Policy and Procedure Manual

Name of RTO:	Best Option Training National Provider No. **41246**
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Introduction

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF was first introduced in 1995 to underpin the national system of qualifications in Australia encompassing higher education, vocational education and training and schools.

The users of the AQF span each education and training sector: schools, vocational education and training and higher education and include the accrediting authorities and institutions providing education and training. The many AQF stakeholders include industry and its representative bodies, unions, professional associations and licensing authorities and governments. Ultimately students, graduates and employers, both Australian and international, benefit from the quality qualifications that are built on the requirements of the AQF.

The AQF provides the standards for Australian qualifications. It is an integrated policy that comprises:

➢ The learning outcomes for each AQF level and qualification type

➢ The specifications for the application of the AQF in the accreditation and development of qualifications

➢ The policy requirements for issuing AQF qualifications

➢ The policy requirements for qualification linkages and student pathways

➢ The policy requirements for the registers of:

   o Organisations authorised to accredit AQF qualifications

   o Organisations authorised to issue AQF qualifications

   o AQF qualifications and qualification pathways

➢ The policy requirements for the addition or removal of qualification types in the AQF, and

➢ The definitions of the terminology used in the policy.

On 26 September 2014, the Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators—the Standards for Registered Training Organisations (RTOs) 2015

ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the Standards is a requirement for:

All ASQA registered training organisations, and

For applications seeking registration.

The purpose of the Standards is to:

- Describe the requirements that an organisation must meet in order to be an RTO in Australia;
- Ensure that training delivered by RTO's meets industry requirements (as set out in the training package or accredited course) and has integrity for employment and further study, and;
- Ensure RTOs operate ethically and consider the needs of both students and industry.

The Standards describe outcomes RTOs must achieve, but do not prescribe methods to achieve these outcomes. This allows RTOs to be flexible and innovative in their VET delivery. It is an acknowledgement that each RTO is different and needs to operate in a way that suits their clients and students. RTOs take a multitude of forms, including very large TAFE institutes and other public providers; enterprise RTOs that are part of larger organisations and only train Team Member of those organisations; community-based providers; commercial colleges; and many more. These organisations are diverse in size, structure, governance and the scope and volume of services provided. By describing outcomes rather

than inputs, the Standards encourage flexibility and innovation while assuring the quality of training.

The Standards for Registered Training Organisations (RTOs) 2015 were endorsed by the Council of Australian Governments' (COAG) Industry and Skills Council. The Standards came into effect for applicants to become RTOs from 1 January 2015, and for existing RTOs from 1 April 2015. Regulators other than ASQA may have different implementation dates. As with previous standards, the onus remains firmly on the RTOs to comply with the current Standards at all times.

Best Option Training is committed to best practice and is continually seeking improvement in the development and delivery of training programs.

Continuous Improvement Policy

Introduction

The quality and continuous improvement policy and procedure are central to the operations of Best Option Training The organisation's commitment to delivering and maintaining high quality training and assessment experiences and outcomes for students relies on the systematic collection and analysis of data regarding all aspects of the training operation. The analysis of this data through continuous improvement procedures will highlight areas for corrective action that can be implemented to continually improve services to students and their employers.

Scope

This policy outlines the quality assurance and continuous improvement approach that Best Option Training implements in its training and assessment operations.

Policy

Our quality management system takes the form of the collective policies and procedures of Best Option Training as contained in this manual and is based on the requirements of the VET Quality Framework which comprises:

- The Standards for Registered Training Organization's (RTOs) 2015
- The Australian Qualifications Framework (AQF)

- The Data Provision Requirements

- The Fit and Proper Person Requirements, and

- The Financial Viability Risk Assessment Requirements

Our Quality Policy aims to:

- To provide quality training and assessment services within our scope of registration

- To utilise our policies and procedures as described within this manual as the primary tool in achieving best practice outcomes across our entire operation

- To ensure continuous improvement of our training and assessment systems along with but not limited to Team Member/trainers, students and stakeholders needs

- To fully comply with all relevant Commonwealth and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation

In the implementation of this policy we will focus on the needs of our business to consistently meet the ongoing needs and requirements of our Team Member/trainers, students and stakeholders and that of all of our statutory obligations.

Our quality and continuous improvement policy will also provide us with systems for the detection of quality shortfalls and for ensuring continuous improvements.

The policy and procedures describe the mechanism by which these improvements will be achieved by Best Option Training and how we are able to remain fully compliant with the standards for RTO's and any additional requirements at all times.

We define our stakeholders as, but not limited to, to students, members of staff, trainers, employer groups, enterprises, various government agencies and bodies, professional bodies and associations, other learning institutions, industry training advisory bodies and other relevant key stakeholders.

The CEO, RTO Manager, and Training Manager

have a defined responsibility and authority to ensure that all Best Option Training operations cooperates with the 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;

- In the retention, archiving, retrieval and transfer of records consistent with the registering body requirements.

Best Option Training will continue to engage a registered accountant who has the defined responsibility and authority to:

- Ensure that we fully comply with our financial management policies;
- Provide when required a fully audited financial report of Best Option Training' operations annually

Training services

Registered Training Organisations provide services for a range of clients, including but not limited to; Indigenous councils, multinational and private companies, fee for service, government funded, trainees and not-for-profit community organisations.

Established as a well-respected training organisation with vocational training industry experience, Best Option Training provides services to a number of students across Australia. Best Option Training strictly adheres to the Standards for Registered Training Organisations which continues to deliver training services of the highest quality to its students. All programs offered by Best Option Training are aligned to the Nationally endorsed Training Packages.

Currently Best Option Training is able to offer students accredited training in the following qualifications:

- CPC30318- Certificate III in Concreting
- BSB30415- Certificate III in Business Administration
- CPC40110- Certificate IV in Building and Construction (Building)
- CPC30111- Certificate III in Bricklaying/Blocklaying
- CPC30611- Certificate III in Painting and Decorating
- CPC31311- Certificate III in Wall and Floor Tiling
- SIT30616- Certificate III in Hospitality
- CPC30211- Certificate III in Carpentry

- CPC31211- Certificate III in Wall and Ceiling Lining

- BSB51415 – Diploma of Project Management

- BSB51918- Diploma of Leadership and Management
- CPC31912 - Certificate III in Joinery
- CPC31011 – Certificate III in Solid Plastering
- CPC31311 – Certificate III in Wall and Floor Tiling
- CPC31411 – Certificate III in Construction Waterproofing
- CPC32612 – Certificate III in Roof Plumbing
- CPC40808 – Certificate IV in Swimming Pool and Spa
- CPC50210 – Diploma of Building and Construction
- CPC60212 – Advanced Diploma of Building and Construction
- MEM30319 – Certificate III in Engineering – Fabrication Trade
- MSF3113 – Certificate Cabinet Making
- RII30919 – Certificate III in Civil Construction

Best Option Training recognises the importance and benefits of combining industry experience with education when striving to deliver programs of the highest quality and relevance to the student. Therefore, all trainers and assessors employed or contracted by Best Option Training are current industry practitioners and have demonstrated significant industry experience in addition to obtaining the relevant qualifications, allowing them to provide a professional, well-rounded learning environment for students. Additionally, all trainers and assessors are equipped with the skills to ensure their training and assessment methods are suitable for all students, utilising simple language where appropriate to communicate information most effectively.

Best Option Training management and support Team Member recognise that opportunities for improvement arise in every aspect of the business and have developed an organisational culture within the business to capitalise on these opportunities for improved practice.

Best Option Training supply a 'Student Evaluation Feedback Form' to all students at the end of each program. Student feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, and ensuring the ever-changing needs and expectations of students, their employers and industry are being met.

The RTO Manager also welcomes feedback from, but not limited to, other improvement opportunities such as risk assessment, Team Member/Trainer's Student, employer and stakeholder suggestions, Complaints and Appeals Forms, validation sessions, Stakeholder/Employer Evaluation and Feedback Forms, and audit reports – all of which are assessed, analysed, monitored and acted upon during regular Best Option Training Staff, Trainer and Management Meetings.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Best Option Training has developed a best practice record and register, which will include a written record of all improvement strategies and reviews.

Best Option Training is committed to the process of constantly improving the way in which its operations occur and its continuous compliance with the VET Quality Framework.

Through this process, Best Option Training achieves further quality customer service and stay attuned to the current and future demands of the vocational education sector.

Best Option Training progressively and actively seek out and eliminate all potential problems and act upon all opportunities in a way that results in the continual improvement of its training and assessment systems and customer service standards.

Best Option Training 's approach to continuous improvement encompasses all its operations including training and assessment services, student services, financial operations, facilities, Team Member/trainer development and work health and safety.

Best Option Training 's continuous improvement system is based on adherence to the following guiding principles but not limited to;

- A commitment by all Team Member/trainers to continuous improvement of operational processes, training and assessment products and services;
- Input and involvement of all Team Member/trainers, students and stakeholders in identifying and assisting in the implementing of quality improvements;
- Systematic use of qualitative and quantitative feedback as the basis for identifying and prioritising improvement opportunities

To achieve the process of continuous improvement Best Option Training acknowledges that opportunities for continuous improvement can be identified from varied sources including but not limited to;

- Formal feedback from Team Member/trainers, students and stakeholders;

- Complaints from Team Member/trainers, students and stakeholders;

- By undertaking self-assessment audits against the Standards requirements and internal standards;

- By undertaking internal Assessment Validation sessions;

- By attending internal and external professional development workshops.

Sources of Continuous Improvement Opportunities

Feedback and evaluations

Best Option Training Team Member/trainers, students and stakeholders are encouraged to provide feedback about the quality of the Best Option Training programs, facilities and resources.

- Students are encouraged to provide both verbal and written feedback throughout their training and assessment via Student Evaluation Forms that are supplied at various stages during their program and via ad hoc feedback to their trainer or assessor;

- Students are asked to complete the quality indicators student questionnaire;

- Trainers and assessors are encouraged to provide feedback during Team Member/trainer meetings, as well as through formal feedback at the end of a program, the feedback will be evaluated and a debrief will be provided to Trainers and Assessors by the Training Manager

- Administration Team Member are encouraged to provide feedback to Management during regular staff.

The RTO Manager will collect and analyse all feedback for consideration as part of the ongoing quality improvement process and report to the CEO/RTO Manager.

Where possibilities for improvement are identified, it will be raised and supplied to the RTO Manager and National operations and training administrator for consultation and action.

Best Option Training encourages feedback without prejudice by ensuring that:

- Best Option Training have a complaint, grievances and appeals process of which Students have access to,

- Best Option Training seek and appropriately respond to Students feedback with the aim of continuous improvement,

- Best Option Training support students when resolving issues or concerns that they may have.

Feedback should be constructive and supportive and must be ongoing.

Identification of improvement opportunities

To ensure a commitment to continuous improvement, Best Option Training monitor's its operations through monthly management meetings, which are all, documented and filed on the Best Option Training Amonite SMS. Best practice strategies are discussed and implementation outcomes confirmed at these meetings.

Where an opportunity for improvement is identified, through consultation within the Management Committee meetings (and any other relevant stakeholders), a final approval from the RTO Manager in consultation with the CEO, is undertaken prior to all recommended changes being implemented. Where it is identified that a recommended change may impact on other aspects of the RTO, the opportunity for improvement may be re-evaluated. Appropriate changes will be made to the affected aspects of the RTO, while at all times retaining the focus on continuous improvement.

All stakeholders and employers are encouraged to make suggestions for the improvement of best practice methods via the 'Stakeholder/employer Evaluation Feedback Form'. Where a stakeholder or employer recognises an opportunity to improve a best practice strategy and is unable to attend the monthly management meeting, a nominated proxy may make the presentation on their behalf.

Opportunities for improvement that are identified through these processes fall into two broad categories.

Minor improvements

This category refers to relatively inconsequential or low risk opportunities for improvement, such as spelling mistakes, grammatical errors and other adjustments to be made to documents. These opportunities will be collected and recorded to be included in the editing the next time a document is re-printed. All training manuals are reviewed updated and reviewed on a yearly basis unless changes have been made to a training package or

superseded unit. All ongoing changes will be included in the Continuous Improvement Register found on the Best Option Training server and/or on the E-Learning system, which is managed and monitored by the RTO Manager.

Where minor improvements are identified in the organisation's day-to-day operational processes, Best Option Training will take a flexible approach that allows for an immediate response and update of the identified improvement. Any identified minor improvement is recorded in the Continuous Improvement Register and the implemented action recorded. An immediate response of this type may only be implemented by senior management before being disseminated to all Team Member and Trainers.

Major improvements

In this category, a major improvement is identified by a significant document or process error that results in an unacceptable impact to all stakeholders. In the unlikely event that such an error is identified, Best Option Training immediately initiates corrective action and appropriate communication is be sent to all affected stakeholders. All improvements are recorded in the continuous improvement register which is located on Ammonite

Where the requirement for a major improvement is identified in a document, corrective action may include a new document being written, printed, and a new version number is allocated with the new copy being distributed to all affected stakeholders.

Where the requirement for a major improvement is identified in an operational process, corrective action may include updates to the policy & procedure document and any supporting forms / templates and / or registers, as well as communication to all stakeholders.

Best practice strategies

Monthly management meetings are held to assess and implement strategies which ensure an on-going advancement of best practice. The meetings monitor the progress of these strategies through discussion of effectiveness, opportunity for improvement and confirmation of implementation outcomes. Ensuring thorough consultation across the management team is undertaken prior to following through with any recommended changes to current strategies.

All stakeholders are encouraged to offer suggestions for the improvement of best practice methods within Best Option Training If a stakeholder who recognises an improvement opportunity is unable to attend the management meeting, a nominated proxy may make the presentation on the stakeholder's behalf.

