

Corporate Client means a corporation external to Career Skills Australia who enrol their employees through direct contact with the RTO.

Student/Learner/Participant is an individual who is formally enrolled to study at Career Skills Australia. The individual person is the person who appears on the RTOs documents such as enrolment and admission document, and who is assigned an individual student number.

Progression is for the purposes of this policy refer to adequate progress being made as to support continued enrolment in the course.

RTO Registered Training Organisation.

Trainer is a person who provides training in accordance with Standards for Registered Training Organisations (RTO's) 2015; Clause 1.13, 1.14 and 1.16.

Training is the process used by Career Skills Australia to facilitate learning and the acquisition of competencies for a training product.

Training Product is a nationally recognised unit of competency, or accredited course, skill set, or qualification.

Unit of Competency means the specification of the standards of performance required in the workplace as defined in a training package.

VET is Vocational Education and Training.

Training Progression

Training progression means maintaining a reasonable level of involvement and achievement in a course during the time frame set for the course. This means a student is required to:

- Meet all of the attendance obligations of the course they are studying
- Submit and undertake all assessments on time for the course they are studying, and
- Complete all requirements of the course within the prescribed study period, such as practical application in the workplace.

Maintaining a reasonable level of involvement and achievement is important because it indicates a student is achieving the learning objectives and competencies for a course.

Employers who facilitate employee training also expect reasonable levels of involvement and achievement as the employer is an invested party of the student and the course.

Failure to Progress

Progression is required of all students in each course they are enrolled into. Signs of failing to progress include students:

- Absenteeism from training activities, such as scheduled training sessions
- Consistently arriving late or leaving early from training activities, such as scheduled webinars
- Failing to submit assessment items
- Consistently requesting extensions to assessment submission dates
- Regularly receiving ‘not yet satisfactory’ results for submitted assessment items, and/or
- Lack of interaction with their trainer and assessor.

If a student shows signs of failing to progress Career Skills Australia has an obligation to manage the situation.

At Risk

A student is deemed to be “At Risk” when they:

- fail 50% or more units within a teaching period; or
- fail the same unit twice; or
- fail to attend five (5) scheduled classes in a row without prior approval of their trainer

Failure to Progress Management

A student showing signs of failure to progress will be deemed ‘at risk’. Where a student is deemed ‘at risk’ their trainer will make contact with the student highlighting their progression status and clearly outlining what is required for immediate action. The trainer may inform the student’s employer/direct manager of failure to progress if the course fees are being paid by the employer.

The student must reply to the contact from the trainer within 5 working days of receiving the contact. If a student does not respond to either of the 2 ‘at risk’ contacts the student will be issued a notice of the RTOs ‘intention to withdraw’ the student from the relevant course/s. If the student does not respond to the notice of intention to withdraw within 5 working days, RTO administration staff are to withdraw the student from the relevant course/s within the Student Management System (SMS), and inform the student of the withdrawal.

If a student responds to the initial at risk contacts the student and trainer are to devise and implement strategies to assist the student with their progression.

Assistance

The primary aim of managing failure to progress situations is to assist students achieve course requirements, as close as possible to the original time period set for the course. The management will include strategies and inventions that support students and are flexible to meet student’s individual needs.

These include, but are not limited to:

- Offering short-term tutorial assistance from a Career Skills Australia trainer and assessor
- Offering short-term contact with a subject matter expert for assistance
- Referring students to external services for assistance in language, literacy and numeracy matters
- Offering study tips
- Devising a training plan which can schedule learning and assessment activities that are flexible and suit the needs of the individual student
- Granting assessment extensions as required

- Advising and directing students on how to access professional counselling services, including if the student is a Career Skills Australia employee the Employee Assistance Program (EAP)
- Offering alternative training/course if available. For example, offering a lower AQF level certificate than the course currently being undertaken
- Having open and honest communication between the Trainer and assessor and the student to ensure both parties have the same training progression goals
- Trainers and assessors encouraging students to make decisions about whether that are ready to progress

The assistance offered and implemented must still aim to help the student meet the requirements of a course in a timely manner. A timely manner is essential to ensure the knowledge and skills obtained by the students are current with workplace practices.

Progressive Learning

To support continued activity within the course it is important that students undertake units of competency as prescribed in the relevant training and assessment strategies if the course has more than 1 unit of competency. This is because course structures have been developed to support learning, build the requisite skills and knowledge for the next unit, and progressively foster student independence. As a general rule, units should be completed in full prior to engaging the next unit.

Maximum Length of Enrolment

To be eligible for the relevant course award a student must successfully complete all specified unit/s of competency of the course within the maximum timeframes assigned for each course.

Transition

Course structures may change during the study time of a student and, if it does not disadvantage the student, students will need to transition into the revised course structure. It should also be noted that course duration may change during the time assigned and students will be required to transition into a new course, where this occurs it will be without disadvantage.

Review and Appeals

Students will have access to the Complaints and Appeals process in regard to decisions made under this policy.

Withdrawal, Extension and Deferral

The purpose of this policy is to outline Career Skills Australia's approach to managing withdrawal, extension and deferral requests from students.

This Policy contributes to ensuring compliance with Clauses 1.7, 3.1, 3.2, 3.3, 3.4 and 7.5 of the Standards of Registered Training Organisations (RTO's) 2015.

Definitions

AQF means Australian Qualifications Framework

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

AVETMISS means Australian Vocational Education and Training Management Information Statistical Standard

Deferral means postponing a course

Extension means an additional period of time given to a student to complete their course

SMS means an AVETMISS-compliant Student Management System

SRTOs means the Standards for RTOs 2015 – refer definition of ‘Standards’

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from

<https://www.asqa.gov.au/about/australias-vet-sector/standards-registered-training-organisations-rtos-2015>

Student Identifier means a unique number assigned to an individual by the USI Registrar, in accordance with the Student Identifiers Act 2014

USI means Unique Student Identifier, and has the same meaning as ‘Student Identifier’

Withdrawal means the action of ceasing to participate in a course

Withdrawal date is the actual date that training activity and assessment ends for a client in a unit of competency

General principles for withdrawals, extensions and deferrals

The Career Skills Australia is committed to:

- Respecting student’s decisions around discontinuing their studies
- Ensuring students that request withdrawal from a course are not victimised or discriminated against
- Considering course withdrawal, extension and deferral requests in a consistent, transparent, objective and unbiased manner
- Accurately recording withdrawal, extension and deferral requests and whilst maintaining privacy and confidentiality
- Increasing the participation and completion of all learners by offering an extension and deferral mechanism
- Allowing students to appeal decisions about withdrawal, extension and deferral decisions.

Withdrawals

Students who wish to withdraw from their course are required to fill in a Withdrawal Form and email it to . If the student’s employer has paid for their course and the student resigns or is terminated from employment, the employer can provide a Withdrawal Form on behalf of the student. In the case of bulk withdrawals, an employer can email a list of withdrawals to with the withdrawal date listed against each student.

Where fees have been paid and special circumstances apply, a student or their employer may wish to apply for a refund using the Refund Application Form following our Fees and Refunds Policy & Procedure. It is recommended that the student discuss continuation of their studies with the employer before their departure if they wish to continue.

If a student has not completed their course by their allocated completion date and there has been no communication with Career Skills Australia, Student Advisors, or their Trainer or Assessor despite three (3) attempts by any of these parties; the student will be considered withdrawn from the course. Notification via email will be sent to the student advising them that their enrolment has been withdrawn. To continue their studies the student will need to re-enrol and standard enrolment charges will apply.

Withdrawals will prompt the issuance of a Statement of Attainment where applicable for any units of competency completed up to the date of withdrawal, provided all fees due up until this date were paid in full.

Extensions

Students enrolled in a course with Career Skills Australia, may request a once-only extension of up to two weeks free of charge if they are experiencing difficulty or hardship in completing their studies due to:

- Medical or compassionate grounds
- Career Skills Australia, not fulfilling its service obligations
- Extreme emergencies/circumstances.

Students may purchase additional extension time if required as outlined below, on Career Skills Australia's website and in Career Skills Australia's Fees and Refunds Policy and Procedure and the Fee Directory.

Students must provide supporting documentation to support an extension request e.g. medical certificate.

Requests for extension must be made in writing to prior to the student's original completion date expiring and the reason(s) for the extension must be stated.

Extensions will NOT be granted for any of the following reasons:

- Work commitments
- Personal commitments
- Holiday or business trips
- Computer or printer problems

The extension period granted will be added to the student's overall enrolment duration and the student will be notified of their new completion date via email.

The extension period granted will become the final completion date for any outstanding assessments and late assessment submissions will not be accepted. If a student fails to submit any outstanding assessment(s) by the final completion date their enrolment will be withdrawn. After this time students will need to re-enrol in the course and standard enrolment charges will apply.

