



Essential Conditions and Standards for Continuing Registration



State and Territory Registering Bodies

Australian Capital Territory
ACT Accreditation and Registration Council
Tel: (02) 6205 7091
www.arc.act.gov.au

New South Wales
Vocational Education Training and Accreditation Board (VETAB)
Tel: (02) 9244 5335
www.vetab.nsw.gov.au

Northern Territory
Department of Education and Training
Tel: (08) 8901 1340
www.deet.nt.gov.au

Queensland
Department of Employment and Training
Tel: (07) 3247 5102
www.training.qld.gov.au/audit

South Australia
Department of Further Education, Employment, Science and Technology
Tel: (08) 8226 3065
www.training.sa.gov.au

Tasmania
Tasmanian Qualifications Authority
Tel: (03) 6233 6364
www.tqa.tas.gov.au

Victoria
Victorian Registration and Qualifications Authority
Tel: (03) 9637 2806
www.vrqa.vic.gov.au

Western Australia
Training Accreditation Council WA
Tel: (08) 9441 1910
www.tac.wa.gov.au

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INTRODUCTION TO AQTF

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system. The AQTF was initially established in 2001 for implementation in 2002. **This version is effective from 1 July 2010.**

The Ministerial Council for Tertiary Education and Employment (MCTEE), which includes all Ministers for VET in Australia, has approved these quality arrangements.

COMPONENTS OF THE AQTF

The components of AQTF are:

AQTF Essential Conditions and Standards for Initial Registration – Applicants seeking to become a registered training organisation (RTO) must meet these standards in order to be registered to deliver and assess nationally recognised training and issue nationally recognised qualifications. The *AQTF Essential Conditions and Standards for Initial Registration* includes nine Conditions of Registration and three Standards. The focus of these Standards is the demonstration of preparedness to deliver quality training and assessment services,

AQTF Essential Conditions and Standards for Continuing Registration – RTOs must meet these standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. The *AQTF Essential Conditions and Standards for Continuing Registration* includes nine Conditions of Registration and three Standards, with a strong focus on continuous improvement, as well as a requirement for RTOs to gather information on their performance against three Quality Indicators.

The Quality Indicators – The Quality Indicators have been designed to help RTOs conduct evidence-based and outcomes-focused continuous quality improvement, and assist a registering body to assess the risk of an RTO's operations. Under the AQTF, RTOs are required to collect and use data on three Quality Indicators which have been endorsed by the National Quality Council (NQC) or its successors: Learner Engagement, Employer Satisfaction and Competency Completion.

AQTF 2007 Standards for State and Territory Registering Bodies – The Registering Body is responsible for registering training organisations and for quality assuring the training and assessment services they provide, in accordance with the AQTF and relevant legislation within each jurisdiction. The Standards and a set of supporting National Guidelines provide a national quality assurance framework.

AQTF 2007 Excellence Criteria – These are criteria that RTOs may use voluntarily to continue improving the quality of their training and assessment and to gain recognition of their performance.

KEY FEATURES OF THE AQTF

Outcomes focused

The AQTF focuses on the quality of services and outcomes being achieved for clients rather than the inputs used to get there. This means that RTOs have more flexibility in demonstrating how their individual approaches provide quality training outcomes for their clients.

Nationally consistent

Individuals expect that they can use the skills from nationally endorsed qualifications across Australia and employers expect that the staff they hire have the same skills no matter where they were trained. For this reason the AQTF includes national guidelines for a registering body to ensure consistent interpretation and implementation of AQTF.

Streamlined

The Standards for RTOs have been simplified and streamlined to focus on outcomes. The AQTF places the focus of quality assurance on training and assessment, client services and management systems.

Transparent

National guidelines, handbooks and guides are readily accessible through the national training website at www.training.com.au.

THE BENEFICIARIES OF THE AQTF

Learners have equitable access to quality training and assessment services tailored to their needs and the learning outcomes they seek.

Industry, unions, enterprises and regulators have confidence that RTOs are delivering training and assessment services to achieve the skill requirements of nationally recognised qualifications developed by industry.

Registered Training Organisations (RTOs) can focus on providing quality training and assessment in the way that best suits their business. No matter what the size or scope of the organisation, an RTO can also seek recognition of excellence.

Registering Body (the body which registers training organisations) is part of the national system of registration and audit that is outcomes-focused and risk-managed to streamline quality assurance processes. The registering body has clear Conditions and Standards by which to monitor and confirm that RTOs are providing quality training and assessment services.

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING REGISTRATION

Conditions of registration

Condition 1 – Governance

The RTO's Chief Executive must ensure that the RTO complies with the AQTF Essential Conditions and Standards for Continuing Registration and any national guidelines approved by the National Quality Council or its successors. This applies to all of the operations within the RTO's scope of registration, as listed on the National Training Information Service.

