

Tertius Training Pty Ltd

Education for life.

Trading as

BarMax

Student Handbook

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 (Tertius Training) to regular external audit to verify adherence to these standards.

BarMax (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) 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 (Tertius Training). This information is contained in the 'Course Information Booklet' supplied separately.

Our mission

BarMax's (Tertius Training) 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 (Tertius Training) 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 (Tertius Training).
- 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 (Tertius Training) publications with respect and to honour our copyrights and prevent our publications from being distributed to unauthorised persons.
- To respect other students and BarMax (Tertius Training) 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 (Tertius Training) we deliver nationally accredited qualifications. When you study with (Tertius Training), 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 and will only take a few minutes of your time. Visit www.usi.gov.au.

Your safety

BarMax (Tertius Training) 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.
- Always keep training and assessment areas neat and tidy.
- 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.
- Observe all health and safety procedures as required by the training venue, e.g., Club, Hotel, etc.

Your equity

BarMax (Tertius Training) is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All BarMax (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) 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 (Tertius Training), they are advised to contact the HREOC:

- Complaints Info-line on 1300 656 419
- Email: infoservice@humanrights.gov.au.
- <https://humanrights.gov.au/complaints>

Your privacy

Tertius Training Pty Ltd - ACN 604 379 651 (trading as “BarMax Australia & 1-AAA BarMax” is a Registered Training Organisation, with responsibility for delivering vocational education and training. Tertius Training collects and stores personal information on our students and industry clients. Tertius Training complies with the *Privacy Act 1988* (the Act).

BarMax (Tertius Training) takes the privacy of students very seriously and complies with all legislative requirements. Here’s what you need to know:

BarMax (Tertius Training) 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 records are 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 (Tertius Training) 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 (Tertius Training) will seek the written permission of the student for such disclosure. BarMax (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) is entitled to charge fees for items or services provided to students undertaking a course of study.

Fees payable

Course fees must be paid in full at time of booking.

Should students require any modification to a booking once confirmed by BarMax (Tertius Training) will be required to pay a fee to cover the cost of that modification.

For a full list of current fees including

- Course fees
- Administrations fees
- Rescheduling fees
- Transferring fees
- Extension fees
- Re-enrolment fees
- Re-assessment fees
- Miscellaneous charges

Schedule of Fees and Charges

See BarMax (Tertius Training) website for schedule of fees and charges:

<https://barmax.com.au/courses-and-prices>

All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

Rescheduling courses

Students may reschedule their course at any time prior to course commencement however a rescheduling fee will apply if 3 working days' notice (does not include Saturday and Sunday nor public holidays) is provided otherwise a fee will apply to each individual course.

See BarMax (Tertius Training) website for schedule of fees: <https://barmax.com.au/terms-a-conditions/>

24-Hour Cooling Off Period

BarMax (Tertius Training) offers all students a 24-hour cooling off period following the written confirmation of their course/s enabling the student to apply for a full refund of their course fees. A copy of the company's summary terms and conditions along with an additional link to the full terms and conditions will be contained within the student's individual course confirmation email.

This confirmation email is issued at the time successful payment has been received. The student is encouraged to read the Terms and Conditions supplied and may request a full refund in writing. All correspondence should be addressed to enquiries@barmax.com.au. Requests received within the 24-hour period from time of payment (confirmation email) no refund requests will be unreasonably refused.

Requests for refunds after the 24-hour cooling off period has expired (under any circumstances) will be refused.

Refunds

BarMax (Tertius Training) does not offer refunds on our short courses, however the student may reschedule their course (See rescheduling courses above) at no additional cost provided three (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 credit of a future course or waive a rescheduling fee if the circumstances warrant it.

See BarMax (Tertius Training) website for schedule of fees: <https://barmax.com.au/terms-a-conditions/>

Payment method

Full course fees must be prior to commencing the course. BarMax (Tertius Training) accepts payment for fees using Credit Card/Debit Card.

Guarantee of Service

In the unlikely event that BarMax (Tertius Training) is unable to commence or complete the 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 (Tertius Training) will provide a refund of any un-used portion of the fee.