Supporting documentation

- Student Evaluation and Feedback Form

- Complaints and Appeals Policy and Procedure

- Complaints and Appeals Feedback Form

- ASQA Complaints Form

- Stakeholder Employer Evaluation and Feedback Form

- Complaints and Appeals Register

- Student Handbook

- Team Member/trainer Induction Checklist and Handbook

- Continuous Improvement Register

- Best Option Training E-Learning portal

- RPL Information kit for students including work history

- AQTF Student Questionnaire (quality indicators student questionnaire)

- AQTF Employer Questionnaire (quality indicators employer questionnaire)

- WHS Manual

Continuous Improvement Procedure

Introduction

Best Option Training is committed to the process of constantly improving the way in which its operations occur and its continuous compliance with the VET Quality Framework and the National Code of Practice. Through this process, Best Option Training will maintain current and achieve further quality customer service and stay attuned to the current and future demands of the vocational education sector.

For our organisation to be successful in the long term, we need to continuously improve. The purpose of this Procedure is to ensure that issues and areas for improvement are correctly identified, acted upon and recorded.

Scope

This procedure describes the process of dealing with the various methods where opportunities to improve can be identified. Whilst the process of dealing with these methods should be as common as possible, to reduce overheads and potential sources of confusion, where necessary specific actions relating to a particular method will be annotated within the process.

This process is applicable to all areas within Best Option Training, and forms an important element of Best Option Training
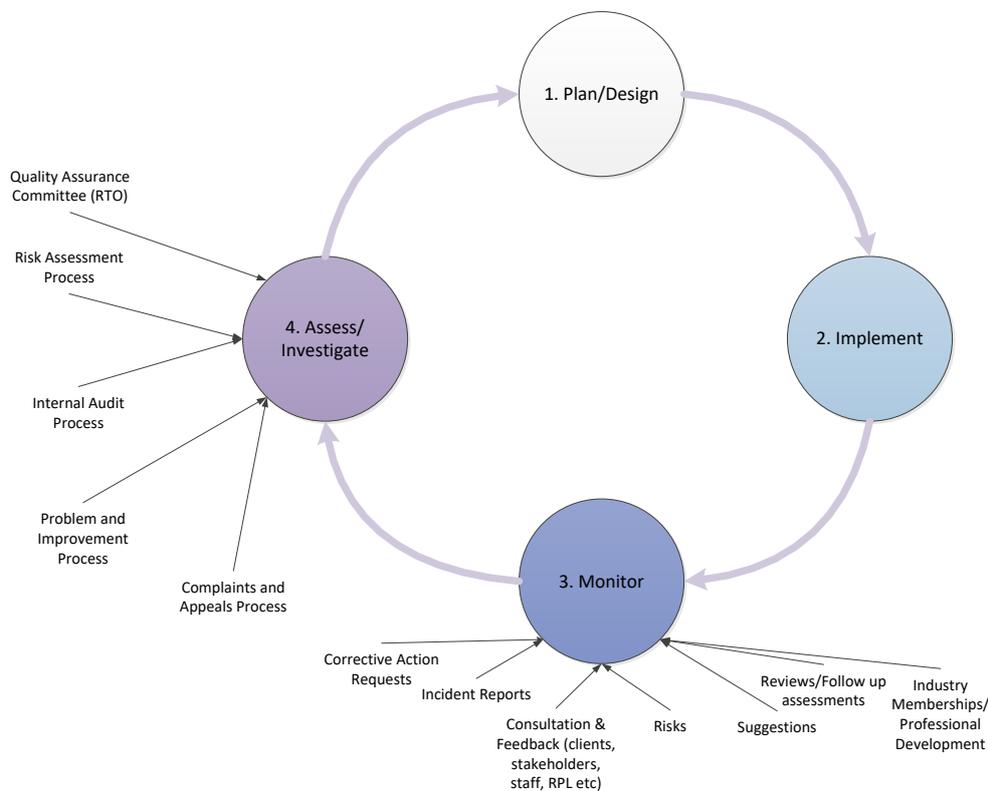
Procedure

Figure 1 Continuous Improvement Process

Continuous Improvement is focused on stages 3 and 4 above.

Stages 1 and 2 are important, as that is where improvements are developed and implemented, however this process is more specifically focused on how potential improvements are identified, assessed and processed.

Sources of Continuous Improvement Opportunities

Feedback and evaluations

All stakeholders are encouraged to provide feedback about the quality of Best Option Training programs, facilities and resources:

- Students are encouraged to provide both verbal and written feedback throughout their training and assessment via a Student Evaluation Form that is supplied at various stages during their program and via feedback to their trainer or assessor;

- Students are asked to complete the quality indicators student questionnaire;

- Trainers and assessors are encouraged to provide feedback during Team Member/trainer meetings, on a regular basis (see table page 24);

- Administration Team Member are encouraged to provide feedback to Management during regular Team Member meetings and on a regular basis.

The RTO Manager will collect and analyse all feedback for consideration as part of the ongoing quality improvement process and report to the CEO.

Where possibilities for improvement are identified, by Team Member/trainer and assessor on a continuous improvement form it will be raised at the Manager, Team Member and Trainer meeting(s).

Once permission is granted by the CEO, corrective actions will be completed by the RTO Manager and Team Member and amended on the E-Learning system by the E-Learning Development team.

When the corrective actions are amended, they are updated to the Continuous Improvement section on the E-Learning System and/or Best Option Training Corrective Action Register and saved to the Best Option Training Server.

Complaints

If Best Option Training receives a complaint it is dealt with under the Complaints and Appeals Policy and Procedure. Any areas for improvement, which become apparent whilst handling a complaint, are raised to and actioned by the RTO Manager.

Internal Audit

Best Option Training will carry out regular internal audits against the VET Quality Framework and National Code to measure compliance and highlight opportunities for improvement. For further information on the process for internal audits please refer to the Internal Audit Policy.

External Workshops

The Management of Best Option Training and other appropriate Team Member attend relevant workshops run by such groups as the Department of Industry, Skills and Regional Development, ASQA and other stakeholder forums.

Internal Workshops

Best Option Training conducts internal professional development workshops on a regular basis with Team Member and trainers. This provides Team Member and trainers with an opportunity to gain information on changes to operational systems being implemented and to review a wide range of topics. The operations and business development manager arranges these workshops together with input from RTO and Training Management.

Assessment Validation

Best Option Training has a policy and procedure in place for undertaking assessment validation. Assessment Validation sessions occur also as part of the internal professional development workshops. All improvements that are identified are documented then actioned. An assessment validation is carried out before certification is issued and monthly validation is carried out by an independent auditor and panel.

External Audit Reports

Best Option Training uses Audit reports from external bodies such as ASQA and State/Territory authorities, for funded programs, as a source of continuous improvement and makes amendments based upon those areas identified in these reports.

Record Keeping

A Continuous Improvement File is maintained and includes agendas and minutes of meetings directly related to continuous improvement.

Records of all continuous improvement activity shall be maintained on the Best Option Training server in electronic format and/or the E-Learning system after the continuous improvement action has been completed to allow review by management, for the purposes of internal audit and for review by external auditors.

Table 1 - Improvement sources

Improvement Source	Handling Procedure
Complaint or appeal	Complaints and Appeals Policy
Non-conformance identified through an internal audit	Internal Audit Schedule
Incident Report	WHS Manual
Suggestions or problem identification	Continuous Improvement Procedure (this document) and Corrective Action Register
Formal feedback or engagement with clients, staff, stakeholders etc.	Continuous Improvement Procedure (this document) and Corrective Action Register
Improvements that arise from industry engagement through memberships in industry associations or through professional development activities	Continuous Improvement Procedure (this document) and Corrective Action Register

All reports, feedback forms, assessments and suggestions are initially provided to the RTO Manager using the Continuous Improvement form. The RTO Manager then determines which procedure should be used to handle the particular improvement source.

Suggestions and problem identification

All Team Member/trainer(s) of Best Option Training are encouraged to provide ideas for potential improvements, or to report a problem they have identified. This can be completed via a Continuous Improvement Form.

Supporting documentation

- Student Evaluation and Feedback Form
- Complaints and Appeals Policy and Procedure
- Complaints and Appeals Feedback Form
- ASQA Complaints Form
- Stakeholder Employer Evaluation and Feedback Form
- Complaints and Appeals Register

- WHS Manual

- Student Handbook

- Team Member/trainer Induction Checklist and Handbook

- Continuous Improvement Register

- Best Option Training E-Learning portal

- RPL Information kit for students including work history

- AQTF Student Questionnaire (quality indicators student questionnaire)

- AQTF Employer Questionnaire (quality indicators employer questionnaire)

Industry Consultation Feedback

Course facilitators are encouraged to engage with industry stakeholders and, where practicable, have the industry consultation feedback form completed.

Stakeholders are not limited to employers, industry experts, trainers and assessors, Best Option Training Team Member and management, industry associations and representatives from other registered training organisations.

Administration Team Member of Best Option Training will be stored in the RTO Management section of Ammonite.

Follow-up strategies may include emails, phone calls, discussions and meetings with stakeholders or members of Best Option Training staff. Follow-up actions and details of actions taken are recorded and collated for presentation at management and Team Member meetings.

Student feedback

Best Option Training acknowledges the value of student feedback in assisting the RTO in continuous improvement of best practice strategies. In order to gain the most from the feedback procedure, Best Option Training endorses a 'progressive feedback' strategy, asking students to provide feedback;

- Face to face course programs one feedback form per unit of competency;

- RPL programs one feedback form only;

- Short course one feedback form only.

This strategy seeks to gain data indicative of the entire program, contributing more specific feedback relevant to continuous improvement of the program.

The RTO Manager considers this strategy more effective in gaining an accurate appraisal of the program while allowing candidates ample time and opportunity to voice concerns and allowing corrective action to take place before the conclusion of a course when necessary. Student feedback will be accepted and encouraged through various means. The feedback forms will be the primary source of information.

Opportunities for improvement that are identified as a result of candidate feedback are assessed using the continuous improvement procedure.

Focus of continuous improvement

Best Option Training collects information and data on a regular basis to improve the processes of:

- Compilation of RTO Quality Indicators;
- Development of all aspects of training to link with industry;
- Professional development of staff;
- Improvements to, as well as, validation and moderation of assessment;
- Development of quality training and support services to candidates;
- Improvements to business operations and data management;
- Consistency and integrity of training and assessment resources.

Systematic collection and collation of data includes:

- National tools for the collection of data for the quality indicators;
- Interviewing students regularly;
- Obtaining written feedback from students;
- Obtaining written feedback from trainers and assessors;
- Obtaining feedback from industry stakeholders;
- Obtaining feedback from employers;
- Strategic analysis of the complaints when they occur.

Analysis of collected data

Best Option Training is committed to utilising best practise data analysis processes to ensure informed decisions are made regarding the delivery of quality training services. These best practise data analysis processes include:

- Assessment processes and methodology;

- Skills audit - evaluating competencies and qualifications of staff;

- Evaluating the effectiveness of training methods;

- Identifying areas for Team Member professional development.

The collection and analysis of data pertaining to RTO operations can lead to the identification of further opportunities to improve practices. Improvements are designed and implemented based on these findings. Results are recorded and outcomes evaluated at internal audits

Internal Audit Policy and Procedure

Introduction

Best Option Training is fully committed to ensuring its compliance with the VET Quality Framework and the National Code of Practice. This is achieved and maintained by conducting an internal self-assessment audit on a yearly basis and conducting the scheduled activities as per the compliance calendar.

Internal auditing also forms an essential part of the Best Option Training compliance program, by providing formal evidence that Best Option Training is compliant with any regulatory, legislative or certification requirements.

Scope

This procedure applies to all internal auditing conducting for Best Option Training

Policy

When conducting the internal self-assessment audit, the audit team where possible will consist of the CEO, RTO Manager and all Team Member. An external auditor may also be used when required.

Procedure

The audit team will use the processes outlined below to ensure that policies and procedures have been circulated, understood and implemented consistently throughout Best Option Training and that these policies and procedures are fully compliant:

- Examination of all documents and systems that consist of policies and procedures, student handbook, relevant components of the business plan, trainers/assessor qualifications and the policy and procedures manual
- Examination of the records of actual training conducted;
- Perusing a sample of student files;
- Analysing resources for delivery and assessment required by the relevant National Training Package or course, including training materials and assessment tools;

- Holding interviews as required with administration staff, trainer, students and employers;

- Observing processes such as assessment and learning activities;

- Examination of existing facilities required by the relevant National Training Package or course;

- Reviewing of processes with senior management;

- Professional development;

- Continuous improvement.

At the completion of the annual internal self-assessment audit(s) a comprehensive report will be generated on Best Option Training 's RTO and Training Manager and issued to the CEO.

This report will make a series of recommendations on any non-compliance found and the required rectification to bring these areas of non-compliance to become fully compliant. This report will be signed off by the CEO after review and implementation.

Where improvement actions eliminate a potential risk as defined under the risk management process, the risk matrix will be updated accordingly.

Other, more strategic audit mechanisms may include, but are not limited to:

- Comparing data collection methods with high-achieving RTOs
- Conducting a SWOT analysis with a range of stakeholders
- Identifying measurable objectives in relation to training and assessment, and monitoring these objectives in relation to specific qualifications

Best Option Training 's management will review internal audit reports and initiate the rectification of the identified issues and implementation of any opportunities for improvement. Entries are made in the relevant continuous improvement register, and relevant policies and procedures are modified

Any identified non-compliance or urgent need for improvement will be actioned immediately via the RTO Manager and relevant staff.

The rectifications once completed will be noted to the internal audit tool and corrective actions register the CEO to sign off, as actioned.

