

Your RTO Name

Policies and Procedures

Please note that this sample is based on compliance with the NVR Standards for Registered Training Organisations. There are other versions available applicable to the AQTF, VRQA Guidelines, CRICOS, etc. Just let us know what your intended operating context is.

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- National Centre for Vocational Education and Research
- SAI Global
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Version Control

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Summary of Changes

Date	Change
25 th Feb 2008	Initial draft – Version 0.1 – 0.8
20 th Oct 2008	Final version – Version 1.0
21 st Jul 2009	Partial revision – Version 1.1
30 th Nov 2009	Partial revision – Version 1.2
15 th Jan 2010	Full revision (AQTF 2010) – Version 2
28 th May 2010	Partial revision – Version 2.1
14 th Sep 2010	Full revision Version 3.0 – Forms and Tools were separated from parent document due to size and to provide better access to tools.
6 th July 2011	Full revision (VET Quality Framework) – Version 4

Introduction

At Your RTO Name we are committed to enabling our clients to develop industry best practice skills and knowledge. An important enabling factor for our organisation in this pursuit is the provision of high quality training and assessment programs designed to meet the needs of our clients and industry.

National compliance requirements dictate that we apply a systematic approach to the delivery of training and assessment services. Each of our training programs is designed to complement a learner's existing skills and experience and provide diverse learning opportunities that meet the needs of the individual. At Your RTO Name we are committed to providing opportunities for clients to pursue continuing professional development that is industry relevant, of high quality, and leads to nationally recognised qualifications and outcomes.

The policies, procedures and tools outlined within this manual assist in the efficient management and administration of our operations. Your RTO Name representatives must be familiar with and comply with the policies and procedures at all times in order to maintain the standards required to deliver quality training and assessment.

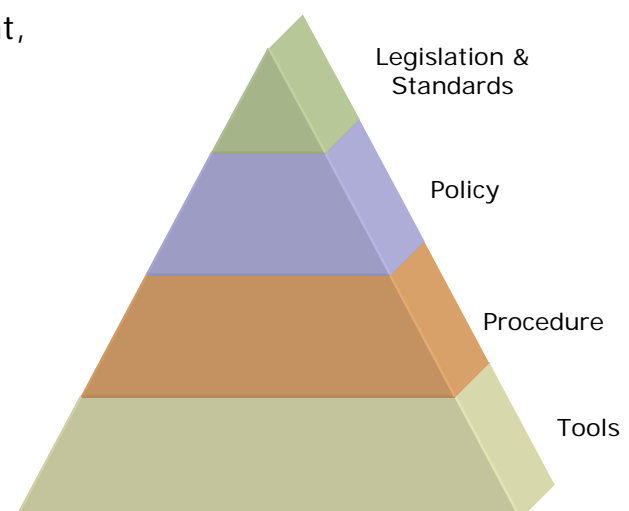
Policy Structure

To achieve our goals, Your RTO Name has adopted a structured approach to policy framework that recognises the relationship between legislation, standards, policy, procedures and tools.

Legislation

Legislation includes Acts of Parliament, both Commonwealth and State, including requirements relating to:

- Occupational health and safety;
- Anti-discrimination;
- Privacy;
- Workplace relations;
- Vocational education;
- Child protection; and
- Copyright.



Standards

Standards provide the basis for comparison to best practice. They guide our organisation in the structure and standardisation of operations and ensure consistency in the outcomes we achieve with external agencies. Standards applicable to Your RTO Name operations including the VET Quality Framework which is a statutory requirement for registration as an RTO

The VET Quality Framework comprises the following standards and requirements:

- Standards for NVR Registered Training Organisations,
- Australian Qualifications Framework,
- Fit and Proper Person Requirements,
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements.

Policy

Policy is the first level of guidance which is internally developed. Policy is influenced by legislation and standards and reflects the unique organisational requirements of Your RTO Name. Policies provide the philosophical foundation for decisions that reflect our operational intent. At Your RTO Name we are committed to the continuous improvement of policy which is contemporary and reflects our desire to deliver high quality training and assessment services.

Procedure

Procedures outline the actions that must occur to comply with the intent of each policy. Your RTO Name procedures have been developed to provide the basis for the consistent performance of services and internal processes which lead to quality outcomes and procedural integrity.

Tools

Tools support the implementation of our policies and procedures. Tools include forms, spreadsheets and other records which assist us to internally manage information and transactions and provide the apparatus for compliance.

SAMPLE

Section One - RTO Management

SAMPLE

1.1 - Mission Statement

At Your RTO Name our mission is to deliver quality training and assessment that meets the needs of our clients and industry.

1.2 - 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.