Deferrals

Students may defer from their studies prior to starting their course or at any point during their course for a period of up to 12 months on the grounds of compassionate or compelling circumstances such as:

- Medical circumstances: where a student's medical condition has changed significantly since enrolling in the qualification or course
- Family/personal circumstances: death or severe medical problems within a family
- Major political upheaval or natural disaster

Requests for deferral must be made in writing to and the reason(s) for the deferral must be stated, together with supporting evidence e.g. medical certificate.

If a deferral is granted the student will be notified of their new course commencement date and completion date via email.

Withdrawal, extension and deferral complaints and appeals

If a student believes they have been unfairly withdrawn from a course or wish to appeal a withdrawal, extension or deferral decision they can submit a complaint or appeal in accordance with Career Skills Australia's Complaints and Appeals Policy and Procedure.

Complaints and Appeals

This policy describes the commitment of Career Skills Australia to ensure an effective and confidential process for addressing and resolving student complaints and appeals.

This policy applies to all students of Career Skills Australia.

Responsible Parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Appeal is a request for a review of the determination of a complaint.

Appeal against an assessment decision is a request for a review of an assessment result.

Complaint refers to dissatisfaction with the standard of service provided by Career Skills Australia in relation to all training and assessment activities and processes.

General

Career Skills Australia understands that a situation may arise when a student wishes to lodge a complaint in relation to training and assessment services provided by Career Skills Australia, or to appeal against a decision (including assessment decisions).

Complaints

A complaint may arise in relation to:

- the conduct of an RTO staff member or student
- student selection and enrolment process
- training delivery
- assessment
- issuance of results
- student services and amenities
- equal opportunity, including bullying, victimisation, harassment or discrimination
- the conduct of a third party providing services on behalf of Career Skills Australia

Appeals

An appeal may be lodged against a decision reached in the hearing of a complaint or against an assessment result.

Communication of Complaints and Appeals Process

Career Skills Australia will ensure that all students are made aware of, and have access to, the Student Complaints and Appeals Policy and Procedure.

Management of Complaints and Appeals

Career Skills Australia will manage and respond to all complaints and appeals (including those against assessment decisions) in a professional and confidential manner and will ensure a fair, equitable and efficient investigation in its efforts to achieve a satisfactory result for all parties.

Career Skills Australia is committed to resolving the complaint in a timely manner. Career Skills Australia will ensure complaints and appeals are acknowledged in writing and finalised as soon as practicable.

Career Skills Australia will establish complaint and appeals committees to investigate and decide upon appropriate outcomes. Where Career Skills Australia is unable to resolve the complaint or appeal, the matter may be referred to an external mediator.

Complaints Register

Career Skills Australia will maintain a confidential register of all complaints and appeals.

Outcomes Review

The outcomes of complaints and appeals will be reviewed by the relevant Career Skills Australia Training Manager as required as part of the continuous improvement process.

Student Discipline Policy

This policy is designed to provide guidelines for the management of student discipline at Career Skills Australia .

This policy applies to all clients of Career Skills Australia.

Responsible Parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Clients are defined as including students, legal/host employers and workplace supervisors.

Career Skills Australia premises includes both Career Skills Australia premises and any premises that the student attends for training purposes, including work placement.

Career Skills Australia representative is defined as an employee or contractor of Career Skills Australia.

Academic and General Misconduct

Career Skills Australia will be vigilant in the management of student misconduct. For the purposes of this policy, a breach of conduct is defined as either academic or general misconduct.

Academic Misconduct includes, but is not limited to:

- Cheating
- Plagiarism

Any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.

Academic Misconduct is dealt with under the Plagiarism and Cheating Policy and Procedure. Please refer to this document for further information.

General Misconduct includes, but is not limited to:

- persistent disruptive behaviour
- behaviour which is lewd or obscene
- taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
- use of mobile telephones and iPods during classroom or workshop activities

Plagiarism and Cheating Policy

This policy is designed to provide guidelines for the management of academic misconduct at Career Skills Australia .

This policy applies to all clients of Career Skills Australia.

Responsible Parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Cheating is deliberately acting dishonestly or unfairly to gain an advantage for the purpose of improving an assessment result. It includes:

- Submission of work which has been stolen, borrowed or purchased
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the Trainer/Teacher
- Use of unauthorised material (e.g. textbook, notes, computer programs) during a test or exam
- Allowing another person to complete work on behalf of the student
- Making up false information

Clients are defined as including students, legal/host employers and workplace supervisors.

Plagiarism means to use or copy someone else's ideas or work and submit that material as your own work. Whether inadvertent or deliberate, plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, CDs or the internet, without clearly indicating their origin
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
- Use of another person's ideas, work or research data without acknowledgement
- Copying computer files without clearly indicating their origin.

General

Career Skills Australia will be vigilant in monitoring for any evidence of plagiarism and cheating.

Academic misconduct will be deemed to have occurred where a student engages in cheating, plagiarism or behaves in any other manner by which they seek to gain any academic advantage or advancement (for themselves or another).

Plagiarism and Cheating

Career Skills Australia will treat assisting in plagiarism and cheating as a form of plagiarism and cheating. This may include knowingly assisting another person to cheat or allowing another student to copy work by giving them access to a draft/completed assignment. Whilst Career Skills Australia will have no objection to preliminary discussion of an assignment, joint planning and/or execution of work is not permitted except where specified. Students must acknowledge the names of other students with whom they may have collaborated in any piece of work.

Career Skills Australia discipline rules on plagiarism and cheating also apply to electronic information. Students will be advised that misuse of computers in general may attract criminal charges.

Penalties for Plagiarism and Cheating

Where Career Skills Australia finds evidence of plagiarism and cheating, the appropriate action or penalty will be enforced, as per the Plagiarism and Cheating Procedure.

Appeal

The student has the right to appeal the outcome of a plagiarism or cheating decision.

Training and Assessment

Relevant Procedures:

[Course Development and Review Procedure](#)

[Amount of Training to Provide Procedure](#)

[Training and Assessment Procedure](#)

[Validation Procedure](#)

[Continuous Improvement Procedure](#)

[Transition Procedure](#)

[Staff Recruitment and Induction Procedure](#)

Course Development and Review

Career Skills Australia is committed to providing students with a quality learning experience through their engagement with their studies. This policy has been developed to outline the framework used for the design, development, implementation and evaluation of courses delivered by Career Skills Australia.

This Policy contributes to compliance with Standard 1, Clauses 1.1 – 1.8 and 1.12 of the Standards.

Definitions

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

Amount of Training refers to the time period students have to complete a qualification. It includes formal activities provided by RTOs (e.g. classes, online learning and workplace learning) as well as the time students have to practice skills, reflect on their learning and absorb the knowledge required

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

Course means any nationally recognised qualification, unit of competency, skill set, or short course delivered by the RTO

Nominal hours are an expression of the number hours of supervised training expected to deliver a given unit of competency. These are determined for State and Territory funding purposes

RPL means Recognition of Prior Learning which is an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package of VET accredited courses. For definitions of formal, non-formal and informal learning, refer to the definitions in ASQA's User's Guide to the Standards for Registered Training Organisations (RTOs) 2015¹

RTO means Registered Training Organisation

SRTOs means the Standards for RTOs 2015 – refer to definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed from www.asqa.gov.au

Volume of Learning relates to the Australian Qualifications Framework (AQF) and provides a range of the amount of time it is expected to take for a student to gain a qualification at

¹ Definitions quoted from Australian Skills Quality Authority (ASQA). User's Guide to the Standards for RTOs 2015. https://www.asqa.gov.au/sites/default/files/2020-01/users_guide_to_the_standards_for_registered_training_organisations_rtos_2015_v2-2_0.pdf

different levels. It includes all activities a student does to achieve a qualification. It is expressed in equivalent full time years

Researching new courses

Upon deciding to develop a new Course for delivery, Career Skills Australia conducts preliminary research into the industry, future trends, competition and the student needs and capabilities based on the student target group. This information is used to identify whether a new Course is suitable to be added to Career Skills Australia's scope of registration and prepare for development of the course.

Preliminary consultation with industry representatives and trainers and assessors who have been involved in delivery will help guide the research.

Training and assessment strategy

The information gathered in the preliminary research stage is used to develop a comprehensive Training and Assessment Strategy.

Training and Assessment Strategies are written to provide as much detail as possible about the way in which the Course is trained and assessed so that it provides a complete roadmap to delivery. The Training and Assessment Strategy will include:

- Mode of delivery and course structure
- Units to be delivered and any relevant clusters
- Sequence of delivery and time allowed
- Training arrangements – how and when each part of the course will be delivered
- Assessment arrangements – how the requirements of the units will be covered and what arrangements have been made for assessment
- Physical resource requirements including materials, facilities and equipment
- Human resource requirements – the trainers and assessors that will deliver the Course
- Industry engagement processes used in the design and development of the Course.