Supporting documentation

- Continuous Improvement Register
- Corrective actions Register
- Internal Audit tool

Assessment Validation and Moderation Policy

Introduction

This policy describes the process for validation and moderation of assessment for Vocational Education and Training (VET) qualifications delivered by Best Option Training

Procedures will support compliance to VET Quality Framework, including Australian Qualifications Framework (AQF). It provides the framework Best Option Training 's quality assurance assessment method, processes, tools and judgements.

Scope

This policy is to be applied to all VET programs offered by Best Option Training , irrespective of delivery mode or location.

Policy

All Moderation and Validation will be done in teams and is stored in RTO Management on Ammonite LMS

Best Option Training will ensure that it reviews, compares and evaluates its assessment procedures, tools and evidence on a regular basis to achieve standardisation so that the training outcomes are consistent and that assessment is valid, reliable, fair and flexible and where necessary Best Option Training will redefine, clarify and modify its existing assessment practice.

Principles of assessment

To ensure quality outcomes, assessment is;

- Fair

- Flexible

- Valid

- Reliable

- Sufficient

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that he/she is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the students needs; and support continuous competency development and improvement.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills;

- Knowledge which is essential to competent performance;

- Assessment of knowledge and skills must be integrated with their practical application;

- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different

assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid

- Sufficient

- Authentic

- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills;

- Knowledge which is essential to competent performance;

- Assessment of knowledge and skills must be integrated with their practical application;

- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Validation of Assessment

Definition

Validation is a quality review process. It involves checking that the assessment tool produced is valid, reliable, sufficient, current and authentic, with evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the training package or accredited course had been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

The validation panel, including an independent auditor, and Best Option Training , is responsible for meeting with trainers and assessors for the relevant qualification or course to review compare and evaluate the assessment processes, tools and evidence that will contribute to their appraisal - the validation meeting.

Best Option Training ensures that it compares and evaluates its assessment procedures, tools and evidence on a regular basis and in line with the Validation Schedule 5 year cycle as per ASQA and other Government body requirements (under funded programs) to achieve standardisation so that the training outcomes are consistent and that assessment is valid, reliable, fair and flexible and where necessary, Best Option Training will redefine, clarify and modify its existing assessment practice.

Best Option Training conduct regular and scheduled validation meetings as required within the Validation Schedule 5-year cycle plan to assess all of its current assessment procedures, tools and strategies for each qualification on its scope of registration.

> The schedule should ensure each training product (qualification or VET accredited course) is validated at least once every 5 years, with at least 50% of products on the scope of the RTO validated within the first 3 years of each 5-year cycle, taking into consideration risks (including those identified by the VET Regulator)

Validation of assessments will also occur whenever there are changes in assessment as the result of changes to the Training Package, Legislation, industry trend or feedback from trainers and assessors, students and other stakeholders.

To ensure that the validation process will be accurate and reliable, an external consultant must be engaged to chair the validation panel and conduct the meeting.

Prior to the commencement of the meeting all panel members are supplied with copies of the assessment tool(s).

At the scheduled validation meeting, all other documents are supplied (see procedure) for completion.

All Validations is kept on the LMS

The validation process includes trainer and assessors who have participated in the delivery and assessment of the particular qualification (or unit of competency) to consult and assist with the independent auditor during the validation process.

Other trainers and assessors who have not been involved in the delivery of training and assessment within the qualification will also attend this meeting to provide an outside validation of the assessment process, to assist the independent auditor in the validation process.

The validation process shall determine whether or not the assessment procedures and materials currently in use are, valid, reliable, fair and flexible in their application and whether they are considered to be suitable in light of all possible circumstances including reasonable adjustment requirements.

All opportunities for improvements that are identified from within the validation process are documented and saved on Best Option Training server.

If it is identified that there is a potential risk against the Standards for assessment, it is noted and documented using the Best Option Training Risk Management Procedure, which is monitored by the RTO Manager for further action and improvement.

The Validation Meetings:

- Assessment validation meetings are initially conducted to contribute to the development of new assessment tools. The meetings will confirm that the tools, assessment methods and processes adhere to the requirements of the training package and the SNR, and are therefore ready for operation;

- Assessment validation proforma's will be completed in order to record all processes, comments and continual improvement activities, including timelines and the responsibilities of members;

- Scheduled validation dates for each unit of competency within each qualification must be planned in line with the Standards for NVR RTOs 2015 requirements. The Validation Schedule is a 5-year plan. Each of the training products must be reviewed at least once in that 5-year period;

At least 50% of all the training products on Scope must be validated in the first three years of the schedule. High risk qualifications and units of competency are prioritised for validation and may be validated more frequently.

- All issues that arise from the validation process of assessment tools will be documented and tabled prior to the commencement of the next program to ensure further issues are prevented. This may take place at the monthly validation meeting unless the next program commences earlier, in which case an extra meeting will convene to address the issue;

- To ensure that the process and standardisation of evidence is consistent and complies with the Standards, a review of samples from past recognition of prior learning (RPL) applications, face to face training and online learning is a random selection that forms an essential part of the validation process;

- All changes made to assessment tools, RPL documents and processes will be documented for presentation at monthly RTO management meetings. New assessment tools, course materials and RPL documents will be drafted and reviewed by relevant Team Member/trainers and an independent auditor. Any revised assessment tools and RPL documents will be subject to the Best Option Training version control policy;

- All minutes from the validation meeting are documented and stored on Best Option Training server. Materials utilised for the assessment validation procedure include;

  - Training package assessment guidelines,
  - Policy and Procedure Manual,
  - Registration Form and Student agreement,
  - LLN Test;
  - TAS;
  - RPL Guide;
  - Third Party evidence report;
  - RPL Information for students (including work history);
  - RPL Assessor kit;

- Mapping tools;

- Training and assessment course online;

- Student Assessment tasks for the unit;

- Training Plan;

- Student handbook;

- Validation documentation.

Best Option Training will continue to regularly review training and assessment methodologies. Trainers and assessors are encouraged to discuss and assess the way accredited courses are delivered/assessed and how each qualification and/or unit of competence is assessed with full regard to the criteria of validity, flexibility and fairness.

Assessment alteration, validation and impact template

To identify a range of delivery and assessment methods that meet a variety of needs, an on-going schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

As part of this initiative, each trainer and assessor is encouraged to consider changes, system development and assessment validation, on an on-going basis. However, trainers and assessors are expected to be pro-active in the implementation of their ideas and initiatives. When making submissions regarding alterations and/or improvements to the assessment process, it will be necessary for the proposer to complete a continuous improvement form prior to the validation meetings.

If trainers feel a change to an assessment should be introduced

- How the change will be assessed within the ASQA guidelines;

- How the change may comply with or contravene occupational health and safety requirements;

- Ensuring that the change can be assessed and recorded within the Best Option Training assessment plan for the course/qualification in question;

- How the change maps to the related unit of competency.

Overall these policy and procedures assist the annual Best Option Training assessment validation process, required by the Standards to become a consolidation and review of the changes that have occurred throughout the sector (both on the ground and at higher administrative levels throughout the year). It is believed that this method will afford the best opportunity for continuous improvement of assessments and training products.

Moderation of Assessment

Definition

Moderation is the process of bringing assessment, judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same unit(s) of competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and/or the severity of judgements.

Where a single Trainer/Assessor conducts any training and assessment for Best Option Training the moderation process is evaluated and checked by a different Trainer to ensure validity. This also ensures that training and assessment is conducted in accordance with the marking guides developed and that different trainers are providing equal and fair assessment.

In the case of multiple trainers delivering different aspects of the same qualification/Unit of Competency, moderation will take place at least half yearly or yearly. This will occur at the validation meetings.

Assessments in the form of practical observation and tasks are assessed by checking a result considered to be satisfactory by one assessor against the Best Option Training assessor marking guides for each assessment.

In the case of a disagreement of results, the findings rerecorded (labelled with assessment item details and date, and filed in the review section of the relevant qualification) and returned to the trainer for reconsideration.

Where changes to assessment tools and processes are identified and recommended by the moderation process a continuous improvement form must be supplied.

Auditing of assessment

The following items are to be retained on the student's file and confirmed via the auditing of the assessment process:

- Assessment matrix:

- Showing assessments for the unit(s) e.g. workplace activities, practical demonstration, questioning, third party evidence report logbook / training plan, completed checklist and all (generic documentation see checklist for a completed file saved in server)

- All work and assessments will be retained for a period of at least six (6) months.

Resources Consistent with Industry Standards

Best Option Training has access to all relevant physical resources as outlined in the relevant training package, qualification or course, and ensures that all Team Member and trainers have access to resources required to meet the requirements and comply with industry standards.

Standard 1.8

Assessment including recognition of prior learning (RPL):

- Meets the requirements of the relevant training package or VET accredited course;
- Is conducted in accordance with the principles of assessment and the rules of evidence; and
- Meets workplace and, where relevant, regulatory requirements; and
- Is systematically validated and moderated.

Best Option Training acknowledges the critical role that assessment plays in determining the competency of students. In this section, the following assessment related policies are outlined:

- Assessment policy
- Recognition of prior learning policy
- Credit transfer policy

To assist all Team Member, understand and have knowledge of the principles that support the delivery of quality assessment services to students, an outline of the principles of assessment and the rules of evidence have been included in this section. The development process for all assessment will apply and satisfy these principles.

Assessment policy

Best Option Training will provide training and assessment services to all students.

In developing the assessment (including RPL) for each qualification and unit of competence, the Compliance Manager will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course;

- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF);

- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment;

- The rules of evidence guide the collection of evidence to support the principles of validity and reliability;

- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment;

- Timely and appropriate feedback is given to students;

- Assessment complies with the RTO's access and equity policy;

- All students have access to re-assessment on appeal.

Supporting documentation for each qualification/unit as per scope

Training-Assessment Validation and Moderation Procedure

Validation of Assessment Records

- 5 Year Validation Schedule

- Verification of student competency

- Attendance sign on sheet

- Agenda/Minutes

- Validation plan

- Validation of units

- Mapping

- Continuous improvement and corrective action register

- Assessment Moderation Schedule

Assessment Validation and Moderation Procedure

Introduction

This procedure will support compliance to the Australian Quality Framework (AQF). It provides the framework for Best Option Training 's quality assurance assessment methods, processes, tools and judgements. All Moderation and Validation is stored on RTO Management in Ammonite.

Scope

This procedure is to be applied to all VET programs offered by Best Option Training, irrespective of delivery mode or location.

Validation is a quality review process. It involves checking that the assessment tool[1] produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the training package or accredited course had been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and / or outcomes by a validation panel including an external auditor

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[1] An assessment tool includes the following components: the context and conditions for the assessment, the tasks to be administered to the candidate, an outline of the evidence to be gathered from the candidate and the evidence criteria used to judge the quality of performance (i.e. the assessment decision making rules). It also includes the administration, recording and reporting requirements.

As new assessment tools are developed, Best Option Training Management will meet with an independent auditor, trainers and assessors for the relevant qualification or course to review, compare and evaluate the assessment processes, tools and evidence that will contribute to their appraisal - the validation meeting:

- Assessment validation meetings are initially conducted to contribute to the development of new assessment tools. The meetings will confirm that the tools, assessment methods and processes adhere to the requirements of the training package and the SNR, and are therefore ready for operation;

- Assessment validation proforma's will be completed in order to record all processes, comments and continual improvement activities, including timelines and the responsibilities of RTO members;

- At the completion of the initial validation process, assessment tools will require formal review at least annually, with no longer than a twelve (12) month period between each validation date;

- All issues that arise from the validation process of assessment tools will be documented and tabled. The RTO Manager will then make corrections or advice other Team Member of corrective actions to be completed;

- To ensure that the Standards and training package requirements for competency have been understood and correctly implemented, a review of samples from past assessments is an essential part of the validation process;

- To ensure that the process and standardisation of evidence is consistent and complies with the Standards, a review of samples from past recognition of prior learning (RPL) applications is an essential part of the validation process;

- All changes made to assessment tools, RPL documents and processes will be documented for presentation at monthly RTO meetings. New assessment tools and RPL documents will be drafted and reviewed by the relevant RTO staff. Any revised assessment tools and RPL documents will be subject to the RTO version control policy;

- All minutes from the validation meetings must be documented and stored on the Best Option Training server. Materials utilised for the assessment validation procedure include the training package assessment guidelines, the learning materials

and assessment materials. Completed assessments, feedback forms and all validation forms are stored in Ammonite

Best Option Training continue to regularly review their training and assessment methodologies. Trainers and assessors are encouraged to discuss and assess the way courses and training packages are delivered and how each qualification is assessed with full regard to the criteria of validity, flexibility and fairness.

To identify a range of delivery and assessment methods which meet a variety of needs, an on-going schedule of industry liaison and consultation will be adhered to. These consultations are documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Further to this, all training Team Member employed by Best Option Training meet regularly in order to maintain the integrity of the assessments as they are conducted within the policy and procedures of Best Option Training and as prescribed by the Best Option Training policy and procedure manual.

As part of this initiative, each trainer and assessor is encouraged to consider changes, system development and assessment validation, on an on-going basis. However trainers and assessors are expected to be pro-active in the implementation of their ideas and initiatives. When making submissions regarding alterations and / or improvements to the assessment process, it will be necessary for the proposer to complete a continuous improvement form prior to the validation meetings. This is intended to provide the required evidence underpinning the proposal, in order for management to be able to wholly consider its implications and benefits fully.

- How the change will be assessed within the ASQA guidelines;
- How the change may comply with or contravene occupational health and safety requirements;
- Ensuring that the change can be assessed and recorded within the Best Option Training assessment plan for the course / qualification in question.

