



Student Handbook One Day Courses

Tertius Training Pty Ltd (ABN: 83 604 379 651) T/A BarMax Australia & 1-AAA BarMax
RTO National Provider Code: 41242 is a wholly owned subsidiary of Constructive Advice Pty Ltd

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Introduction

Tertius Training Pty Ltd is a Registered Training Organisation (RTO), Provider Code: 41242, trading as BarMax Australia & 1AAA-BarMax, it meets the administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects BarMax to regular external audit to verify adherence to these standards.

BarMax is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

BarMax is aiming to provide a fresh approach to delivering practical hands-on training for people who are seeking to enhance their work skills and career prospects in hospitality.

This handbook

This information booklet is designed to provide you with information about the services provided by BarMax and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by BarMax. This information is contained in the 'Course Information Booklet' supplied separately.

Our mission

BarMax's mission is to deliver quality training and assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- People. We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- Safety and equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity and ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- Quality committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- Learner centred. We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.

- Industry engagement. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our expectation of you

BarMax expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of BarMax.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and BarMax publications with respect and to honour our copyrights and prevent our publications from being distributed to unauthorised persons.
- To respect other students and BarMax staff members and their right to privacy and confidentiality.

Our Trainers

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up-to-date by participating in professional development activities, therefore giving our students the best practical industry experience.

At BarMax we deliver nationally accredited qualifications. When you study with BarMax, your Trainer/Assessor will be always there to assist you throughout your course.

Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at www.usi.gov.au

Your safety

BarMax is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Your equity

BarMax is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All BarMax staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from BarMax staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of BarMax that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to BarMax, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

BarMax takes the privacy of students very seriously and complies with all legislative requirements.

Here's what you need to know:

BarMax will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected and the Enrolment Application Form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable storeroom Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

BarMax is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases BarMax will seek the written permission of the student for such disclosure. BarMax will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as parents, you need to authorise this access otherwise this access will be denied.

You have the right to access information that BarMax is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how BarMax is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/what-can-i-complain-about>

Changes to terms, conditions and agreed services

BarMax will also advise the student as soon as practicable, should there be any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Fees and refunds

In accordance with applicable State legislation, BarMax is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are for items such as course materials or text books, student services and training and assessment services.

Fees payable

Fees for one day courses must be paid in full at time of booking. For a full list of current fees and charges please visit the BarMax website, <https://barmax.com.au/courses-and-prices>

Rescheduling one day courses

Students may reschedule their one-day course at any time prior to course commencement however, if 3 working days (does not include Saturday and Sunday nor public holidays) is NOT provided a \$50 rescheduling fee will apply to each individual course.

Text and training workbooks

Copies of the recommended one-day course text, the Liquor and Gaming NSW Student Notes for Responsible Service of Alcohol and Responsible Conduct of Gambling are available on our website at <http://www.barmax.com.au/download.html>

Refunds

BarMax does not offer refunds on one day courses however the student may reschedule their course (See rescheduling one day courses above) at no additional cost provided 3 working days' notice is provided. Additionally, the student can transfer the course to any other eligible member of the public.

Discretion may be exercised by the CEO in some situations to authorise a refund of enrolment fee or rescheduling fee if the circumstances warrant it.

Where refunds are approved, the refund payment will be paid to the student within 14 days of the CEO's determination.

Payment method

Full course fees must be paid prior to commencing the course. BarMax accepts payment for fees using Credit Card/Debit Card

Transfers

BarMax does not permit transfers to alternate one day courses.

Guarantee of Service

In the unlikely event that BarMax is unable to commence or complete the one-day course, the RTO will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, BarMax will provide a refund of any un-used portion of the fee.

Access to your records

You are entitled to have access to your student file and learning and assessment records on request.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require BarMax to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that BarMax does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the refund policy

Continuous improvement

BarMax is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. Students are encouraged to provide feedback to BarMax at the completion of the one-day course, so we can improve our services in the future.

Course evaluation survey

At the completion of your one-day course, you will be issued with a Course evaluation survey. This is designed to collect feedback from students about their experience with an RTO and in

undertaking nationally recognised training. Your completion and return of this survey is important to BarMax for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At BarMax assessment for our one-day courses is conducted using a combination of Written Knowledge questions & Practical Demonstrations /Observations.

The following provides a brief explanation of the primary assessment methods:

Written Knowledge Questions: The student is required to provide a written response to arrange of questions relating to the knowledge evidence of the units of competency. These would generally be multiple-choice, true/false and short answers

Practical Demonstration/Observation: The student may be observed performing simulated specific tasks in the classroom. The assessor will observe the student performing tasks relevant to the units of competency being assessed.

Re-assessment

Students who are assessed as not competent for a one-day course are to be provided with the opportunity to attend another one-day course in the same subject at a time suitable to both BarMax and the student. The charge for the complete days training and re-assessment is \$50 and must be paid in advance of attendance at the second course.

It is the policy of BarMax to provide two opportunities for additional training and re-assessment at the discounted cost of \$50 to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay the full advertised fee for additional training and reassessment.

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach BarMax will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within BarMax and where this level of support is assessed as necessary; and

- Negotiate an extension of time and rescheduled booking to complete a course if necessary.

Complaints and Appeals Handling Policy

BarMax is committed to providing a fair and transparent complaint handling process to enable it to manage and respond to allegations involving the conduct of:

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

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by BarMax in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to BarMax within 28 days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

BarMax applies the principals of natural justice to its complaints and appeals processes.

Complaint and appeals handling

BarMax applies the following principles to its complaints and appeals handling:

Complaints and appeals are acknowledged in writing and a written record of all complaints is to be kept by BarMax including all details of lodgement, response and resolution. BarMax will maintain a complaints register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.

A complainant is to be provided an opportunity to formally present his or her case at no cost. Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.

The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.

Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. BarMax will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of BarMax and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.

BarMax shall maintain the enrolment of the complainant during the complaint handling process.

Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.

Complaints are to be handled in the strictest of confidence. No BarMax representative will disclose information to any person without the permission of BarMax's Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.

Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Review by external agency

Students who are not satisfied with the process applied by BarMax may refer their grievance to the following external agencies:

Unresolved complaints may be referred to the Australian Skills Quality Authority –. Students are advised that ASQA's role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.

ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although

in some instances the advice will not be detailed, and the process can be lengthy if audit activity is involved.

Students are also advised that ASQA will require the student to have exhausted all avenues through BarMax's internal complaints handling procedure before taking this option.

Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading.

National Training Complaints Hotline also provides an opportunity for students to lodge their grievance with an external agency who will follow up and investigate their complaint. This service can be accessed via the following phone number: 13 38 73.

Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for Registered Training Organisations, BarMax does not provide the opportunity for students to apply to have prior learning and/or credit transfer recognised toward a unit of competence.

Legislation and Regulatory Responsibilities

BarMax is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that BarMax has recognised it has obligations under. They also represent obligations to you as a student whilst training with BarMax.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <https://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal). The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WH&S Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WH&S Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WH&S Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WH&S Act requires that any person at a workplace, including customers and

visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WH&S Act and WH&S Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality

of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- co-operating with National VET Regulator
- compliance with directions given by the National VET Regulator

Standards for Registered Training Organisations (RTOs) 2015

The purpose of these Standards is to:

- set out the requirements that an organisation must meet in order to be a registered training organisation (RTO);
- ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- ensure RTOs operate ethically with due consideration of learners' and enterprises' needs

The Standards form part of the VET Quality Framework which is comprised of the Standards for Registered Training Organisations, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Compliance with the Standards is a condition for all NVR RTOs and for applicants seeking registration under the Act.