The Training and Assessment Strategy will be used to consult industry on the suitability of the Course.

Training and Assessment Strategies are reviewed annually in collaboration with industry representatives to ensure currency and relevance to the industry.

Industry engagement

In line with the Standards, Career Skills Australia is required to develop its Courses through effective engagement with industry.

Career Skills Australia will invest in developing quality relationships with industry representatives which may include local and regional employers, current and past students, job network providers, recruitment agencies, professional associations and Industry Skill Councils.

Career Skills Australia's trainers and assessors and the management team are responsible for cultivating these relationships.

Industry experts will be consulted to review proposed and current Courses to ensure they meet current industry expectations and student needs. Results gathered will be used to develop and improve on the Training and Assessment Strategy including resources, materials, content, trainers and assessors, facilities and equipment.

Career Skills Australia's industry engagement approach includes:

- Liaising with industry representatives such as employers, job network providers, industry skills councils and professional associations about proposed or current Courses to gather their written or verbal feedback

- Consultation with employers and industry representatives about their needs upon making an enquiry into one of our courses
- Consultation with current employers of students who Career Skills Australia's trainers and assessors are in regular contact with during workplace visits
- An industry engagement panel for each industry area where the panel meets regularly to provide feedback and input into the relevant courses
- Reviewing feedback received from currently enrolled students and their employers about the course they are involved in.
- Subscribing to regular updates from relevant Industry Skills Councils

All feedback received via industry consultation processes will be documented and acted upon accordingly to ensure that Career Skills Australia qualifications are industry relevant and current.

Records of industry consultation are kept on the Industry Consultation Register and the processes and outcomes are recorded on each Course's Training and Assessment Strategy.

Resources, facilities and equipment

Upon developing a new Course, Career Skills Australia will ensure that it has suitable and sufficient resources, facilities and equipment to deliver the Course. This will include:

- Training rooms – sufficient training space and break-out areas are available for students.
- Equipment – all equipment required to deliver a Course is available for delivery including Course specific equipment that may be used as props and aids during delivery and training equipment such as whiteboards, data projector, chairs and tables.
- Trainers and assessors – a sufficient number of trainers and assessors who are suitably qualified in line with the Skilled Trainers and Assessors Policy and Procedure are available to deliver the course for the intended number of students.
- Training materials – suitable and relevant training materials are available that suit the delivery model for the Course, including textbooks and learner guides, online content, session plans, delivery aids and handouts (as required).
- Assessment materials – suitable assessment materials that cover the Training Package / Accredited Course requirements and are suitable for the assessment methods to be used in the Course.
- RPL tools – suitable RPL assessment tools are available that are specific to the Course and the way in which RPL is assessed by Career Skills Australia.
- Educational support resources – suitable support resources are available for students to assist them in their learning as needed.
- Language, literacy and numeracy tools – suitable assessment tools are available to identify each student's language, literacy and numeracy needs prior to enrolment.

Course reviews

Each year, each Course on Career Skills Australia's scope of registration will be reviewed to ensure its currency and suitability. The review will ensure:

- The Training and Assessment Strategy is still accurate and current
- The currency of the Training Package/ Accredited Course and associated units, considering also the requirements of the Training Product Transition & Expiry Policy and Procedure
- Currency and suitability of all resources, facilities and equipment
- Currency and suitability of all trainers and assessors

Feedback from industry gathered throughout the previous year will be reviewed and any improvements made to the Course based on this feedback will be implemented if it hasn't

been already. Where industry feedback is out of date or not recent, a further industry consultation process will be conducted to ensure industry feedback is current and relevant.

Training and Assessment

The purpose of this Policy is to outline the approach taken by Career Skills Australia to deliver high quality training and assessment to its students.

This policy aligns closely to Standard 1 from the Standards for RTOs 2015 and ensures the strategies and practices used in relation to training and assessment are responsive to industry and student needs and meet the requirements of the qualifications and courses provided.

Definitions

AQF means Australian Qualifications Framework which can be accessed at

<http://www.aqf.edu.au/>

ASQA means Australian Skills Quality Authority which is the national VET regulator and the Career Skills Australia's registering body

Course means any nationally recognised qualification, unit of competency, skill set or short course delivered by the Career Skills Australia

Dimensions of Competency refers to the types of skills a person must have to perform effectively in a broad capacity. The dimensions of competency ensure the person being assessed has the skills to perform competently in a variety of different circumstances. To be competent, a person must demonstrate the following:

Task Skills	The skills needed to perform a task at an acceptable level. They include knowledge and practical skills, and these are usually described in the performance criteria.
Task Management Skills	These are skills in organising and coordinating, which are needed to be able to work competently while managing a number of tasks or activities within a job.
Contingency Skills	The skills needed to respond and react appropriately to unexpected problems, changes in routine and breakdowns while also performing competently.
Job Role/Environment Skills	The skills needed to perform as expected in a particular job, position, location and with others. These skills may be described in the range of variables and underpinning skills and knowledge.
Transfer Skills	The ability to transfer skills and knowledge to new situations and contexts.

Principles of Assessment means assessment decisions are based on the principles of fairness, flexibility, validity and reliability, definitions of each of these as outlined below²:

Fairness	<p>The individual student's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual student's needs.</p> <p>The RTO informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual student by:</p> <ul style="list-style-type: none"> • reflecting the student's needs; • assessing competencies held by the student no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual student. Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application;

² Definitions quoted from Australian Skills Quality Authority (ASQA). User's Guide to the Standards for RTOs 2015. https://www.asqa.gov.au/sites/default/files/2020-01/users_guide_to_the_standards_for_registered_training_organisations_rtos_2015_v2-2_0.pdf

- assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.

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

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a disability to access and participate in training on the same basis as those without a disability. The adjustment must be ‘reasonable’ in that it must not impose unjustifiable hardship on the person or the RTO.

Recognition of Prior Learning or RPL means an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package of VET accredited courses. For definitions of formal, non-formal and informal learning, refer to the definitions in ASQA’s User’s Guide for the Standards for Registered Training Organisations 2015³.

RTO means Registered Training Organisation

Rules of Evidence means that the evidence on which an assessment decision is based is valid, sufficient, authentic and current, with definitions for each as outlined below: ⁴

- | | |
|--------------|---|
| Validity | The assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements. |
| Sufficiency | The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a student’s competency |
| Authenticity | The assessor is assured that the evidence presented for assessment is the student’s own work. |
| Currency | The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. |

SRTOs means the Standards for RTOs 2015 – refer to definition of ‘Standards’

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Delivery of quality training

Career Skills Australia provides quality training to its students for all Courses. This means:

- Providing an appropriate amount of training for each Course to ensure effective outcomes for students in line with industry expectations, Training Package or VET Accredited Course requirements, and AQF requirements.
- Providing suitable educational and support services sufficient to meet the numbers of students enrolled with Career Skills Australia.

³ Definitions quoted from Australian Skills Quality Authority (ASQA). User’s Guide to the Standards for RTOs 2015.

https://www.asqa.gov.au/sites/default/files/2020-01/users_guide_to_the_standards_for_registered_training_organisations_rtos_2015_v2-2_0.pdf

⁴ Definitions quoted from ASQA as above.

- Providing training resources that are accessible to students regardless of their location or mode of delivery.
- Ensuring there are sufficient numbers of skilled trainers and assessors who are appropriately qualified and experienced in line with the Standards (Clause 1.13-1.25) and Career Skills Australia's Skilled Trainers and Assessors Policy and Procedures, who are able to deliver the Courses on the RTO's scope to the number of students enrolled with Career Skills Australia.
- Identifying the support that each individual student needs prior to their commencement or enrolment with the RTO (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes.

Training and Assessment Strategies and industry consultation

In line with Career Skills Australia's Course Development and Review Policy and Procedure:

- Career Skills Australia engages effectively with industry on each of the Courses it develops and/or delivers and uses industry feedback and input to contribute to the way in which a Course is delivered and structured.
- A comprehensive Training and Assessment Strategy is developed and implemented for each Course on Career Skills Australia's Scope of Registration. Training and Assessment Strategies are developed in consultation with industry and meet the requirements of the training package or VET Accredited Course.
- Training and Assessment Strategies are reviewed annually to ensure they remain current and reflect the current needs of industry.
- Training and Assessment Strategies are designed to be detailed so as to ensure that they can be used as the road-map to the delivery of each course, in conjunction with Career Skills Australia's policies and procedures.
- Trainers and assessors are provided with the Training and Assessment Strategy for each Course they train and/or assess to ensure consistency and compliance with the requirements

Suitable and sufficient resources

Career Skills Australia ensures it has access to suitable resources, facilities and equipment to deliver all Courses on its Scope of Registration. This includes access to a sufficient number of qualified trainers and assessors, relevant training rooms, learning aids, machinery, tools, workplaces or simulated workplace environments that appropriately reflect a workplace that a student is likely to work in once qualified. For further information refer to the Course Development and Review Policy and Procedure.