Overall, these policy and procedures record the annual Best Option Training assessment validation process, required by the Standards, become a consolidation and review of the changes that have occurred throughout the sector (both on the ground and at higher

administrative levels throughout the year). It is believed that this method will afford the best opportunity for continuous improvement of assessments and training products.

Moderation of Assessment Procedure

Definition:

Moderation is the process of bringing assessment, judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same unit(s) of competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and / or the severity of judgements.

When a qualification / unit of competence / accredited course is delivered by a single trainer, it is advantageous to conduct the moderation process and evaluate / moderate the marking of assessments by another trainer(s). Every three months

In the case of multiple trainers delivering different aspects of the same qualification / unit of competence / accredited course, moderation is advised at least once per three (3) month period. Assessment moderation, when delivered by multiple trainers, aims to ensure that all assessment is conducted in accordance with the marking guides developed and / or approved by all the trainers of the relevant qualification / unit of competence / accredited course, and / or that different trainers are providing equal assessment.

Submissions involving extended writing / projects / major assignments should be assessed by one trainer and assessor, and once the work has been assessed, the submission should be exchanged with another assessor for moderation. From each course group, a sample of approximately one fifth of submissions should under-go moderation; the sample assessments should include a range of levels of achievement.

Assessments in the form of practical observation / role plays / simulations should be assessed by checking a result considered to be satisfactory by one assessor against a detailed assessor checklist / marking guide.

In the case of a cross-assessor disagreeing with results of an assessment to be given to a student, the findings should be detailed and presented to the trainer for reconsideration. All stored in Ammonite

Moderation records

Records of assessment moderation will be stored in the review section of the qualification stored in Ammonite.

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Storage of Student work and assessments

All work by student must be held in accordance with the retention of assessment records by registered training organisations or Commonwealth, State or Territory funding contracts conditions, to demonstrate compliance guidelines. All students records are stored in Ammonite.

Best Option Training retains records in a manner that safeguards them against unauthorised access, fire, flood, termites or any other pests, and which ensures that copies of records can be re-produced if the originals are destroyed or inaccessible.

To that end, Student's work and assessments are stored securely in metal filing cabinets or archive boxes in a safe area or saved on the Best Option Training E-Learning system.

At the expiration of a six (6) months period, the student's work and assessments will be scanned and stored electronically for thirty (30) years or saved on the Best Option Training E-Learning system. Refer to Best Option Training 's record keeping policy.

If the files are stored in a location where student or public access is possible, the cabinet(s) must remain locked. Students work should be filed according to the competency / unit number, competency / unit cluster, or alphabetically according to the Students' names or saved on the Best Option Training E-Learning system.

Auditing of assessment

The following items must be retained on the student's file and confirmed via the auditing of the assessment process:

- Assessment matrix:

  Showing assessments for the unit(s) e.g. workplace activities, practical demonstration, questioning, third party evidence report logbook / training plan, completed checklist and all (generic documentation see checklist for a completed file saved in server);

- All work and assessments will be retained for a period of at least six (6) months;

- All work and assessments must be retained for a period of six (6) months.

Procedures Table – Managing the Assessment Validation and Moderation

	STEPS	RESPONSIBILITY	COMMENTS
1	Validation Schedule	RTO Manager	Schedule should identify all Qualifications' delivered. See Assessment Validation Schedule
2	Identify units to be validated for the 5-year cycle	RTO Manager	See validation plan
3	Identify parties to be involved in assessment validation and moderation	RTO Manager	Internal and external parties must be involved in activities. This may include but not limited to trainers and assessors, students, industry representatives, vocational and assessment specialists, professional association representatives, RTO network, or other appropriate stakeholders.
4	Inform Team Member/trainers of assessment validation requirements	RTO Manager	See validation and moderation folder in S/Dive for explanation and documentation requirements
5	Review validation schedule	RTO Manager	Schedule should be updated each year taking into account the outcomes of assessment validation and moderation activities
6	Establish moderation processes for programs	E-Learning course developer	Every 3 months and saved to the E-Learning system
7	Inform Team Member/trainers of moderation requirements	E-Learning course developer	As per procedure
8	Review moderation outcomes	RTO Manager	Once completed

Procedures Table – Conducting Assessment Validation and Moderation

	STEPS	RESPONSIBILITY	COMMENTS
1	Complete unit outline	E-Learning course developer	Unit Outline included in the Assessment Tool Template
2	Develop/review assessment materials	Trainers/Assessors E-Learning course developer	E- Learning system development and validated at trainer and assessor meetings
3	Participate in validation activities as directed by RTO Manager	Trainer/Assessor independent auditor	See validation and moderation folder in S/Dive for explanation and documentation requirements
4	Update assessment tools	E-Learning course developer	Record changes in 'Validation summaries complete continuous improvement form for corrective actions.

| 5 | Participate in moderation activities as directed | Trainer/Assessor E-Learning course developer | As directed by E-learning developer nominally 3 month |

Supporting documentation for each qualification/unit as per scope

Training-Assessment Validation and Moderation Procedure

Validation of Assessment Records

- 5 Year Validation Schedule

- Verification of student competency

- Attendance sign on sheet

- Agenda/Minutes

- Validation plan

- Validation of units

- Mapping

- Continuous improvement and corrective action register

- Assessment Moderation Schedule

Risk Management Policy

Maintaining compliance with the Standards requires diligent attention to risk mitigation and management. Risk management for registered training organisations involves the identification, analysis and evaluation of the RTO's potential of non-compliance with the Standards, as well as the development and implementation of cost effective contingencies to control risks.

Risk assessments are conducted by Management annually, if not more frequently, with no longer than a twelve (12) month period between each assessment. Results of the assessment and risk rating are recorded in the risk assessment template. The RTO management is responsible for the assessment and management of risks associated with all aspects of RTO operations and activities. A risk identification register is developed and

maintained by RTO management to assist in the identification and management of risks, measured against the training business' compliance with the Standards.

At the completion of each risk assessment, Management will identify potential countermeasures to minimise the likelihood of the risks actually occurring. Identification and implementation of the counter-measure activities outlines the need for re-assessment, effectively reducing the risk rating.

Continual assessment of the identified risk(s) will be undertaken to ensure the correct risk management strategies and initiatives are being utilised with the intention of reducing risk rating.

In the event of a high or extreme risk being identified (as according to the risk matrix), immediate countermeasures will be actioned to minimise the risk. Risks of a lower rating will be monitored for potential changes on a continual basis and are to be addressed at the monthly management meetings.

Legislative Requirements

Registered training organisations are subject to legislation pertaining to training and assessment as well as business practice. The legislation governs RTO obligations to clients and the industry relevant to the training being conducted.

The legislation is continually being revised and amended as the industry changes, and all relevant Team Member of Best Option Training will be made aware of any changes through E-memos and/or consultation at monthly Team Member meetings.

All Commonwealth, State and Territory Acts and Regulations are attached at Appendix 1 of this document.

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education, Employment & Workplace Relations (DEEWR)
- Australian Skills Quality Authority (ASQA)
- National Skills Standards Council (NSSC)

Work, Health and Safety Policy

Best Option Training has developed and implemented a structured Work, Health and Safety manual to meets its obligations and legislative requirements. This will also assist to achieve a consistently high standard of safety performance. Regular review of WH&S at senior level reinforces its importance to Best Option Training 's commercial objectives and legal obligations.

Best Option Training 's health and safety policy will ensure compliance with legislative requirements and current industrial standards such as:

- The Statutory Health and Safety Acts.
- Various Codes of Practice
- AS/NZS 4801 ~ Work Health and Safety Management Systems – General guidelines on principles, systems and supporting techniques

Best Option Training has delegated general and specific health and safety responsibilities applicable to the various management levels of the organisation. The responsibilities are assigned to the levels of management as shown below and are based on the referenced legislative standards.

Further individual responsibilities are contained in particular procedures and position descriptions. Every level participates in the establishment and maintenance of the WH&S controls as well as assisting in WH&S planning.

Best Option Training WH&S policy is to inform employees and other interested parties that WH&S is an integral part of its operations. All Team Member are actively involved in the review and continual improvement of WH&S performance as this reinforces the company's objectives.

The Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011 outlines the obligations of Best Option Training to establish and maintain workplace health and safety standards. The requirements Best Option Training as specified in the above-mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work;

- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work;

- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons;

- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

In order to meet these requirements, Best Option Training refers to the WHS Manual, which demonstrates an on-going commitment to workplace health and safety.

The purpose of this section is to present a strategic work health and safety overview of Best Option Training and to provide guidance for meeting the requirements of the Work Health and Safety Act on the Best Option Training premises, ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all Best Option Training workers, trainers and Management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role.

Best Option Training Management are responsible for providing the following standards within the workplace:

- A safe workplace, with a safe system of work;

- Adequate workplace health and safety professional development for Best Option Training students, workers, suppliers, visitors, Management and other stakeholders;

- Properly maintained facilities and equipment;

- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals (if relevant);

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Consultation and Participation;

- Education and training for workers;

- Hazard identification;

- Maintain a safe, clean and efficient working environment;

- Evacuation plan (fire, bomb, major incident);

- Emergency control;

- Bomb threat plan;

- Incident investigation;

- Accident / Incident reporting;

- Risk identification reporting;

- PPE;

- Chemicals reporting (storage);

- Manual handling techniques;

- Store and dispose of waste according to WH&S/EPA legislation;

- Equipment checks and maintenance;

- Equipment safe storage;

- Fire hazards identified and fire prevention;

- Candidate safety;

- First aid and safety procedures displayed, for all workers, students and visitors to see;

- Workplace inspection;

Refer to the Best Option Training WHS Manual for each procedure.

Anti-Discrimination, Bullying and Harassment Policy

Introduction

Best Option Training is committed to the principles of Equal Employment Opportunity and supports the creation of working conditions to ensure that all employees have an equal chance to seek and obtain employment, promotion, training and the benefits of employment. Best Option Training is an equal opportunity employer.

All employees are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, and their ability and enthusiasm in maintaining the expected standards of service.

Best Option Training does not tolerate any form of discrimination. We believe all employees have the right to work in an environment free of discrimination and harassment. Discrimination undermines proper working relationships and may cause low morale, absenteeism and resignations.

Scope

This policy applies to all staff, trainers and students of Best Option Training

Policy

In conjunction with the Best Option Training Access and Equity Policy and under Federal and State anti-discrimination laws; discrimination against employees, clients or suppliers on the following grounds is against the law:

- Sex
- Relationship or parental status
- Race
- Religious belief or activity
- Political belief or activity
- Impairment
- Trade union activity
- Lawful sexual activity
- Pregnancy
- Breastfeeding needs
- Family responsibilities
- Gender identity
- Sexuality
- Age

It's also against the law to treat an employee or client unfairly because they are linked to someone from one of these groups.

Unlawful discrimination occurs when someone is treated less favourably because of one of his or her personal characteristics listed in but not limited to the legislation.

Discrimination may involve:

- Offensive 'jokes' or comments about another worker's racial or ethnic background, sex, sexual preference, age, disability or physical appearance;

- Display of pictures, computer graphics or posters that are offensive or derogatory;

- Expressing negative stereotypes of particular groups, for example, "married women shouldn't be working";

- Judging someone on their political beliefs rather than their work performance;

- Using stereotypes or assumptions to guide decision-making about a person's career, or;

- Undermining a person's authority or work performance because you dislike one of their personal characteristics.

Managers must ensure that all employees, trainers and students are treated equitably and are not subject to unlawful discrimination. They must also ensure that people, who make complaints, or witnesses, are not victimised in any way. Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprises of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, candidate assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Victimisation

Involves any process which results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Disciplinary action will be taken against anyone who unlawfully discriminates against a co-worker or client. Discipline may involve a warning, counselling or dismissal, depending on the circumstances.

Procedure

The Best Option Training CEO/RTO Manager will consider all cases of alleged academic or non-academic misconduct, and Student response to these allegations on a case by case basis.

A decision on the outcome will be decided upon based on the outcome of any investigation and/or Student appeal of a decision (if applicable).

The Best Option Training CEO/RTO Manager will contact the Student(s) in writing to advise them of the allegation and invite them to respond within ten (10) working days of the date of the letter.

Upon receipt of a response, the CEO/RTO Manager may make further investigations (if required) and/or refer the matter to the Senior Management Team along with a recommendation of an appropriate course of action in relation to the allegation.

If no response is received from the Student(s) by this date, the Student(s) will be removed from the program. All outcomes of the Students work will not be finalised until after a case of alleged academic or non-academic misconduct has been properly investigated and resolved.

A decision of the appropriate penalty for any act of misconduct will be made by the Best Option Training CEO/RTO Manager and will consider, but not be limited to review of;

- The previous record of the Student;
- Whether the Student admitted the misconduct and whether, in so doing they came forward of their initiative;
- Whether the Student assisted or hindered the investigation process;
- Whether there was significant extenuating or mitigating factors;
- The type of misconduct;
- The number of Students affected or involved and the impact of the misconduct on the operations of Best Option Training;
- Any benefit derived from the misconduct by the Student.

The Student will be notified in writing by the Best Option Training CEO.

A student may appeal against a decision made in relation to an allegation of academic or non-academic misconduct by completing the Complaints and Appeals form and submitting appropriately.

Supporting documentation

- Access and Equity Policy

- Complaints and Appeals Form

- Age Discrimination Act 2004

- Australian Human Rights Commission Act 1986

- Disability Discrimination Act 1992

- Racial Discrimination Act 1975

- Sex Discrimination Act 1984

- Australian Capital Territory – Discrimination Act 1991

- New South Wales – Anti-Discrimination Act 1977

- Northern Territory – Anti-Discrimination Act 1996

- Queensland – Anti-Discrimination Act 1991

- South Australia – Equal Opportunity Act 1984

- Tasmania – Anti-Discrimination Act 1998

- Victoria – Equal Opportunity Act 2010

- Western Australia – Equal Opportunity Act 1984

Working with Persons Under 18 years of age Policy

Students under 18 years of age may enrol with Best Option Training According to the law, a child is considered any individual less than 18 years of age. Best Option Training must report concerns about the safety, welfare and well-being of students protected under the Child Protection (Working with Children) Act 2012 and the Child Protection (Working with Children) Regulation 2013 to the NSW Department of Family and Community Services in accordance with the legislative requirements.