Text and training workbooks

The recommended course texts are the L&G NSW Responsible Service of Alcohol course handbook and NSW Responsible Conduct of Gambling Course handbook are available on our website at <https://barmax.com.au/download-2/>

Access to your records

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

Continuous improvement

BarMax (Tertius Training) 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 (Tertius Training) at the completion of the course, so we can improve our services in the future.

Course evaluation survey

At the completion of your 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 are important to BarMax (Tertius Training) 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

Assessment for our courses is conducted using a combination of Written Knowledge questions & 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 a range of questions relating to the knowledge evidence of the units of competency. These would generally be multiple-choice, true/false, and short answers
- **Demonstration / Observation:** The student will be observed by the assessor performing simulated tasks relevant to the unit of competency being assessed.

Further information is provided in the individual Course Brochure available from our website:

- <https://barmax.com.au/>

Re-assessment

Students who are assessed as not competent for a course are to be provided with the opportunity to attend another course in the same subject at a time suitable to both BarMax (Tertius Training) and the student. A re-assessment fee (see below) will be charged to the student prior to attending any subsequent course. Following their initial assessment, only two (2) more re-assessment opportunities are permitted by BarMax (Tertius Training).

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.

See BarMax (Tertius Training) website for schedule of fees: <https://barmax.com.au/terms-a-conditions/>

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.

- During the enrolment process students are requested to advise Tertius Training if they require support with the Core Skills of Language, Literacy, and Numeracy.
- In consultation with the learner, trainers and Assessors will institute reasonable adjustment to training and assessment material, while keeping the Principles of Assessment fair and equitable for all.
- Where it is determined that a student has core skills which are beyond the support available within Tertius Training, the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers (e.g TAFE in NSW). These courses have been designed to provide students with the opportunity to gain specific language, literacy and numeracy skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

Complaints and Appeals Handling Policy

BarMax (Tertius Training) 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 must be received within seven (7) days in writing, addressed to the 'CEO' of BarMax (Tertius Training) at enquiries@barmax.com.au. 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 received within seven (7) days in writing, addressed to the 'CEO' of BarMax (Tertius Training) at enquiries@barmax.com.au and specify the particulars of the decision or finding in dispute.

Before an issue becomes a formal complaint

Learners/staff are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. A learner or staff member (complainant) may raise an informal complaint by contacting their educator or alternatively any staff member with whom they feel comfortable. Staff members should contact General Manager (GM) for informal resolution.

At all times, each complaint brought to anyone's attention needs to be informally resolved, if at all possible, prior to it becoming a formal complaint or appeal.

As much as possible, Tertius Training identifies potential causes of complaints and appeals and takes action to eliminate or at least mitigate likely sources of a complaint from either learner or staff. This action forms part of the ongoing continuous improvement process. Preventative actions will be taken if a complaint/appeal occurs to mitigate the recurrence of such action.

BarMax (Tertius Training) applies the principals of natural justice to its complaints and appeals processes.

Complaint and appeals handling

BarMax (Tertius Training) applies the following principles to its complaints and appeals handling:

Complaints and appeals are both lodged and acknowledged in writing and a written record of all complaints is to be kept by BarMax (Tertius Training) including all details of lodgement, response, and resolution. BarMax (Tertius Training) will maintain a complaints and appeals register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint and appeal handling process. Records relating to complaint and appeals 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.

Unresolved Appeals should then be established as a complaint following the procedure below.

Complaint process

The handling of a complaint is to commence within seven (7) 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 (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) representative will disclose information to any person without the permission of BarMax's (Tertius Training) Chief Executive Officer. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur. This permission should be given in writing by the complainant.

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 (Tertius Training) 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 (Tertius Training) internal complaints handling procedure before taking this option.

Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for Registered Training Organisations, BarMax (Tertius Training) 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 (Tertius Training) 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 (Tertius Training) has recognised it has obligations under. They also represent obligations to you as a student whilst training with BarMax (Tertius Training).

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://info.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and <https://www.legislation.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.