Assessment principles

Career Skills Australia has an assessment system that ensures assessment:

- Is conducted in accordance with the Rules of Evidence and the Principles of Assessment.
- Is conducted in line with the requirements of the relevant Training Package or VET Accredited Course.
- Requires the student to demonstrate all of the skills and knowledge outlined in the components of the relevant unit of competency or module.
- Requires the student to demonstrate the ability to perform tasks in a variety of situations, adapt to different contexts and environments and perform tasks to an appropriate level expected by a workplace.
- Considers the students' dimensions of competency when making all assessment decisions.

To ensure no students are disadvantaged, where required assessors will make Reasonable Adjustments to assessment tasks or processes to accommodate individual needs and record these adjustments.

Career Skills Australia has a plan for, and implements, systematic validation of assessment practices and judgments. Refer to the Assessment Validation Policy & Procedure for further information.

Assessment documentation

Assessment documentation has been developed for all units of competency or modules in each Course. These documents include:

- Detailed instructions to the student about the tasks they must complete
- Benchmark answers and decision making rules for the assessor
- Recording tools for the assessor
- Mapping documents showing how the assessment tasks relate to the requirements of the unit of competency or module.

In some cases, Career Skills Australia has grouped units of competency or modules together to form a cluster/subject. In this case, assessment requirements may relate to a group of units rather than one unit, however this will be made clear in the assessment task instructions and in course information.

Submission, feedback and re-assessment

Students must submit each task with a completed and signed Assessment Task Cover Sheet within timelines specified in the assessment instructions.

Written and theoretical tasks will be assessed within 4 weeks of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.

Students have up to three attempts per assessment task. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.

Where a student exhausts their attempts at re-assessment, the student will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again. Additional fees and charges may apply.

Students will receive detailed feedback for each task either in written or verbal form from their assessor.

Assessment appeals

Students have the right to make an appeal against an assessment decision by following the Complaints and Appeals Policy and Procedure.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is available for all Courses and all students are offered the opportunity to participate in RPL upon enrolment.

A streamlined RPL process has been developed which requires the student to make a self-assessment of their skills, participate in an interview with an assessor, provide documentary evidence and demonstrate practical skills where relevant. Refer to the RPL Policy and Procedure.

Student plagiarism, cheating and collusion

Students are expected to complete all assessments ethically and without plagiarism, collusion or cheating.

Any students suspected of unethical behaviour will be managed through the disciplinary procedures which may require the student to attend disciplinary meetings, submit their assessment again, or for repeated acts, the student may be asked to withdraw from the course. Refer to the Student Discipline and Plagiarism and Cheating Policies and Procedures.

Arrangements with third parties to deliver training and assessment

Any third party delivering training and assessment services on behalf of Career Skills Australia are required to deliver them in line with Career Skills Australia's policies and procedures and a written agreement will be put in place to outline the roles and responsibilities of each party. Refer to the Third Party Agreements Policy and Procedure for further detail.

Record keeping

Career Skills Australia will comply with the requirements of ASQA's General Direction: Retention requirements for completed assessment requirements available at <http://www.asqa.gov.au/news-and-media/retention-requirements-for-completed-student-assessment-items.html>. This means that assessments and all related evidence will be kept on file for at least 6 months after the assessment decision has been made for fee-for-service students.

Feedback and improvements

Career Skills Australia collects feedback about its training and assessment practices and systems from students, trainers and assessors and industry. Feedback will be collected regularly, collated and analysed in order to bring about effective improvements. Refer to the Quality Assurance Policy & Procedures for further details.

Recognition of Prior Learning (RPL) Policy

Career Skills Australia has established and implemented this policy to support the Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (RTO) 2015. This policy ensures candidates can access recognition assessment pathways through Recognition of Prior Learning (RPL) arrangements, with previously unrecognised skills and knowledge that a student has achieved outside the formal education and training system. For the purpose of this policy, recognition of prior learning (RPL) will be referred to simply as RPL.

Definitions

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments

Recognition of Prior Learning means Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning).

Trainers and assessors are persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16.

Unit of Competency refers to a unit of competency is the specification of knowledge, skills, and the application of that knowledge and skill, to the standard of performance expected in the workplace.

General

Career Skills Australia is committed to providing all candidates with a fair and accessible process for an RPL assessment pathway. RPL involves the assessment of previously unrecognised skills and knowledge that a student has achieved outside the formal education

and training system. The RPL process assesses this unrecognised learning against the requirements of a qualification or a unit of competency standards.

This policy supports within clauses 1.8 to 1.12, 3.5 & 5.1 to 5.3 of the Standards for Registered Training Organisations (RTO's) 2015

RPL is another form of assessment and requires the same application as outlined against the Training and Assessment policy and procedures. RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages a candidate to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any candidate is entitled to apply for RPL in a course or qualification in which they are currently enrolled.
- Candidates may not apply for RPL for units of competency or qualification which are not included in Career Skills Australia's scope of registration.
- Whilst candidates may apply for RPL at any time, they are encouraged to apply before commencing a training program or qualification. This will reduce unnecessary training and guide the student down a more efficient path to achieving qualification competence.
- Candidates who are currently enrolled in a training program are eligible to apply for RPL, but additional fees and charges may apply.
- Assessment via RPL is to apply the Principles of Assessment
 - Fairness: The individual learner's needs will be considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO will inform the learner about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
 - Flexibility: Assessment will be flexible to the individual learner by reflecting the learner's needs; assessing competencies held by the learner no matter how or where they have been acquired; and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
 - Validity: Any assessment decision of the RTO will be justified based on the evidence of performance of the individual learner. Assessment will be against the unit/s of competency and the associated assessment requirements covering the broad range of skills and knowledge that are essential to competent performance. Assessment of knowledge and skills will be integrated with practical application. Assessment will be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence will be based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
 - Reliability: Evidence presented for assessment will consistently be interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
- RPL may only be awarded for whole units of competency.

Forms of evidence

RPL acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience. In evaluating assessment evidence, Career Skills Australia applies the following rules of evidence:

- **Validity:** The assessor needs to be assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements. If there are doubts based on the evidence presented by the learner, a second Trainer and assessor may be involved in the RPL process to ensure fairness to the student as well as rigour in the assessment process.
- **Sufficiency:** The assessor must be assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency. Learners will be given guidance on the types and quantity of evidence required to meet this assessment criteria within relevant RPL assessment tools
- **Authenticity:** The assessor must be assured that the evidence presented for assessment is the learner's own work. This may be verified with both the learner at the time of evidence submission as well as via third party evidence collection form workplace supervisors or other parties.
- **Currency:** The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. For Career Skills Australia, currency is considered evidence that has been developed within 2 years from date of RPL application.

Like assessment, RPL is a process whereby evidence is collected, and a judgement is made by our Trainers and assessors. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry. Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Records of previous qualifications;
- Assessments of current skills and knowledge;
- Record of competency conversation;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements and resumes.

Many of these forms of evidence would not be sufficient evidence on their own. Where a candidate provides evidence against a superseded unit of competency, this does not mean the unit is not valid for recognition through RPL assessment pathways. The Trainer and Assessor must ensure there is sufficient evidence of the person's competence at the time make the assessment decision. When combined together with a number of evidence items, the student will start to provide a strong case for competence against the National Register of VET requirements of the unit of competency. Career Skills Australia reserves the right to require candidates to undertake a practical assessment of activities to assess their skills and knowledge in order to determine the candidate's current competence.

Appealing recognition outcomes

If the candidate is not satisfied with the outcomes of their RPL application, they may appeal the outcome like other assessment decisions. Further information on the appeals process students can access this Policy through our website and Student Handbook.

Continuous Improvement, Monitoring and Evaluating Policy Systematic Quality Approach

Career Skills Australia:

- Is committed to ensuring the quality of services provided across of all of its operations – this includes training and assessment services and processes, student support, customer service and effective management of the business and its staff. This includes ensuring the quality of any services provided on Career Skills Australia’s behalf by third parties.
- Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.
- Has convened a management team which oversees the quality of services by Career Skills Australia.

This policy describes the commitment of Career Skills Australia to continually strive to improve the quality of training and assessment and associated services within the organisation.

This policy applies to all employees of Career Skills Australia, including any third party providers contracted by Career Skills Australia.