Child Related screening

Best Option Training will conduct, the appropriate child related employment screening of employees, trainers or others engaged by Best Option Training , in accordance with the requirements established by the Office of the Children's Guardian or their successors.
A Working With Children Check is a requirement for all Team Member and trainers of Best Option Training as we work in child-related industry This check also involves a national criminal history check and a review of findings of workplace misconduct.

The result of a Working With Children Check is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked. The RTO Manager will determine termination of Team Member or trainers if they are unable to meet the working with children clearance.

The Working With Children Check is fully portable so it can be used for any paid or unpaid child-related work in NSW for as long as the worker remains cleared.

http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check

Training

Best Option Training promotes and organises child safe training sessions for all Team Member and trainers of Best Option Training annually with the Office of the Children's Guardian. The sessions will provide all Team Member and trainers with skills and resources to help establish more effective methods to manage risk and focus on creating safe environments for young people.

Topics

- Creating a child safe culture
- Codes of conduct
- Situational prevention and effective risk management
- Recruitment and selection tips
- Obligations under the Working With Children Check
- Complaints management techniques

Reporting

In cases where allegations or information indicate it is reasonable to believe a candidate has suffered from or may require protection from harm, Best Option Training must report to the Department of Family and Communities, Child Safety and Disability Services.

If allegations may constitute child abuse by a person external to Best Option Training the Manager must report the matter to the Police or the Department of Family and Communities, Child Safety and Disability Services.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person;

- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm;
- The immediate risk to the child or young person;
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed.

Best Option Training will comply with all relevant State and Federal legislation in the area of working with children.

Supporting documentation

- Access and Equity Policy
- Complaints and Appeals Form
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992

Version Control Policy

A version control system is designed to maintain an organised set of file versions as they are updated and revised over time. Such a system allows several people to work on and access the same projects, provides a historically accurate log of old documentation, and ensures access and use of the most current versions.

The function of a version control procedure is to outline processes for ensuring Best Option Training Team Member have access to current, relevant and accurate documentation, and to ensure that any modifications made by Team Member are recorded. All documents used to define and support Best Option Training 's business activities have a bearing on the quality of the RTO's management system and it is therefore imperative such a procedure is applied. Version control includes the creation, distribution, maintenance and retention of Best Option Training 's internal documents, as well as the receipt, distribution and retention of external documents. Any additional documents that affect Best Option Training 's continuous improvement system and the quality of education and training delivery should also be covered by version control procedures.

Version Control Procedure

Documents and files will be:

- Issued and authorised through the RTO Manager and administration staff;
- Updated by the RTO Manager in line with external policies, procedures, directives, guidelines and administrative instructions;
- Contain an index outlining reference numbers, title and version control e.g. date of issue;
- Authorised individually and include reference numbers, titles and version / issue.

A new document created by an authorised Team Member of Best Option Training must record the version of that document as follows:

- Insert the version number example if a version is changed the month and year will need to be changed;
  - This will become the version of the new document;
- Insert the page number on the right side of the footer: page_;
- Save in the designated / relevant (computer) folder Archived.

As documents are superseded, the following procedure applies:

- Create a: 'Superseded' folder within the designated / relevant area of the computer named Archived;
- Move the old file into the Superseded folder in the Archived section.

The intention is to have only current versions visible within any designated folder.

Controlled documents:

All documents are tracked and version controlled to ensure consistency and relevance of business processes across all aspects of Best Option Training operations.

Document control includes:

- Approval for use
- Availability of latest versions for relevant staff
- Correct identification of documents
- Up-to-date and relevant versions

Uncontrolled documents may include:

- Photocopies and printed copies of controlled documents

- All documents stamped or printed with 'Uncontrolled Copy' or 'uncontrolled copy when printed'
- All documents stamped or printed with 'DRAFT'
- Uncontrolled documents should be regularly checked to ensure currency

Maintenance and review of documentation

Duties of the Best Option Training RTO Manage include assignment of each document appropriately according to business requirements and to ensure each document is maintained and updated. The approval process remains the same for all documents.

It is the responsibility of the RTO Manager to review proposed changes and ensure compliance with relevant legislative and regulatory requirements. Summary reports of significant changes to documentation will be reviewed quarterly by the management team to confirm there is congruence between business requirements and support systems.

Reports will include:

- Documentation changes
- Changes to the documentation structure
- Reviews and changes to documentation approving authorities

Register of documents

The RTO Manager will maintain the register of documents which records all documents, e.g.

- RTO policy and procedures manual
- RTO Student handbook
- All other documents used in conducting training services by Best Option Training

This register includes review and amendment status. The RTO management and / or the authorised person review all Best Option Training documents before adding them to the register. All Best Option Training Team Member have access to the materials related to their position.

Access to Records Policy and Procedure

Introduction

Best Option Training will maintain effective, accurate, relevant records and reporting systems. Best Option Training keeps all records of students' results for 30 years in electronic format.

Scope

Best Option Training abide by ASQA and all funded programs Operating Guidelines (Record Keeping). This Policy applies to all clients of Best Option Training

Policy

Best Option Training only collects information that relates to a student's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

Best Option Training is required to be audited by the Australian Skills Quality Authority (ASQA) in order to maintain registration and their representatives, on request, may access students' files.

We will only disclose information about out students to others on an "as needs" basis or where required by law and as outlined in contractual obligations. These people or organisations include, but are not limited to:

> Students authorised representatives or legal advisors;

- Credit providers for credit related functions such as the provision of account facilities Government and Statutory Authorities, where required by law, for example: to advise Department of Immigration and Border Protection of changes to the Student's enrolment and any breaches of student visa conditions relating to attendance or satisfactory academic performance.

Records Maintenance

Best Option Training will maintain effective, accurate, relevant records and reporting systems.

Records maintenance is the responsibility of the National Operations & Training Administrator and Admin staff.

Best Option Training will abide by the National Privacy Principles.

Student information is not disclosed to anyone outside Best Option Training without the student's consent. Student records are confidential and available to the student only on request.

Best Option Training keeps all records of students' results for 30 years in electronic format.

These may include but are not limited to:

Name of File	Physical/ Electronic location	Description	Retention and Disposal
Accident / Incident Report	- Locked Filing Cabinet - Best Option Training office	Records of injuries to comply with the relevant WHS Regulator	- Retain for 7 years - Dispose of by shredding and deleting files
Employees	- Locked Filing Cabinet - Best Option Training office	- letters of appointment - annual reviews - resumes - AQF certificates - Declarations - Evidence of participation in Personal development	- Retain for 10 years after employee leaves - Dispose of by shredding and deleting files
Insurance	- Locked Filing Cabinet - Best Option Training office	- All current policies	- Retain while policy is current - Dispose in trash
Internal Audit Files	- server	- Internal audit reports	- Retain for 5 years
Management Meeting minutes	- server	- Management meeting minutes	- Retain for 5 years
Team Member Meeting minutes	- server	- Team Member meeting minutes	- Retain for 5 years
Records of Student Enrolments and Training Plans including any credit transfer or RPL awarded	Hard copies: - Individual student files - Locked in filing cabinets at Best Option Training office Electronic copies: - Filed on Best Option Training server - Backed up	- Records of minimum information necessary to adequately administer training records and accounts	- Retain for 30 years - Dispose by shredding and deleting files

Students Assessments	Hard copies: - Individual student files - Locked in filing cabinets at Best Option Training office Electronic copies: - Filed on Best Option Training server - Backed up	- Student assessments	- Retain for 7 years - Dispose by shredding and deleting files
Statements of Attainment	- server	- List of completed Units for partial qualifications	- Retain for 30 years
Transcripts of Result	- server	- List of completed Units for a full qualification	- Retain for 30 years
Qualifications	- server	- AQF Certificate	- Retain for 30 years

Storage of files and records

Hard copies of student files are kept and stored in the below manner.

- Student electronic records are backed up daily

- A copy of backed up records are stored securely off-site weekly.

- Records of student results are kept for thirty years and will be transferred as advised by ASQA if Best Option Training ceases to operate as an RTO.

Archiving files

Completed hard copy files are separated from current files and archived alphabetically for a period of 7 years. After 7 year's files are destroyed by shredding and disposed of in an appropriate manner.

Records Retained for Audit

The following records shall be kept and maintained for each registration period and are subject to audit by ASQA:

- Policies and procedures
- Training and assessment strategies

- Assessment policies, tools and records

- All RPL records

- Complaints and Appeals and their outcomes

- Evidence of continuous improvement

- Samples of completed assessments

- Evidence of Team Member internal professional development and assessment validation

- Evidence of student participation as per contractual and prescribed requirements

- Records of Professional Development

Students Access to Records

Students have the right to assess their personal and academic records. Students can access their personal or academic records by completing the 'Access Authorisation Form' and either handing it, email or mailing it to the administration department.

Supporting documentation

- Access Authorisation Form

Advertising and Marketing Policy and Procedure

Introduction

This advertising marketing policy will ensure that high standards and ethics are used to achieve its marketing and delivery of training services to clients and that we will abide by this code of practice at all times.

Scope

Best Option Training will adhere to all funded programs guidelines. All advertising and marketing of Best Option Training 's training delivery and assessment services is the responsibility of the RTO and Training Manager.

Policy

In consideration of advertising and marketing, Best Option Training will clearly distinguish between VET qualifications or units of competency and non-accredited or non-nationally recognised training.

All information that is provided to prospective students is accurate, professional and in plain English. Emails, the website (www.BOT.edu.au) and flyers are the predominant forms of advertising conducted by Best Option Training

Best Option Training will take all reasonable steps to ensure that the information included in marketing materials is accurate.

The CEO/ RTO Manager will ensure the following practices are adhered to by:

- Obtaining written permission before use of information about any individual or organisation in any marketing materials (This includes newspapers, magazines, brochures, flyers, radio and television advertising) and will abide by any conditions that are placed upon the use of that information;

- At all times accurately represent all of its training and assessment services to all prospective clients and stakeholders;

- Ensuring that all individuals or organisations are provided with full details of any conditions in any contractual arrangements related to marketing and advertising;

- AQF qualifications will only be advertised if Best Option Training is registered with the scope to deliver those qualifications;

- Third party arrangements are marketed as per the Partnership & Third-Party Arrangements Policy and Procedure;

- Clearly identifying nationally recognised training products (AQF qualifications) separately from courses recognised by other bodies;

- Only using the Nationally Recognised Training logos on relevant qualifications when the students have satisfactorily completed all requirements and/or achieved the stated competencies;

- Adhere to the guidelines and specifications of use in marketing and advertising materials of the Nationally Recognised Training logos;

- Using the correct names of all training packages on the Best Option Training scope of registration;

- Ensuring that Best Option Training 's national training register (www.training.gov.au) provider number is displayed on all appropriate marketing and advertising materials;

- Ensuring all marketing or promotional literature and general media advertising will not:

  ➢ Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided; or

  ➢ Make any claim to approval or recognition that is inaccurate or use misleading or false comparisons of courses with others provided by competitors; or

  ➢ Make any misleading statements concerning the qualifications or experience of its staff; or

  ➢ Make misleading or false statements about the prospects of employment following the completion of training.

Marketing Approval Procedure

1. The CEO, RTO Manager and Team Member will discuss all prospective advertising and marketing activities. They will establish the need for the activities and the type of material to be produced.

   a. Promotional material relating to all funded programs and non-funded programs.

2. The CEO/RTO Manager, and Team Member will delegate and create the draft version of the marketing materials.

3. The final version is to be signed off by the CEO

AVETMISS Reporting Policy

Introduction

Two options are available to RTO's when preparing AVETMISS data:

1. Purchase and utilise a data management system that automatically collects, collates and assembles data in preparation to be uploaded to the registering body automatically.

2. Utilise a data management system that records all relevant data without automatic preparation to be uploaded. Then manually enter the collected data into a suitable software package.

Best Option Training utilises two (2) student management systems which satisfy option (1) above;

- Amonite which ensures we adhere to the AVETMISS reporting condition above.

Scope

This policy applies to all student records.

Policy

Progress of students is kept in an AVETMISS compliant database. The data recorded on the database may be printed out for the student's records. All records are kept confidential. Records held may include but not limited to the following information:

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

- Copies of outcomes advice to students.

As a requirement, the RTO Manager and National Operations and Training Administrator will ensure data is reported to the registering body as required.

Unique Student Identifier (USI)

Best Option Training will continue to comply with USI requirements as implemented.

From 1 January 2015, every new and continuing student undertaking nationally recognised training must have a USI. Also from that date, if the relevant registered training organisation (RTO) is required to report data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be able to be used to draw down on this data collection in real-time.

This means that, all students will be able to draw down a record of their VET achievements since 2014 from one place. They can view this online or they can use the data to develop a transcript that they can use, for example – by attaching it to a job application.

The USI will also be useful for Best Option Training As the data builds, Best Option Training (with the student's permission) will be able to draw down information about that student's previous VET attainments from across Australia. This will assist with assessing students for admission to courses, for credit transfer and in some circumstances, their eligibility for funding.

More information is available from:

http://www.industry.gov.au/skills/regulationreformsandinitiatives/uniquestudentidentifierforvet/Pages/default.aspx

Supporting Documentation

USI Policy and Procedure

Complaints and Appeals Policy and Procedure

Introduction

This policy has been implemented to allow all Team Member/trainers, students and stakeholders of Best Option Training to be aware of their right to an appeal of and/or make a complaint against any decision or fact that has affected their employment, study experience or outcome.