The RTO's senior officers and directors or substantial shareholders who are in a position to influence the management of the organisation must satisfy fit and proper person requirements unless these requirements have already been met through other legislative provisions.

The RTO must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

Condition 2 – Interactions with the Registering Body

The RTO's Chief Executive must ensure that the RTO co-operates with its registering body:

- in the conduct of audits and the monitoring of its operations
- by providing accurate and timely data relevant to measures of its performance
- by providing information about significant changes to its operations
- by providing information about significant changes to its ownership
- in the retention, archiving, retrieval and transfer of records consistent with its registering body's requirements
- by providing a statement demonstrating its financial viability and/or its annual financial statements and/or a business plan on request of the registering body.

Condition 3 – Compliance with Legislation

The RTO must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to its operations and its scope of registration. It ensures that its staff and clients are fully informed of these requirements that affect their duties or participation in vocational education and training.

Condition 4 – Insurance

The RTO must hold insurance for public liability throughout its registration period.

Condition 5 – Financial Management

The RTO must be able to demonstrate to its registering body, on request, that it is financially viable at all times during the period of its registration.

The RTO must provide the following fee information to each client:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- the organisation's refund policy.

Where the RTO collects student fees in advance it must ensure it complies with one of the following acceptable options:

- (Option 1) the RTO is administered by a state, territory or commonwealth government agency, or
- (Option 2) the RTO holds current membership of an approved Tuition Assurance Scheme, or
- (Option 3) the RTO may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500, or
- (Option 4) the RTO holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the RTO which are prepayments from students (or future students) for tuition to be provided by the RTO to those students, or
- (Option 5) the RTO has alternative fee protection measures of equal rigour approved by the registering body.

The RTO must have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually, and provide the certificate to its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide a full audit report on the RTO's financial accounts from a qualified and independent accountant.

Condition 6 – Certification & Issuing of Qualifications & Statements of Attainment

The RTO must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:

- meets the Australian Qualifications Framework (AQF) requirements
- identifies the RTO by its national provider number from the National Training Information Service
- includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

The RTO must retain client records of attainment of units of competency and qualifications for a period of thirty years.

The RTO must have a student records management system in place that has the capacity to provide the registering body with AVETMISS compliant data.

The RTO must provide returns of its client records of attainment of units of competency and qualifications to its registering body on a regular basis, as determined by the registering body.

The RTO must meet the requirements for implementation of a national unique student identifier.

Condition 7 – Recognition of Qualifications Issued by Other RTOs

The RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO.

Condition 8 – Accuracy and Integrity of Marketing

The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo must be employed only in accordance with its conditions of use.

Condition 9 – Transition to Training Packages/Expiry of Accredited Courses

The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. The RTO must also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.

Standards

Standard 1: The RTO provides quality training and assessment across all of its operations

- 1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.
- 1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.
- 1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.
- 1.4 Training and assessment is delivered by trainers and assessors who:
 - (a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and
 - (b) have the relevant vocational competencies at least to the level being delivered or assessed, and
 - (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
 - (d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.
- 1.5 Assessment including Recognition of Prior Learning (RPL):
 - (a) meets the requirements of the relevant Training Package or accredited course
 - (b) is conducted in accordance with the principles of assessment and the rules of evidence
 - (c) meets workplace and, where relevant, regulatory requirements
 - (d) is systematically validated.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

- 2.1 The RTO establishes the needs of clients, and delivers services to meet these needs.
- 2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.
- 2.3 Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.
- 2.4 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
- 2.5 Learners receive training, assessment and support services that meet their individual needs.
- 2.6 Learners have timely access to current and accurate records of their participation and progress.
- 2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.

- 3.1 The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.
- 3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.
- 3.3 The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.
- 3.4 The RTO manages records to ensure their accuracy and integrity.

AQTF National Publications

Registered Training Organisations will use these documents	
<i>AQTF Essential Conditions and Standards for Initial Registration</i>	<p>The <i>AQTF Essential Conditions and Standards for Initial Registration</i> applies to applicants seeking registration as an RTO. This publication lists AQTF requirements including:</p> <ul style="list-style-type: none"> • Conditions of Registration • Three Standards relating to training and assessment, client services and management systems
<i>AQTF Essential Conditions and Standards for Continuing Registration</i>	<p>The <i>AQTF Essential Conditions and Standards for Continuing Registration</i> applies to all RTOs. This publication lists AQTF requirements for RTOs including:</p> <ul style="list-style-type: none"> • Conditions of Registration • Three Standards relating to training and assessment, client services and management systems • A set of RTO Quality Indicators
<i>AQTF Users' Guide to the Essential Conditions and Standards for Initial Registration</i>	<p>This guide assists applicants seeking registration, registering bodies and auditors to interpret and apply the Standards.</p>
<i>AQTF Users' Guide to the Essential Conditions and Standards for Continuing Registration</i>	<p>This guide assists RTOs, registering bodies and auditors to interpret and apply the Standards.</p>