Responsible Parties

Career Skills Australia’s Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Employees are defined as employees or contractors of Career Skills Australia.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Third party providers are defined as parties that provide services on behalf of Career Skills Australia, but do not include a contract of employment between Career Skills Australia and an employee.

Continuous Improvement

Career Skills Australia will continually review all aspects of its training and assessment practices. In particular, Career Skills Australia will:

- examine training and assessment practices
- conduct regular validation activities
- review staff induction, recruitment and professional development processes
- review third party provider arrangements
- review student administration operations

Feedback

In addition to other continuous improvement information gathering, Career Skills Australia will evaluate data collected from the following sources:

- quality indicator data
- client feedback
- staff feedback
- complaints

Continuous Improvement Register

Career Skills Australia will maintain a continuous improvement register as a record of recommended actions for improvement. Recommended actions will be reviewed and actioned.

Engaging with Industry

Industry-defined qualifications (training packages) outline the skills, in the form of competencies, expected of an individual to operate in the workplace to an accepted industry-wide standard. This presents benefits to PCBU as workers operate to an accepted minimum standard and bring new and contemporary skills to the workplace as a result of the training. VET participants benefit from knowing they have industry accepted skills and that they can move through the industry across the nation.

In addition, feedback on assessment tasks will be sought regularly from industry. Career Skills Australia has a wide network of industry partners, including many who provide work placement for students.

Process

Career Skills Australia will ensure that it meets these fundamental requirements by:

- Developing ties to relevant industries that utilise the skills and knowledge
- Confirming that the course:
 - meets an established industry, legislative or community need,
- Provides appropriate competency outcomes and a basis for assessment.
- Ensuring that our trainers and assessors meet requirements for currency of skills and knowledge
- Conducting scheduled performance reviews of our trainers and assessors and assessors
- Conducting assessment validation

Staff Recruitment and Induction Policy

This policy describes the commitment of Career Skills Australia to ensure that the recruitment and induction of staff in the training department is compliant with the current Standards for Registered Training Organisations (RTOs) and the current Funding Contract/s.

This policy applies to all employees and contractors of Career Skills Australia.

Responsible parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Assessors are persons who assess a student's competence.

Clients are defined as including students, legal/host employers and workplace supervisors.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace.

Current industry skills are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Trainers and assessors are persons who provide training in accordance with the National Vocational Education and Training (VET) Regulator (NVR) standards.

Training is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training products on Career Skills Australia's scope of registration.

Recruitment and Induction Strategy

Career Skills Australia will recruit and induct training department staff to satisfy compliance to the current Standards, current Funding Contract guidelines and to Career Skills Australia recruitment and induction guidelines while executing the functions of training, assessment and administration.

Recruitment

Career Skills Australia will recruit training department staff following the process defined in the Career Skills Australia Recruitment Process chart and Career Skills Australia Human Resources Manual. All vacancies will be filled in accordance with merit-based selection processes which enable all suitably qualified persons the opportunity to apply for vacant positions in an equitable environment.

Trainers and assessors will be required to hold vocational competencies, current industry skills and current knowledge and skills in vocational training and learning to be considered for the positions of trainer, teacher and assessor as outlined in the current Standards. Industry experts may be considered for assistant roles and must work alongside trainers and assessors when conducting assessment.

Administration staff will demonstrate experience in the administration sector with consideration given to applicants with employment history in the VET sector.

Contractors will not be required to undergo this recruitment process; however, they will be required to demonstrate acquisition of qualifications and industry experience to meet NVR standards to deliver training and assessment.

Career Skills Australia will not engage, employ, contract or otherwise deal with any person who, since 1 January 2011:

- was at a registered training organisation that was party to a contract with the Department regarding government subsidised training which the Department terminated for any reason other than on a ground equivalent to one of the grounds specified in Clauses 18.3(f), 18.3(g) and 18.3(h), or a Relevant Person at such a registered training organisation;
- was a registered training organisation that had its registration under the Act, National Act or relevant equivalent legislation revoked, suspended, cancelled or had restrictions imposed on its registered training organisation operations that the Department considers would have affected its ability to provide services equivalent to the Training Services, or a Relevant Person at such a registered training organisation;
- was a registered training organisation that was subject to another VET Funding Arrangement Termination Event, or a Relevant Person at such a registered training organisation; or
- was responsible, via their acts or omissions, for any of the matters raised in Clause 4.4(i) occurring to another person or entity.

Induction

Career Skills Australia will induct all staff, including contractors, as part of the introduction to Career Skills Australia. Guides unique to the training department will also be presented to all new employees.

Skilled Trainers and Assessors Policy

This Policy ensures that Career Skills Australia meets the requirements of the Standards by:

- Employing only skilled trainers and assessors.
- Providing supervision of trainers and assessors where needed.

- Employing experts to teach trainers and assessors.
- Employing a sufficient number of trainers and assessors for the qualifications and courses on its scope of registration.

This Policy complies with Clauses 1.13 – 1.25 of the Standards.

Definitions

Skill set means a single unit of competency or a combination of units of competency from a Training Package which link to a licensing or regulatory requirement, or a defined industry need.

SRTOs means the Standards for RTOs 2015 – refer definition of ‘Standards’

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Vocational competencies are ‘defined as broad industry knowledge and experience, usually combined with a relevant industry qualification. A person who has vocational competency will be familiar with the content of the vocation and will have relevant current experience in the industry. Vocational competencies must be considered on an industry-by-industry basis and with reference to any guidance provided in the relevant Training Package’ or Accredited Course.’

Qualifications and experience of trainers and assessors

Career Skills Australia employs skilled trainers and assessors. This means trainers and assessors have:

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

All trainers and assessors hold the TAE40110 Certificate IV in Training and Assessment or other equivalent or acceptable qualification in line with Schedule 1 and Clauses 1.14 and 1.15 of the Standards. All individuals involved in delivering training will be suitably qualified as a trainer as per the Standards and therefore supervision is not required.

All trainers and assessors are required to demonstrate their vocational competency and current industry skills through their CV, qualifications and skills mapping.

Professional development

All trainers and assessors participate in regular professional development in the areas of:

- The field of their delivery
- Vocational Education and Training knowledge
- Competency based training and assessment

Professional development may include attendance at conferences, training sessions, networking meetings, participating in nationally recognised training, reading articles and discussion papers, subscription to e-newsletters and magazines.

Trainers and assessors must ensure they complete at least two professional development activities in each of the above categories per year.

Professional development plans and records of professional development undertaken by each Trainer and assessor are kept on record and reviewed annually.

Career Skills Australia monitors professional development completed by its trainers and assessors to ensure the above requirements are met.

Industry experts involved in assessment

Industry experts in specialist areas may be involved in an assessment process, working alongside the assessor to conduct the assessment.

Supervision of individuals involved in delivering training

Where an individual is involved in delivering training but is not a qualified trainer in line with Clauses 1.14 and 1.15 of the Standards, this individual will be supervised by a qualified Trainer and assessor and will not be involved in assessment decisions. This individual will be required to hold the skill set identified at Item 4 of Schedule 1 of the Standards.

Trainers and assessors that provide supervision will monitor the training provided and are accountable for the actions of the supervised individual.

The individual may assist in the assessment process by collecting relevant evidence however the assessment decision will be made by a qualified Trainer and assessor.

Validation Policy

This policy describes the commitment of Career Skills Australia to ensure the quality of assessment of all training products on its scope of registration, through systematic validation of its assessment practices and judgments in accordance with the current Standards for Registered Training Organisations (RTOs).

This policy applies to all training products on Career Skills Australia Scope of Registration.

Responsible Parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Principles of assessment require all assessments to be fair, flexible, valid and reliable.

Rules of evidence require that evidence of assessment is valid, sufficient, authentic and current.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Validation

Career Skills Australia will conduct validation of its:

- Review of assessment practices – including assessment policies, procedures and templates
- Assessment tools
- Assessment judgments – including a review of a statistically valid sample of corrected assessments.

Validation Timetable

Validation sessions will take place in accordance with the TR038 Annual Review and Validation Timetable. Where specific risks are identified in relation to any training product, Career Skills Australia Training Managers or the General Manager may request additional ad hoc validation session/s in relation to that training product.

Validation Participants

Career Skills Australia Training Manager/s or General Manager will nominate suitably qualified participants for each validation session.

Validation Session

The outcome of validation sessions will be documented and, when needed, an action plan created to ensure any recommended improvements are made to assessment processes or materials.

Transition Policy

This policy describes the commitment of Career Skills Australia to ensure the transition of students from superseded to current training products within a 12 month period, in accordance with the current Standards and the current Funding Contract.

This policy applies to all employees, contractors and clients of Career Skills Australia.