Scope

This policy applies to all Team Member/trainers and students and stakeholders of Best Option Training and adheres to the Standards for Registered Training Organisations 2015 and all government funded programs.

Policy

All complaints and appeals will be treated seriously and dealt with promptly, impartially, sensitively and confidentially. To protect the rights of both the complainant and the respondent, the following principles will be observed:

- Complaints and appeals will be acknowledged in writing within a reasonable timeframe by Best Option Training, and an appropriate independent party may be engaged if all other processes fail to resolve the relevant matter,

- If Best Option Training considers that it may require more than 60 calendar days to either process or finalise a complaint or appeal it will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and regularly updates the complainant or appellant on the progress of the matter.

- The consideration of complaints and appeals will be dealt with according to principles of procedural fairness and natural justice which respect the right of a complainant to be heard by an impartial party;

- Attempts will be made to resolve complaints and appeals with and by the person(s) involved;

- Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process;

- This complaints process does not restrict a person's right to pursue other legal remedies;

- Complaints will be accepted in two formats. Formal and informal. An informal complaint can be made verbally and the resolution documented.

- Formal complaints are to be received in writing on the Complaints and Appeals Form and the resolution documented;

- Complaints and/or respondents have the right to be accompanied and assisted by a support person (such as a family member, friend, counsellor or other professional support person other than a qualified legal practitioner) if they so desire;

- All communications arising from the complaints process, together with the proceedings of the Appeals Committee, will remain confidential, except to the extent necessary to give effect to this policy;

- Where the appeal relates to the suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal;

- At all stages of the process, reason and a full explanation for decision and actions taken as part of the procedures will be given in writing if so requested by the complainant or respondent;

- A complainant is entitled to access the appeal procedures regardless of the location at which the complaint has arisen, the complainant's place of residence, or the mode in which they study.

POSITION/AREA	RESPONSIBILITY
CEO	Ensure all stakeholders are aware of and understand the principles expressed in this policy. Monitor implementation and make recommendations for amendment.
Training Manager, Trainers, RTO Manager	Ensure all students are aware of and understand the principles expressed in this policy. Monitor implementation and make recommendations for amendment.
RTO Manager	Ensure all information regarding complaints and appeals are expressed throughout the organisation, kept current and reviewed in line with the continuous improvement policy and procedure. Monitor implementation and make recommendations for amendment.
Respondents	Ensure all appeals are assessed in the spirit of the principles expressed in this policy, and in accordance with the related policies.

| Complainants | Be aware of and understand the principles expressed in this policy. |
| | Lodge appeals in accordance with the related policies. |

Appealing a Decision

All Students have the right to appeal decisions made. The areas in which a student may appeal a decision made by Best Option Training may include:

- Assessments conducted
- Deferral, suspension or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion/decision that is made after a complaint has been made with Best Option Training in the first instance.

To activate the appeal, process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained.

The CEO RTO Managershall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek a resolution where appropriate.

The process for all formally lodged appeals will begin with 10 working days of the appeal being lodged.

The CEO and/or RTO Manager shall ensure that Best Option Training acts on any substantiated appeal.

Where an appeal has been lodged, it will be defined into one of the follow categories and appropriate procedures followed:

General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify Best Option Training in writing within 20 working days of the grounds of their appeal. Any supporting documentation should be attached to the appeal.

- The appeal shall be lodged through the Training Manager and they shall ensure that the details of the appeal are added to the 'Complaints and Appeals Register'.

- The CEO or/or delegate shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Best Option Training if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment, they are required to notify their Trainer and /or Assessor in the first instance.   Where appropriate the Trainer/Assessor may decide to reassess the student to ensure a fair and equitable decision is gained. The Trainer/Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

- If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register.'

- The Compliance or Training manager shall be notified and shall seek details from the Trainer and Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer and Assessor appointed by Best Option Training

- The Student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Best Option Training if they wish to proceed with the external appeals process.

Supporting Documentation

- Complaints and Appeals Form
- Complaints and Appeals Register
- Complaints and Appeals Feedback Form
- Complaints and Appeals Procedure

Complaints and Appeals Procedure

Introduction

As part of the approach by Best Option Training to provide a fair, safe and productive work/study environment, access to information about Complaints and Appeals processes shall be made available fairly, consistently and promptly.

This procedure can be utilised by Team Member/trainers, students, third party providers and other stakeholders to submit a grievance of a business, academic or non-academic nature. Grievances of an academic nature include issues related to a student's progress, assessment and outcome in a Vocational Education Training (VET) course of study. Grievance of a non-academic nature covers all other matters including grievances in relation to personal information that Best Option Training holds in relation to that stakeholder.

Scope

This policy applies to all Team Member/trainers, students, third party providers and other stakeholders of Best Option Training

Procedure – Informal Complaint

Steps	Action
1	Complainant to establish basis for complaint and discuss with relevant Team Member/trainer, student, third party provider and/or another stakeholder
2	Respondent to directly communicate with complainant

Steps	Actions
3	Complainant to resolve complaint with the respondent
4	If the matter cannot be resolved at a local level or if the complainant is not satisfied with the outcome, either the complainant or the respondent can refer the matter to Compliance or Training Manager

Procedure – Formal Complaint

Formal complaints and grievances must be submitted in writing marked to the attention of the CEO. Formal complaints only proceed after initial informal complaint has been finalised.

Steps	Actions
1	Complainant to submit complaint to the Compliance on the Complaints and Appeals form, specifically including but not limited to: • The basis for the complaint • Details of the exact nature of the complaint • Signed and dated by the complainant
2	Complaint to be acknowledged and resolved by the Compliance Manager within two (**2**) working days
3	If the complaint cannot be resolved within two (2) days, the Compliance Manager shall convene an Independent Complaints Committee to review the matter • The Independent Complaints Committee shall be convened within 10 working day of receipt of the complaint • The Independent Complaints Committee shall consist of a representative of Best Option Training 's Management, and a Best Option Training Team Member and an advocate of each party, which may be the complainant and/or the respondent, along with an independent stakeholder (which can be a contract trainer/assessor).
4	All parties involved will be invited to discuss/resolve complaint within the committee
5	If the complaint cannot be resolved within the committee, the complaint may be taken to the CEO for a final decision, following investigation the complainant will be notified within **5** working days of the resolution of the complaint, resolution must include but not limited to: • The outcome of the complaint • Reasons for the outcome • Further avenues of the complaint

External Mediation Services

Administrative Appeals Tribunal (AAT)

The current fee to lodge an application with the AAT for the review of a decision can be found on the AAT website: www.aat.gov.au/FormsAndFees/Fees.htm

LEADR – Association of Dispute Resolution

Leadr offer the follow services in and Western Australia:

- Free referral services: LEADR will furnish the profiles of three available mediators for the client to select from. Costs for mediation provided may apply.

Team Member/trainers, students and other stakeholders may access an external mediation or support service at any time, although typically will only become involved when all other options made available by Best Option Training have been exhausted.

Record keeping and confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years, to allow all parties to the grievances appropriate access to these records, upon written request to:

Supporting documentation

- Complaints and Appeals Policy
- Complaints and Appeals Form
- Complaints and Appeals Register
- Complaints and Appeals Feedback Form
- Third Party Provider Agreement

Enrolment Policy

Introduction

The purpose of this policy is to ensure that all students are enrolled correctly.

Scope

This applies to all Best Option Training Sales/Team Member who have any role in enrolling a student and also encompasses changes of enrolment or personal details.

Enrolment

Office enrolment

The enrolment procedure commences when a student contacts Best Option Training expressing interest in a particular training program(s). The Best Option Training sales/Team Member, all enrolment is completed through an online portal www.bot.edu.au Students Handbook, RPL Information Kit including work history, an RPL Guide, literature on the program(s) being considered and any other documentation which may be relevant. In some cases, information may be printed and either handed or sent via mail to the student.

Pre-course evaluation checklist

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs, so that Best Option Training Team Member/trainers can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated with the enrolment form.

The designated Best Option Training Team Member/trainer will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Best Option Training Team Member/trainers and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs;

- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs;

- Equipment, resources and/or programs to increase access for students with disabilities;

- Training Centre;

- Mediation services or referral to appropriate services;

- Flexible scheduling and delivery of training and assessment;

- Counselling services or referral to appropriate services;

- Information technology support;

- Learning materials in alternative formats i.e. large print;

- Learning and assessment programs customised to the workplace.

Induction

On successful completion of the enrolment process, all students will under-go an induction program including:

- Introduction to Best Option Training Team Member/trainers;

- Confirmation of the program being delivered;

- The training and assessment procedures including method, format and purpose of assessment;

- Qualifications/Statement of Attainment to be issued.

In summary, Best Option Training will provide:

- Training programs and services that promote inclusion and are free from discrimination;

- Support services, training, assessment and training materials to meet the needs of a variety of individual students and their workplace;

- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment;

- Opportunity for consultation between Team Member/trainers and students so that all aspects of individual circumstances can be taken into consideration when planning training programs;

- Consideration of the views of student's community, government agencies and organisations and industry when planning training programs;

- Access to information and course materials in a readily available, easily understood format.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people;

- Carers of people who are ill, aged or who have a disability;

- People with a disability;

- Women and girls who are returning to education and training;

- Women and girls who are seeking training opportunities in non-traditional roles;

- Young people aged 16 to 25;

- Australian South Sea Islanders;

- Parental job seekers;

- People with English language, literacy and numeracy needs;

- Mature aged workers who require up-skilling;

- Long-term unemployed and disadvantaged jobseekers;

- People from different cultural and ethnic backgrounds;

- People who speak a language other than English.

Supporting documentation

- Enrolment Form including Pre-course evaluation checklist

- Pre-course letter template

- Information Kit for Students

- Students Guide

- RPL Guide

Enrolment Procedure

Introduction

The purpose of this procedure is to illustrate the correct methodology for correct enrolment.

Scope

This applies to all Sales/Team Member who have any role in enrolling students. Also encompasses changes of enrolment or personal details.

Responsible Persons

Position	Responsibility
CEO	➢ Review and upkeep procedure
RTO Manager	➢ Ensure current information is being issued

Procedures

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
1	Conduct initial interview	Trainers / assessor and staff	Students must meet the experience requirements, have the underpinning knowledge
2	Offer a place to successful Student and provide Enrolment Form, information about enrolment dates, and general course information	Administration Team Member/Sales	If a special needs or academic support requirement is identified, refer applicant to the relevant support Team Member/trainer
3	Provide unsuccessful applicant, where appropriate with advice about alternative programs	Administration Team Member and trainer / assessor	Unsuccessful candidates are directed to the appropriate information sources such as licensing authorities and other RTO's/training organisations
4	Student to complete and sign Enrolment form including USI. Coloured copies of I.D Copy of Safety induction card all through our online portal.	Student in consultation with Best Option Training representative	A copy of the Training Program and/or RPL guide, and RPL information for students including work history must be attached with the Enrolment Form including the units to be enrolled.
5	Approve Enrolment Form	Administration Team Member	Ensure all sections of the enrolment form initialled and signed correctly including requirements step 4
6	Obtain quote and commitment from STS if applicable	Administration staff	Quote to be obtained and approved by student prior to obtaining the commitment ID
7	Accept initial payment of program completed	Administration staff	Payment must not exceed $1500
8	Advise student of enrolment success	Administration staff	Confirmation letter sent from Enquiry Mate for Trainers (EMT)

Fees and Refund Policy and Procedure

Introduction

This policy/procedure provides all students and Team Member information on the ability to apply for a refund of tuition, training or assessment fees in certain circumstances.

The following policy provides notification in advance to ensure all students are treated fairly and with integrity when applying for refunds.

Any application or request for a refund of any fee amount paid in advance, must be made in writing addressed to Best Option Training (BOT) National Administration sent via email to info@BOT.edu.au.

Consideration of requests for any refund will be solely at the discretion of BOT National Administration or their delegate, in accordance with this policy.

Scope

This policy applies to all fees and refunds applicable to all pre-enrolment, enrolment, registration, training, assessment, qualifications, skill sets, units or other training programs.

Policy

It is the policy of BOT to have fair and reasonable financial dealings with all clients and students.

BOT will not require a prospective or current Student to prepay fees in excess of a total of $1,500.00 (being the threshold prepaid fee amount), in advance of either the commencement of training or any current stage of training or assessment delivery.

Payment for any course, training or assessment does not guarantee a successful outcome, or any issuance of a certificate, or successful application for any industry licence.

BOT will clearly identify the amount applicable for tuition, training and/or assessment and any materials or other fees, as well as the timeframes for payments.

A refund will only be considered to the value of any portion of the course that has not been opened or commenced by the student.

The initial quote or price presented by BOT to a prospective student is based on the information provided by the student. The price for training and/or assessment may vary during the course, if the amount of training requested by the student, or the proportion of training versus RPL assessment varies during the course.

Prices quoted by BOT include pre-enrolment administration elements, including but not limited to; application processing, capturing and verifying student identification, applying for any relevant funding, Language, Literacy and Numeracy (LLN) testing and marking and establishment of a Training Plan. The initial amount of $500.00 paid at the time of enrolment covers only the provision of these pre-enrolment services. It is therefore not considered a prepayment of training or assessment fees. A refund of the initial payment made at the time of enrolment may only be applied for where:

a)   The application for a refund is received within fourteen (14) days of payment, and

b)   The student has not commenced the course or commenced any units.

Where a student has enrolled in a single unit or short course, a refund may only be applied for where;

a)   The application for a refund is received within fourteen (14) days of payment and

b)   The student has not commenced the course or commenced any units.

In any instance where fees have not been paid in advance, BOT reserves the right to withhold certification documents until all applicable fees are received.

Replacement of Parchments/Testamurs

Amonite is available to reprint as many times as possible at no charge. The online portal can be used to reprint.

Classroom-Based Courses

Failure to commence a course or notify of absence will result in the full fee being due for any days missed, including for all materials and consumables that may have been provisioned.

Circumstances such as illness and traumatic events will be considered as exceptional circumstances for refund purposes. Students will be required to provide evidence to support claims of exceptional circumstance, e.g. illness and accident – (Doctor's certificate) or family crisis.

Classroom programs may be changed or cancelled due to low registrations or other reasons which are out of the control of BOT. Reasonable notice of cancellation including an offer to

transfer to another program within six (6) weeks of the original course will be given to students. If BOT cannot honour the transfer within the six (6) week period and the student prefers, BOT will refund the full payment made in advance.

Procedure

Where a refund is determined to be payable:

- Once the National Administration has given permission for a refund, the administration Team Member will notify Accounts for a refund to be issued, and
- A copy of refund details will be placed in student's file and/or contact log

Partnership & Third Party Arrangements Policy and Procedure

Introduction

Best Option Training acknowledges accountability for the quality of training and assessment provided on our behalf. We therefore, ensure that any partnership arrangements are underpinned by a clearly articulated agreement that fully expresses the roles and responsibilities of each party. The level of documentation and monitoring will be appropriate to the level of complexity of the arrangements with our partners and the level of risk to the quality of training and assessment outcomes for students.

Scope

This Policy applies to all students, employees and/or third parties acting on behalf of Best Option Training

Best Option Training might be involved in third-party arrangements with:

- Other RTOs

- Non-Registered Training Providers

- Recruitment Agents Or Brokers

- Employment/Job Services Agencies

The definition of third parties does not include:

- contract arrangements with trainers and/or assessors,
- a workplace supervisor who contributes to evidence collection or training, or
- government-appointed intermediaries

Policy

A partnering/third party arrangement exists where an organisation is engaged to deliver training and or assessment and or other services on behalf of Best Option Training (the registered training organisation).

Procedure

Informing ASQA (the National VET Regulator)

When entering into or concluding a partnering/third party arrangement either with an RTO (registered with ASQA) or non RTO partner, the CEO is to arrange formal notification to ASQA of any written agreement entered into under Clause 2.3 of the Standards for RTO's 2015 for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and within 30 calendar days of the agreement coming to an end.

5.2 standard: the student rights if the RTO or third-party ceases to deliver the agreed training or assessment.

Written agreement

Partnership/Third Party arrangements must be formalised with a 'Partnership/Third Party Agreement' in the event that a funding body initiated contract/agreement is not in place that specifies how each party is to discharge its responsibilities with regard to the partnership itself and how each will comply with the Standards for RTOs 2015 current to the duration of the agreement.

Best Option Training will maintain a Register of Partnership Agreements of all such agreements.

These partnerships arrangements shall have specified time limitations and shall be reviewed annually to ensure the arrangement remains in the interests of Best Option Training

Notification

Best Option Training will notify Students, Employers and stakeholders as soon as practical after any changes that may affect the course or service being provided. This includes the changes of significant impact including:

- Any changes to or new third-party arrangements Best Option Training puts in place for a delivery to those specific clients, and

- A change of ownership of the RTO if it was to occur.

Monitoring partnering arrangement

Once agreements have been established, Best Option Training will monitor these arrangements to ensure that both parties are meeting their obligations and that the services being provided comply with the Standards for Registered Training Organisations 2015.

Monitoring will take place via;

- Regular management liaison;

- Monthly training evaluation between Best Option Training and the third party;

- Student feedback survey;

- Sites visits;

- Self-Assessments;

- Shared assessment moderation and;

- Shared professional development activities.

All monitoring activities are to be recorded in the Register of Partnership/Third Party Agreements to provide a quick and easy reference of the status of monitoring activities and the partnering arrangements.

Updates on partnership monitoring activities are to be discussed at the monthly Management Meetings (see agenda items) and if necessary escalated to the CEO.

Cessation of Third Party Provider

In the event of the third party closing or ceasing operations, BOT will confirm with the third party and take ownership of the training agreement with students to deliver the agreed training and/or assessment, as per ASQA Standard 5.2

Marketing and advertising material

Marketing material used by our partners must be approved by Best Option Training CEO. This includes course brochures, student information that is issued prior to enrolment, advertisements etc. It is critical that the partnership that exists between Best Option Training and other training providers is clearly explained to prospective students so they can make an informed choice when enrolling. Marketing material should identify the partnership in an obvious way using easy to understand language. The partnering organisations must incorporate both logos in the marketing material.

Records Management

The management and retention of records during a partnership is an area of key risks for both parties.

Best Option Training will collect and retain all records of training and assessment delivered on its behalf by partnering organisations. These are to be the original records and are to include completed assessment materials, student administrative records and a copy of the issued certificate.

Records are to be forwarded to Best Option Training by the partnering organisations within 30 days of a student completing their enrolled program. This requirement is to be specifically stated in any partnership agreement.

The retention of these records by Best Option Training is the same as that outlined in the Records Policy. Partnering organisations may retain a copy of student records prior to forwarding them to Best Option Training

Supporting documentation

- Best Option Training Partnership/Third Party Agreement

- Best Option Training (Advertising and Marketing Policy and Procedure)

- Register of Partnership Agreements

- BOT Complaints and Appeals Policy

Recognition of Qualifications RPL and Credit Transfer Policy and Procedure

Introduction

Best Option Training will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, Best Option Training will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Scope

This policy applies to Qualifications and /or Statements of Attainment issued by another Registered Training Organisation (RTO).

Policy

Best Option Training recognises qualifications and /or Statements of Attainment issued by another Registered Training Organisation (RTO) after verification.

- Students enrolling with Best Option Training will be made aware of the recognition of qualifications policy by RTO Team Member at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training;

- Best Option Training trainers will remind students of the policy progressively throughout the duration of their course;

- When a student presents an AQF qualification or statement of attainment to a trainer or Team Member, a copy of the certificates will be taken and submitted to Best Option Training for verification;

- Best Option Training will verify the authenticity of the units of competency or qualification via the Verification Checklist of the qualification or statement of attainment. The verified copy of the qualification or statement of attainment is placed in the student or Team Member file, a note will be added to the Students contact log with the following statement, "I have sighted the original and confirmed with the RTO or relevant government body that it is genuine".

- Once verification of the qualification or statement of attainment has been established, Best Option Training Team Member will inform the candidate and offer exemption from the relevant unit(s) of competency. Team Member will ensure the candidate is aware of and understands what component(s) of their training and assessment are affected.

- Best Option Training Team Member will update the candidate's records accordingly

Recognition of Prior Learning (RPL)