Responsible parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

National Register is the register maintained by the Commonwealth Department responsible for VET.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Student is a person being trained and/or assessed by Career Skills Australia for the purpose of issuing Australian Qualifications Framework (AQF) certification documentation.

Suitable means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.

Superseded qualification means a qualification that has been replaced by a new version on the National Register.

Training product means AQF qualification, skill set, and unit of competency, accredited short course and module.

Scope of Transition

Career Skills Australia will transition students from superseded/discontinued qualifications to current qualifications within the period prescribed by the current Standards to provide training in qualifications representing the current skill needs of industry.

Endorsement Process

Career Skills Australia will manage timely transitions through monitoring status of endorsement process through the National Register and timely submissions of scope applications where applicable.

Removal or Deletion of Qualifications

Where the training package is removed or deleted due to insufficient demand, Career Skills Australia will identify the best outcome through completion of the 'superseded' qualification or transition to a suitable qualification.

Certification Documentation Issuance

Relevant Procedures:

[Certification Issuance Procedure](#)

The purpose of this policy is to outline Career Skills Australia approach to ensuring it only issues AQF certification documentation (Testamurs, Records of Results, Statements of Attainment) to students who have completed all requirements of the course they are enrolled in.

It outlines the systems in place to ensure certification is issued correctly and only after students have fully demonstrated competence against the required units or modules.

This ensures compliance with Standard 3 of the Standards for Registered Training Organisations (RTO's), as well as Schedules 4 & 5.

Definitions

AQF means Australian Qualifications Framework which can be accessed at

<http://www.aqf.edu.au/>

AQF Qualifications Issuance Policy means the national policy outlined in the AQF and available at https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

Certification document means a Testamur, Statement of Attainment or Record of Results

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled into with Career Skills Australia

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Students who complete part of the requirements of an AQF qualification are entitled to receive a Record of Results

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from

<https://www.asqa.gov.au/about/australias-vet-sector/standards-registered-training-organisations-rtos-2015>

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only issued where there has been partial completion of a qualification or VET accredited course

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'

Unique Student Identifier means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014

Certification Issuance

In accordance with Clause 3.1 of the Standards for Registered Training Organisations (RTOs) 2015, Career Skills Australia issues nationally recognised AQF certification documentation (Testamurs and Record of Results or Statements of Attainment) to students who have been assessed as meeting the requirements of a unit of competency, module, qualification or course as specified in the relevant Training Package or VET Accredited Course. This means that the student has been assessed in accordance with the Standards, and if being issued a

qualification has achieved the required units of competency as specified in the training package.

Career Skills Australia has controls in place to prevent AQF certification documentation being issued prior to all assessment being completed by:

- Completing an electronic Check Qualification Enrolment checklist within the Student Management System prior to generating the certification documentation which ensures:
 - AVETMISS data has been provided and complete
 - A verified USI is on file
 - All core competencies have been completed as required by the packaging rules
 - Sufficient electives have been completed as required by the packaging rules
 - The student has met the packaging rule for overall number of competencies to be completed
 - The student completed within the required timeframe allowed for the Course.
- Quality check by the Compliance and Administration Officer to confirm the unit(s) of competency listed on the certification documentation meet the training package rules, all assessment work has been completed and all required information is included on the AQF certification documentation being issued.

As per Clause 3.2 of the Standards for Registered Training Organisations (RTOs) 2015, all AQF certification documents issued by Career Skills Australia meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy. This means that all AQF certification documents issued by Career Skills Australia are produced in the required format as specified in Schedule 5 and include integrity mechanisms to prevent their fraudulent production.

As per Clause 3.3 of the Standards for Registered Training Organisations (RTOs) 2015, AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes Career Skills Australia have been paid.

Career Skills Australia maintains an accurate register of all AQF certification documents it has issued. Current and past students can access their records and/or obtain a Record of Results or a re-issued AQF certification document, if this is requested by a student.

AQF certification documents will not be issued or handed to any third party unless this has been pre-approved by the student.

AQF certification documents will not be issued electronically.

Students who complete a non-accredited course will receive a certificate of course completion electronically after attending the course.

Authenticity

To ensure authenticity of our AQF certification documents and to ensure they cannot be fraudulently reproduced, our AQF certification documents:

- Include an individual certificate number on them that can be authenticated against our database.
- Include a foiled border and logo which is difficult to re-produce.

Registered Training Organisations, Higher Education Institutes, Employment Agencies, and members of the public are welcome to contact Career Skills Australia to confirm the details of any Testamur, Statement of Attainment or Record of Results issued by Career Skills Australia. The person making the enquiry must have the student's permission and provide evidence of this to Career Skills Australia, as well as provide the details of the document including student name, qualification or unit details, issue date and document number.

This information is published in the Student Handbook and Career Skills Australia's website to ensure members of the public have the information they need to verify / authenticate any AQF certification documents issued by Career Skills Australia.

Record keeping

In accordance with Clause 3.4 of the Standards for Registered Training Organisations (RTOs) 2015 Career Skills Australia:

- Retains a register of AQF certification documents it is authorised to issue and of all AQF certification documents issued, in its student management system . Current and past students can access their records and obtain a Record of Results or a re-issued AQF certification document if this is requested by a student refer to *Reissuing AQF Certification Documentation* below for conditions and additional fees.
- Retains records of AQF certification documentation issued for a period of 30 years, on its student management system or in a reproducible format
- Reports the AQF certification documents issued when required by Career Skills Australia.

Unique Student Identifiers (USIs)

Career Skills Australia will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014.

Unique Student identifiers will not be included on a Statement of Attainment, Testamur or Record of Results.

Reissuing AQF Certification Documentation

Current and past students can request a copy of their AQF certification documents at any time. There is a cost for re-issuance, as detailed in the Student Handbook, Fees and Refunds Policy & Procedure, Fee Directory and Career Skills Australia's website.

Re-issues will only be produced for the individual to whom the Testamur, Record of Results or Statement of Attainment was originally issued. The individual must make a written request to Career Skills Australia for a re-issue by completing the Reissue of Certificate Request Form. They must also verify their identity by providing a certified copy of their license, birth certificate, passport or other formal identity document in support of the request.

All reissues are to be authorised by the Training and Development Manager or Compliance and Administration Officer. The Training and Development Manager or Compliance and Administration Officer will cross check the information for the relevant AQF certification document with the information retained in the students record within Student Management System or within historical student records. An additional fees and charges may apply.

Re-issues are required to comply with the AQF requirements, identify Career Skills Australia by its national provider number from www.training.gov.au and include the NRT logo in accordance with the current conditions of use. These requirements are consistent with those for the original issue of a Testamur, Record of Results or Statement of Attainment.

When an organisation has paid for the training and the student no longer has relationship with that organisation, prior to the reissuing of AQF certification documents Career Skills Australia may need to obtain the authority of that organisation.

Third party arrangements

Career Skills Australia will remain responsible for the issuance of certification relating to qualifications and accredited courses on its Scope of Registration, regardless of any third party arrangements in place to deliver training and/or assessment services on behalf of Career Skills Australia.

Regulatory Compliance & Governance Practice

Relevant Procedures:

[Business & Financial Viability](#)

[Procedure](#)

[Retention of Records Procedure](#)

[Third Party Arrangement Procedure](#)

[Privacy Procedures](#)

Business & Financial Viability

Purpose

This policy ensures the RTO meets the requirements of Standard 7 of the Standards for RTOs 2015, by ensuring that the requirements for financial viability, insurance, fit and proper persons, and fee protection are met by Career Skills Australia.

Definitions

The Act means the National Vocational Education and Training Regulator Act 2011

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

Executive Officers has the meaning given to it by the Act. Refer to the Act or the Fit and Proper Person Requirements Declaration.

Fit and Proper Person Requirements 2011 is a legislative instrument which is a subsection of the Act

Financial Viability Risk Assessment Requirements 2011 is a legislative instrument which is a subsection of the Act

High Managerial Agents has the meaning given to it by the Act which is 'an employee or agent of the organisation with duties of such responsibility that his or her conduct may fairly be assumed to represent the organisation in relation to the business of providing courses (where 'courses' mean courses of vocational education and training).' ¹

RTO means Registered Training Organisation

SRTOs means the Standards for Registered Training Organisations – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Oversight

Career Skills Australia conducts annual business and financial planning to ensure the ongoing viability of Career Skills Australia. This process reviews the likelihood of business continuity and Career Skills Australia's capacity to continually achieve quality outcomes. During this process strategic directions may be reviewed in order to maintain viability.

Develop and implement a risk management framework which includes identification, measurement, treatment, monitoring and review mechanisms.

Business planning and financial viability will consider whether Career Skills Australia has the financial resources to:

- Acquire the assets and physical resources to deliver all qualifications on its scope of registration
- Employ sufficient appropriately qualified staff to cover the courses on its scope of registration
- Provide appropriate levels of student services
- Remain in business to ensure that each student achieves completion
- Meet the above requirements, even in an uncertain environment.

Fit and Proper Persons

All Executive Officers and High Managerial Agents of Career Skills Australia satisfy the Fit and Proper Person Requirements 2011 and each have made a declaration in accordance with ASQA's requirements and Schedule 3 of the Standards. Any new managers will also be required to meet these requirements and make this declaration.

All managers employed by Career Skills Australia have appropriate authority to ensure that Career Skills Australia complies with the Standards at all times.

Insurance

Career Skills Australia holds, at all times, public liability insurance to cover all training and assessment activities it provides as an RTO and will ensure that the insurance is appropriate to Career Skills Australia's size and scope of operations.

Protection of fees paid in advance

Career Skills Australia protects the fees that are prepaid by students, or on behalf of students, for services not yet delivered in accordance with Clause 7.3 of the Standards and in line with its Fees and Refunds Policy.

Compliance and Reporting

Career Skills Australia is an RTO registered with the Australian Skills Quality Authority (ASQA) and is required to comply with the VET Quality Framework, including the Standards for RTOs 2015, as well as other VET regulations and Commonwealth, State and Territory legislation. This policy outlines Career Skills Australia's approach to ensuring compliance.

Definitions

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

AVETMISS means Australian Vocational Education and Training Management Information Statistical Standard

Data Provision Requirements means the Data Provision Requirements 2012 that set out the information an RTO is required to submit to ASQA. This falls into two categories:

AVETMISS data and Quality Indicator Data. The requirements can be accessed here:

<http://www.comlaw.gov.au/Details/F2013L00160>

National VET Data Requirements means the National VET Provider Collection Data Requirements Policy issued by the Australian Department of Education and Training and published at <https://docs.education.gov.au/node/37145>

NCVER means the National Council for Vocational Education Research

Quality Indicator data means Learner engagement and Employer Satisfaction data as outlined in the Data Provision Requirements 2012

RTO means Registered Training Organisation

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Total VET Activity Data means full AVETMISS-data, in accordance with the National VET Data Requirements Policy

Responsibilities for Compliance with the VET Quality Framework

As a Registered Training Organisation (RTO), the organisation has adequate governance arrangements in place to ensure compliance with all aspects of the Vocational Education and Training (VET) Quality Framework at all times.

Communications with ASQA are managed by the person appointed Executive Management.

Interactions with the National VET Regulator

Career Skills Australia will co-operate with ASQA throughout its interactions including:

- providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's operations
- providing an annual declaration on compliance with the Standards for Registered Training Organisations (RTOs) 2015 when and in the manner required by ASQA
- in the conduct of audits and the monitoring of its operations
- providing quality/performance indicator data
 - Quality Indicator data – by 30 June each year as relevant to the previous calendar year
 - Full AVETMISS data – by end February each year as relevant to the previous calendar year
- providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with the Standards within 90 calendar days of the change occurring
- providing accurate and timely data relevant to measures of its performance
- providing information about significant changes to its ownership within 90 calendar days of the change occurring
- in the retention, archiving, retrieval and transfer of records (in accordance with the requirements of ASQA General Direction – Retention requirements for completed student assessment items)

Career Skills Australia will also ensure that, if the RTO enters into third party arrangements with any party for the provision of services, ASQA is notified:

- of any written agreement within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and
- within 30 calendar days of the agreement coming to an end.

In addition, Career Skills Australia shall also at all times be proactive in reporting to the registering body the following:

- Any extension to scope of registration;
- Details, at the request of registering body, of all operations within its scope of registration, including operations in other States or Territories and outside Australia;
- Commencement of operations in any other State or Territory (within 21 days of commencement);
- Accurate and timely information regarding registration and compliance (including major changes to the RTO system or staffing profile, relocation of the RTO, financial difficulties and transfer of client records);

- Notification in changes in student capacity;
- Notification to the registering body and all students of changes in location
- Changes in contact details for the RTO and changes in key personnel;
- Changes in course fees, duration and hours;
- Any prospective or actual change to the high managerial agents of the RTO as soon as practicable prior to the change taking effect
- Information on a new owner or high managerial agent

Career Skills Australia abides by ASQA's General Direction for Retention Requirements for Completed Student Assessment Items (located at <http://www.asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html>) by ensuring that student assessment evidence is retained for at least 6 months from the date the assessment decision was made.

Should Career Skills Australia cease to operate or have its RTO registration expire, withdrawn or cancelled, Career Skills Australia will:

- Transfer to ASQA, sufficient digital records so that ASQA is able to confirm what each student completed during the period of registration. This information will be sent in the form required by ASQA within 30 days of expiry or cessation of operations.
- Return its certificate of registration to ASQA within 10 days of expiry.
- In accordance with Schedule 5 of the Standards, Career Skills Australia will retain records of AQF qualifications and statements of attainment issued for a period of 30 years on its student management system. Current and past students are able to access these records by contacting our office.

Compliance with Legislation

As an RTO, the organisation will comply with all relevant legislative and regulatory requirements relevant to its operations. This includes, but is not limited to, compliance with:

- the National Vocational Education and Training Regulator Act 2011 and the legislative instruments it enables
- legislation, regulations and standards related to delivery of training to overseas students (if applicable)
- workplace health and safety legislation and regulations
- anti-discrimination legislation and regulations
- consumer protection requirements

Keeping Staff and Clients Informed

Career Skills Australia will keep clients and staff informed about any changes to legislative and regulatory requirements that may affect the delivery of training and assessment.

Where there are any changes to the agreed services, affected clients will be advised as soon as practicable in writing. Such changes include a change in the ownership of the RTO or if the RTO enters into an agreement with another organisation to provide services on its behalf (or if there is a change to any of these agreements).

AVETMISS Reporting

Progress of students is kept in an AVETMISS compliant database. The data recorded on the database may be printed out for the student's records. All records are kept confidential.

Records held may include but not limited to the following information:

- Training/employment identification number;
- Personal details, e.g. address, phone numbers, etc.;

- Personal requests for training/notes for discussion/counselling/advise (if applicable);
- Letters/emails and other items of communication;
- Copies of Skills Recognition applications together with all presented evidence and details of outcomes, letter of advice, etc.;
- Course training inquiry from/enrolment information;
- Receipt of payment;
- Copies of completion certifications/qualifications/statement of attainment;
- Assignments and other evidence;
- Oral question sheets, written assessment;
- Practical assessment checklists;
- Copies of outcomes advice to students;
- Grievance lodged;
- Copies of outcomes of advice to students;
- Assessment appeals lodged;
- Copies of outcomes advice to students.

As a requirement, the Career Skills Australia will ensure data is reported to the registering body as required.

Quality Indicators

Quality indicators are a set of three indicators which are part of the Standards for Registered Training Organisations. When considered in the context of the RTO's business, data against the quality indicators provides a measure of the RTO's performance and the quality of outcomes it is achieving for clients.

Three quality indicators have been identified as being useful for the purpose of continuous improvement within RTOs and to inform the risk profile of RTOs as established by registering bodies. The quality indicators are:

Employer satisfaction (including satisfaction with competency development and the quality of training and assessment). This indicator focuses on employers' evaluations of students' competency development, its relevance to work and further training, and the overall quality of training and assessment.

Student engagement (student engagement and competency development). This indicator focuses on the extent to which students are engaging in the types of activity that are likely to promote high-quality skills, as well as on students' perceptions of the quality of their competency development and the support they receive from the RTO.

Competency completion rate. This will be calculated for qualifications and units of competency or modules delivered, based on data provided by RTOs about:

- The number of enrolments in the previous calendar year
- The number of qualifications completed and / or units of competency or modules awarded in the previous calendar year

Third Party Arrangements Policy

This policy describes the commitment of Career Skills Australia to ensure the quality and compliance of services delivered on behalf of Career Skills Australia by all third party arrangements.

This policy applies to all employees of Career Skills Australia and all third parties engaged by Career Skills Australia to deliver services on behalf of Career Skills Australia.

Responsible Parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Funding Contract refers to the current Vocational Education and Training (VET) Funding Contract.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Services may include, but is not limited to, training and assessment, determination of eligibility and enrolment processes, conducting Pre-Training Reviews, marketing and brokering.

Third party provider means any party that provides services on behalf of Career Skills Australia but does not include a contract of employment between Career Skills Australia and an employee.

Quality of Services

Career Skills Australia remains responsible for ensuring the quality training and assessment of the organisation, regardless of any third party arrangements in which training and/or assessment is delivered on Career Skills Australia's behalf.

Written Agreement

Career Skills Australia will have written agreements with any third party provider that it engages to deliver services under Career Skills Australia scope of registration, including, but not limited to, training and/or assessment and the recruitment of prospective students. These written agreements will specify the responsibilities and obligations of each of the parties in detail.

Career Skills Australia will ensure that any third party providing training services is aware of and will comply with all obligations under the current Funding Contract. Career Skills Australia will require that the third party provider will cooperate with the Australian Skills Quality Authority (ASQA) in the provision of information and the conduct of monitoring activities.

Retention of Records

Career Skills Australia will retain the following records as per the Retention of Records policy:

- evidence of current written agreements with any third party providers
- evidence of the systematic monitoring of services provided through a third party arrangement
- evidence of the qualifications of any trainers and assessors engaged through a third party arrangement
- evidence of payments made by Career Skills Australia to third party providers, as required by the current Funding Contract

Certification

Career Skills Australia will remain responsible for issuing all certifications, records of results and statements of attainment for all training products on its scope of registration, regardless of whether some or all of the training and assessment services are provided through a third party arrangement.

Trainer and Assessor Qualifications

Career Skills Australia will only enter into third party arrangements with providers who employ trainers and assessors holding qualifications, relevant vocational competence and current industry skills required by the current Standards and the current Funding Contract. Career Skills Australia will ensure that any persons employed under a third party arrangement have not, in the past three years, had a contract for government subsidised training delivery terminated on the basis of performance or had their RTO registration restricted, suspended or cancelled, as required by the current Funding Contract.

If Career Skills Australia enters into a third party provider arrangement with an individual who is not a trainer or assessor, the individual will work under the direct supervision of Career Skills Australia Trainer/Teacher and will not be responsible for assessment outcomes.

Monitoring of Third Party Providers

Career Skills Australia will conduct systematic monitoring of any third party arrangements to ensure the quality and compliance of services delivered on Career Skills Australia's behalf.

This will include, but is not limited to:

- validation of assessment tools
- validation of assessment judgments
- review of training and assessment strategy
- review of staff mapping documents
- annual review of the third party arrangement contract
- compliance checking of student documentation
- monitoring of marketing

Provision of Information to Students

Where Career Skills Australia utilises third party arrangements in the provision of services under Career Skills Australia scope of registration, Career Skills Australia will inform students in writing that whilst they are enrolled with Career Skills Australia a third party provider is partly or wholly delivering their training.

Students will be given the information to contact both Career Skills Australia and the third party where relevant.

Career Skills Australia will provide information to students that Career Skills Australia is ultimately responsible for ensuring the quality of training and assessment and for the issuing of certification. Career Skills Australia will inform students of any changes to third party arrangements that are relevant to their course of study.

Provision of Information to Regulator

Career Skills Australia will notify the VET regulator whenever a third party agreement for the delivery of services on its behalf begins or ends. Career Skills Australia will promptly provide details of all third party arrangements for the delivery of training services on Career Skills Australia's behalf. This may include, but is not limited to, determination of eligibility, enrolment processes, conducting Pre-Training Reviews, marketing and brokering services.

Complaints and Appeals relating to Third Parties

Career Skills Australia will provide information to students on how they can lodge a complaint or appeal against a third party provider engaged by Career Skills Australia.

Marketing

Marketing of a service provided on behalf of Career Skills Australia by a third party provider will clearly acknowledge that the service is being delivered on behalf of Career Skills Australia.

Additional Funding Contract requirements

Career Skills Australia will identify all third party providers on Career Skills Australia website as per the current VET funding contract.

Career Skills Australia will not subcontract training services pertaining to the Pre-Training Review without the prior written approval of the Department.

Retention of Records Policy

This policy describes the commitment of Career Skills Australia to retain and manage accurate records and documentation relating to its delivery of training and assessment services as a Registered Training Organisation, in keeping with the requirements of the current Funding Contract, current Standards and at law.

This policy applies to all employees of Career Skills Australia involved in the provision of training and assessment services and the maintenance of records and documents relating to the activities of Career Skills Australia.

Responsible Parties

Career Skills Australia's Training Managers and General Manager, are responsible for the control and implementation of this policy.

Definitions

Eligible individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the Vocational Education and Training (VET) Funding Contract.

Employees are defined as employees or contractors of Career Skills Australia.

Evidence of Concession/Waiver/Exemption means evidence of an eligible individual's entitlement to concession tuition fees, or to a waiver of or exemption from tuition fees for government subsidised training.

Evidence of Eligibility means evidence of an individual's eligibility for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract.

Evidence of Participation means evidence of an eligible individual's participation in training and assessment provided by Career Skills Australia, as detailed in the current VET Funding Contract.

Funding Contract refers to the current VET Funding Contract.

Record means a written, printed, or electronic document providing evidence that activities have been performed.

Standards refer to the current Standards for Registered Training Organisations (RTOs).

Records Management

Career Skills Australia will implement and administer a recordkeeping system that creates and maintains full and accurate hard copy and/or electronic records for all training service and delivery provided by Career Skills Australia. The recordkeeping system will comply with all

applicable standards issued under the Public Records Act, the current Standards and the current Funding Contract.

Security

Career Skills Australia will ensure the security of all training records.

Privacy

Career Skills Australia is committed to protecting the privacy of the information given to the organisation regarding employees, students and clients. Career Skills Australia will collect, store, maintain, use and disclose personal information in accordance with Career Skills Australia Privacy Policy.

Career Skills Australia recognises the responsibility to assure the safety and integrity of all records, and specifically, the confidentiality of staff and student records. All information discussed and documented within the organisation is considered sensitive and confidential and is not to be disclosed to anyone outside the employ of Career Skills Australia.

Access to Student Records

Career Skills Australia will ensure that students have timely access to current and accurate records of their own participation and progress.

Career Skills Australia will ensure that only Trainers and assessors or other authorised Career Skills Australia personnel will have access to student records.

Retention of Records

Career Skills Australia will retain, archive, retrieve and transfer training records in accordance with the requirements of the current Funding Contract, current Standards and at law.

Career Skills Australia will retain records of:

- attainment of units of competency and attainment of qualifications for all students
- the current records of the qualifications and experience of all staff employed by or contracted to Career Skills Australia to deliver training and assessment services
- training services in relation to the current Funding Contract, including all records relating to Evidence of Eligibility, Evidence of Concession/Waiver/Exemption, Fees Charged and Evidence of Participation for each Eligible Individual

On termination or expiry of the current Funding Contract, Career Skills Australia will retain ownership and custody of its records.

Archiving Files

Career Skills Australia will archive student and staff files upon completion/termination or withdrawal and store for the minimum retention period.

Disposal of Records

Career Skills Australia will securely dispose of records after the specified retention period has expired, in accordance with the current Funding Contract, current Standards and at law.

Retention, archiving, retrieval and transfer of records

Career Skills Australia abides by ASQA's General Direction for Retention Requirements for Completed Student Assessment Items by ensuring that student assessment evidence is retained for at least 6 months from the date the assessment decision was made.

Should Career Skills Australia cease to operate or have its RTO registration expire, withdrawn or cancelled, Career Skills Australia will:

- Transfer to ASQA, sufficient digital records so that ASQA is able to confirm what each student completed during the period of registration. This information will be sent in the form required by ASQA within 30 days of expiry or cessation of operations.
- Return its certificate of registration to ASQA within 10 days of expiry.

In accordance with Schedule 5 of the Standards, Career Skills Australia will retain records of AQF qualifications and statements of attainment issued for a period of 30 years on its student management system. Current and past students are able to access these records by contacting our office.

Privacy Policy

This policy ensures that Career Skills Australia meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regard to individuals.

This Policy contributes to compliance with Clause 3.6 and 8.5 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- 'Whether the information or opinion is true or not; and
- 'Whether the information or opinion is recorded in a material form or not.1

SRTOs means the Standards for Registered Training Organisations 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Unique Student Identifier is a unique reference number issued to an individual by the Australian Government. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

USI means Unique Student Identifier as above.

Privacy Principles

Personal information is collected from individuals in order that Career Skills Australia can carry out its business functions. Career Skills Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Career Skills Australia complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which Career Skills Australia operates.

This means Career Skills Australia ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Career Skills Australia if they consider that their personal information has been mishandled.

Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- fees and payment information
- information required for the issuance of a USI.

Storage and use of information

Career Skills Australia will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

Career Skills Australia may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

Disclosure of information

The personal information about students enrolled in a Course with Career Skills Australia may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above).

Apprenticeship Network Provider, State Training Authorities (insert name of relevant state training authority), insert funding bodies if applicable and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Career Skills Australia will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Career Skills Australia believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Access to and correction of records

Individuals have the right to access or obtain a copy of the information that Career Skills Australia holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued. Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Career Skills Australia holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within Career Skills Australia can do so by following Career Skills Australia's Complaints and Appeals Policy and Procedure.