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                    ┌─────────────────────┐
                    │       Enquiry       │
                    │ Student's Information│
                    │        Form         │
                    └─────────────────────┘
                              │
                              ▼
          ┌─────────────────────┐        ┌──────────────────────┐
STEP 1    │     Student's       │───────▶│ If not ready for RPL,│
          │   Self-Evaluation   │        │ the student has an   │
          └─────────────────────┘        │ option to attend     │
                              │           │ training             │
                              ▼           └──────────────────────┘
          ┌─────────────────────┐
STEP 2    │    Interview and    │
          │     Questioning     │
          └─────────────────────┘
                              │
                              ▼
          ┌─────────────────────┐        ┌──────────────────────┐
STEP 3    │    Demonstration/   │───────▶│    Gap Training      │
          │   Observation of    │        │    (if required)     │
          │   Practical Tasks   │        └──────────────────────┘
          └─────────────────────┘                    │
                              │                       │
                              ▼                       │
          ┌─────────────────────┐                     │
STEP 4    │     Supporting      │                     │
          │ Evidence/Third Party│                     │
          │       Report        │                     │
          │    (If required)    │                     │
          └─────────────────────┘                     │
                              │                       │
                              ▼                       │
          ┌─────────────────────┐                     │
          │ Issue Qualification –│◀───────────────────┘
          │ Statement of Attainment
          │       By RTO        │
          └─────────────────────┘
```
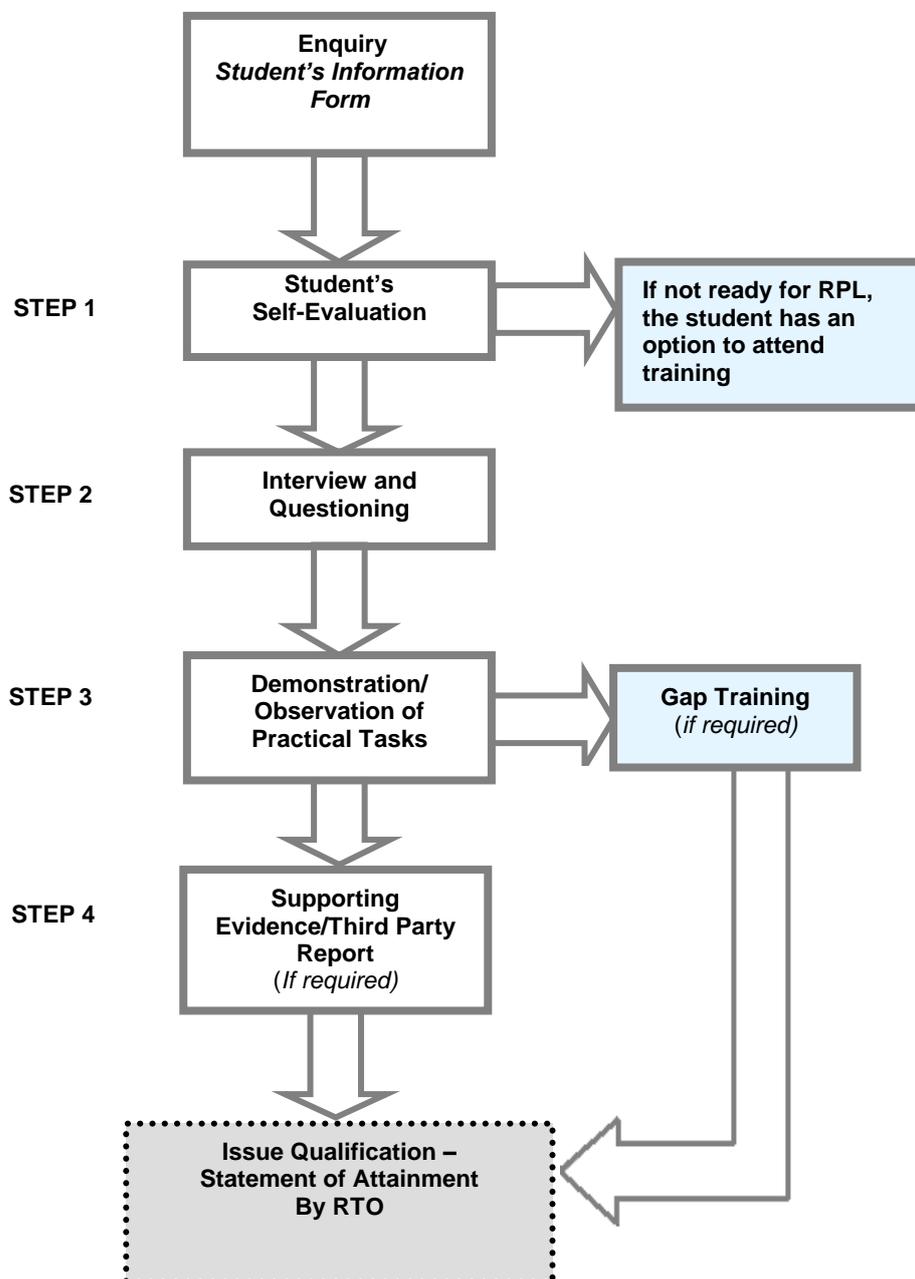
Explanation of RPL documents

a) **Evidence review and Interview Question Bank and Recording Sheets (Section 3):**
    Once you start to collect evidence you may start entering it into the evidence review
    section. Some of this evidence may have been collected before the questioning so this
    can be added at any time. (See information at the top of the evidence review on how
    to complete). The interview question bank is the second stage of the process, in which
    the Assessor and the Student confirm the knowledge and skills by discussing a series of
    questions. Each of these questions includes a series of **Key Points/Industry**
    requirement, which must be addressed and assist the Assessor in guiding the
    discussions.

b) **Practical Tasks and Observation Recording Sheets (Section 4):** This kit is designed to
    guide the Assessor and Student through a workplace observation, proving the
    Student's ability to conduct the specific tasks and skills required for recognition of
    competency in the particular area.

c) **RPL Information for students including work history. (Separate document to be**
    evaluated by assessor and that the student is a candidate for RPL): This document is
    for the Student to assess their suitability for the RPL process, by asking them to
    consider each of the points and assessing their ability against the tasks being assessed.
    The assessor is to ascertain that the student should have a minimum experience level
    of more than 4 years.

d) **Third Party Evidence Report and Supporting Documentation (Separate document to**
    be completed by third party and checked by assessor). See third party evidence
    report for information on completing the report correctly. **List of suggested supporting**
    documentation. A list of suggested industry specific evidence or supporting
    documentation (in addition to the generic documentation) can also be provided to
    assist the student in collecting evidence to support their application. The assessor will
    add to the student file any relevant documents as supporting evidence.

Credit transfer

The AQF facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification.

Credit given may reduce the time required for a student to achieve the qualification.

Credit transfer is one of a number of processes for establishing credit. It provides a means for students to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning.

The credit transfer process involves:

- mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment;

- requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and making a judgment about the credit to be assigned between the matched components of the two qualifications;

- The agreed credit outcomes may include any form of credit: block, specified or unspecified credit;

- Credit transfer applied

It is the responsibility of issuing organisations to develop credit transfer arrangements for qualifications within their own institutions and with qualifications of other providers (AQF Qualifications Pathways Policy section 2.1.8).

Credit transfer agreements may be between one or multiple issuing organisations. Agreements between multiple issuing organisations and agreements with local, national and international partners are encouraged as a means of widening the availability of credit for eligible students.

The AQF Qualifications Pathways Policy at 2.1.10 provides a guide to relativities between qualification types at level 5, 6 and 7 to determine a minimum base for credit in credit transfer agreements. Issuing organisations should consider how the relativities may be

applied in developing credit transfer agreements, taking into account other factors including those listed in 2.1.9 of the AQF Qualifications Pathways Policy.

Decisions on credit must ensure that integrity of qualification outcomes is maintained and that there is consistency, fairness and transparency in the decision-making process.

Where formal agreements exist between providers, these should be documented and made available to students, preferably on an accessible public register (2.3.1 of the Policy).

Credit transfer may be provided to students on an individual basis or may apply to groups of students.

Students receiving credit on the basis of credit transfer agreements should receive the same form and amount of credit as set out in the public register or database of credit arrangements, providing they can provide the relevant official evidence. However, the total amount of credit will vary from individual to individual, based on which qualification(s) or combinations of qualification components have been successfully completed.

Credit transfer awarded on an individual basis may provide precedents for agreements between providers.

Transition to Training Package/Expiry of VET Accredited Courses Policy

Introduction

In order to demonstrate compliance Best Option Training will observe the overarching principle that it must deliver the current (endorsed or accredited) training product to a Student.

Scope

This Policy applies to current endorsed or accredited training within scope at Best Option Training

Policy

Best Option Training RTO Manager is responsible for planning and supervising transitions between old and new training packages and/or accredited courses as they are endorsed and within the required time frame. The RTO Manager is responsible for managing the transition

from superseded units of competency and from deleted training package qualifications and expired accredited courses, as well as describing arrangements to teach-out students enrolled in superseded / deleted qualifications or superseded/expired accredited courses. This will also be monitored and actioned by the validation and moderation panel.

Best Option Training will ensure that students are not enrolled in qualifications/courses that adversely affect their opportunities for employment, residency status and/or future study pathways via ongoing monitoring of changes, updates and information sharing in Management and validation meetings.

Timely and adequate advice and guidance will be provided to student if the qualification or course in which they are enrolled is superseded /deleted /expired to ensure students are given the opportunity to transfer to replacement training package qualifications and accredited courses or other currently endorsed training packages or accredited courses.

Transfer of students will be undertaken in collaboration between the student and Best Option Training Students will not be required to transfer to new training package qualifications or new accredited courses where the genuine disadvantage to them in doing so outweighs the benefits of continuing training in and being issued with a qualification or statement of attainment for a superseded or deleted training package qualification or superseded / expired accredited courses.

Transition to New or Reviewed Training Packages Procedure

Best Option Training commit to ensure that updates to new Training Package rules occur within 12 months of their publication.

Transition arrangements apply when existing training package qualifications or accredited courses are replaced by qualifications from a new or revised training package or course. The following steps of procedure have been provided as a guide.

1. Identify if there is any need for new additions or alterations to Scope of Registration;
2. Planning actions including review, development and drafting of the course against current training package (including Trainers, Assessors, validation and moderation panel, Management, Industry);
3. Consultation and Drafting with relevant stakeholders;
4. Authorisation of new or amended program;

5. Ensure marketing materials are current and accurately reflect new/revised course details and selection requirements and update the website;

6. Implementation and Inform student recruitment of any changes in selection procedures/requirements;

7. Notify students, staff, Industry partners and any other stakeholders who may be affected by change;

8. Review of the program.

Transition arrangements

Training package qualifications – Superseded training package qualifications RTO Registration

Where Best Option Training has a training package qualification on its scope which has been superseded by a new training package qualification, the RTO Manager will apply to have the replacement training package qualification added to its scope of registration **as soon as practicable** but no later than twelve (12) months from the date of publication of the replacement qualification on the national register: www.training.gov.au. Naturally, this is not required if there is no intention to deliver the replacement qualification.

It is expected that ASQA will change a superseded training package qualification on Best Option Training 's scope of registration on the national register to a "non-current" status upon expiry of the twelve (12) month period following publication of its replacement.

Continuing Students

Students continuing beyond the superseded qualification will be transferred from the superseded qualification into the replacement qualification **as soon as practicable** but no later than twelve (12) months from the date of publication of the replacement qualification on the national register unless they will be genuinely disadvantaged.

A testamur for a superseded qualification may be issued to an eligible student until expiry of the teach-out period applicable to the qualification. Upon expiry of the teach-out period, Best Option Training will only issue a testamur for a superseded qualification as a replacement of a version previously issued.

New Students

Once a replacement qualification is published on the national register, Best Option Training may commence training or assessment of the superseded qualification to a new student, for

a period of twelve (12) months or until being registered for the replacement qualification (whichever occurs first).

Best Option Training will commence enrolments in the replacement qualification **as soon as practicable** but no later than twelve (12) months from the date of publication of the replacement qualification on the national register.

Teach-out provisions

Training and assessment services and issue of awards may continue to be provided to current students of the superseded qualification who would be genuinely disadvantaged if required to transfer to the replacement qualification, for up to six (6) months after the expiry of the transition period for its replacement. Students who have not completed the superseded qualification during this timeframe must be transferred to the new qualification.

If the RTO Manager believes exceptional circumstances apply that require the continued delivery of a superseded qualification to one or more students beyond this designated teach-out period, the RTO must be prepared to demonstrate, **if requested by ASQA**, the reasons for continuing and identify the students affected and the planned delivery timeframe completion.

During the teach-out period, Best Option Training will not enrol student and / or commence delivery in the superseded qualification.

Training package qualifications - Deleted training package qualification

RTO registration

In circumstances where Best Option Training has a training package qualification on its scope and that qualification is deleted from a newly endorsed training package, there is no qualification to transition its registration to.

ASQA will change a deleted training package qualification on Best Option Training 's scope of registration to a "non-current" status following publication on the national register of its deletion. The qualification will then only appear in the "Display History" section of Best Option Training 's scope on the national register.

Continuing learning

If there is no replacement qualification for students of the deleted qualification to transition to the student will be provided with timely and adequate advice and guidance with the view

to transferring the student to an alternative endorsed training package qualification or accredited course.

A testamur for a deleted qualification may be issued to an eligible student until expiry of the teach-out period applicable to the qualification. Upon expiry of the teach-out period, Best Option Training will only issue a testamur for a deleted qualification as a replacement of a version previously issued.

New student

Once the national register publishes that a training package qualification has been deleted, Best Option Training will not commence any training or assessment of the deleted qualification to any new student.

Teach-out provisions

Best Option Training may continue to deliver training and assessment services and issue awards to **current** students of the deleted qualification for up to eighteen (18) months after publication of the version of the training package from which the qualification was deleted. If the RTO Manager believes exceptional circumstances apply that require the continued delivery of a deleted qualification to one or more students beyond this designated teach-out period, the RTO must be prepared to demonstrate, **if requested by ASQA**, the reasons for continuing and identify the students affected and the planned delivery timeframe completion.

During the teach-out period, Best Option Training will not enrol students and / or commence delivery in the deleted qualification.

Accredited courses - Superseded accredited course

RTO registration

Where Best Option Training has an accredited course on its scope and that accredited course has been superseded by a new training package qualification or accredited course, the RTO Manager will apply to have the replacement qualification or accredited course added to its scope of registration **as soon as practicable** but no later than twelve (12) months[2] from the date of publication of the replacement training package qualification or accredited course on the national register. Naturally, this is not required if there is no intention to deliver the

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[2] Note: if the accreditation of the superseded course is due to expire / or is cancelled prior to the expiration of the transition period, the RTO must transition to the replacement training package qualification or accredited course prior to the accreditation of the superseded course expiring / immediately upon cancellation of accreditation.

replacement qualification or accredited course. It is expected that ASQA will change a superseded accredited course on Best Option Training 's scope of

registration on the national register to a "non-current" status following publication of its replacement.

Continuing Student

Students continuing beyond the superseded accredited course will be transferred from the superseded accredited course[3] into the replacement training package qualification or accredited course **as soon as practicable** after gaining registration for the replacement training package qualification or accredited course.

A testamur for a superseded accredited course may be issued to an eligible student until expiry of the teach-out period applicable to the course. Upon expiry of the teach-out period, Best Option Training will only issue a testamur for a superseded course as a replacement of a version previously issued.

New Students

Once a replacement accredited course is published on the national register, Best Option Training may not commence training or assessment of the superseded course to a new student.

Best Option Training will commence enrolments in the replacement qualification or accredited course **as soon as practicable** after gaining registration.

Teach-out provisions

Training and assessment services and awards may continue to be provided to **current** student of the superseded course for up to eighteen (18) months after publication of the endorsement or accreditation of its replacement.

Students who have not completed the superseded course during this timeframe must be transferred to the new qualification or course. If the RTO Manager believes exceptional circumstances apply that require the continued delivery of a superseded course to one or more students beyond this designated teach-out period, the RTO must be prepared to demonstrate, **if requested by ASQA**, the reasons for continuing and identify the students affected and the planned delivery timeframe completion.

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[3] Note: RTOs need to ensure when enrolling students in a new accredited course that they abide by any transition requirements within the accredited course document.

During the teach-out period, the Best Option Training will enrol students and / or commence delivery in the superseded course.

Accredited courses – Expired accredited course

RTO registration

In circumstances where Best Option Training has an accredited course on its scope that expires, there is no qualification or course to transition to.

ASQA will change a deleted accredited course on the on Best Option Training 's scope of registration to a "non-current" status following publication on the national register of its deletion.[4]

Continuing Students

There is no replacement qualification or course for students of the expired accredited course to transition to. Nonetheless, the student will be provided with timely and adequate advice and guidance if the accredited course in which they are enrolled expires, with the view to transferring the student to an alternative endorsed training package qualification or accredited course.

A testamur for an expired accredited course may be issued to an eligible student until expiry of the teach-out period applicable to the qualification. Upon expiry of the teach-out period, Best Option Training will only issue a testamur for a deleted qualification as a replacement of a version previously issued.

New students

Once the national register publishes that an accredited course has expired, Best Option Training will not commence any training or assessment of the expired course to any new student.

Teach-out provisions

Best Option Training may continue to deliver training and assessment services and issue awards to **current** students of the expired accredited course for up to eighteen (18) months after publication of its expiry.

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[4] Note: An accredited course will expire if the course proponent elects not to apply for its re-accreditation or replacement. It is the obligation of the course proponent to inform all RTOs registered for the course about its intention not to seek re-accreditation, **prior to expiry of the course**.

If the RTO Manager believes exceptional circumstances apply that require the continued delivery of an expired accredited course to one or more students beyond this designated teach-out period, the RTO must be prepared to demonstrate, **if requested by ASQA**, the reasons for continuing and identify the students affected and the planned delivery timeframe completion.

During the teach-out period, Best Option Training will not enrol students and / or commence delivery in the expired course.

Accredited courses – Cancelled accredited course

No transition arrangements apply.

The nature of a teach-out provision in respect of a cancelled accredited course, if any, will be advised to each RTO with the accredited course on its scope of registration at the time of cancellation of accreditation of the course.

Units of competency – Superseded units of competency

RTO registration

Where Best Option Training has a unit of competency explicitly listed on its scope which has been superseded by a new unit (excluding version upgrade), the RTO Manager will apply to have the replacement unit added to the RTO's scope of registration **as soon as practicable** but no later than twelve (12) months from the date of publication of the replacement unit on the national register. Naturally, this is not required if there is no intention to deliver the replacement unit.

In a circumstance where Best Option Training has a unit of competency explicitly listed on its scope and the unit has been superseded by a new version of the same unit (e.g. version "B"), an application to ASQA for transition is not required.

The option is available however, to apply for the change to be referenced on the national register. It is expected that ASQA will change a superseded unit of competency on Best Option Training 's scope of registration on the national register to a "non-current" status upon expiry of the twelve (12) month period following publication of its replacement.

Continuing students

A student that has commenced a unit but not completed it by the time it is superseded **must not** be required to transition to its replacement unit, however is entitled to a period up to twelve (12) months to complete the unit and receive a statement of attainment.

New Students

Once a unit is superseded on the national register, Best Option Training may train, assess and issue a statement of attainment in the superseded unit to a student, for a period of up to twelve (12) months.

Teach-out provisions

No further teach-out provisions apply.

A student who has not completed a superseded unit by twelve (12) months following the publication of its replacement must be immediately transferred to the replacement unit(s), if Best Option Training has registration for that unit.

If the RTO Manager believes exceptional circumstances apply that require the continued delivery of the superseded unit to one or more students beyond this designated teach-out period, the RTO must be prepared to demonstrate, **if requested by ASQA**, the reasons for continuing and identify the students affected and the planned delivery timeframe completion.

Flexible Delivery and Assessment Policy and Procedure

Introduction

This policy articulates Best Option Training 's commitment of innovative and flexible approaches to teaching, learning and assessing effective student engagement through the provision of appropriate environments.

Best Option Training ensures that it reviews, compares and evaluates its delivery and assessment procedures, tools and evidence on a regular basis to achieve standardisation so that the training outcomes are consistent and that assessment is valid, reliable, fair and flexible and where necessary Best Option Training will redefine, clarify and modify its existing delivery and assessment practices to be suitable in light of all possible circumstance including reasonable adjustment requirements.

Reasonable adjustment is designed to ensure that all people are treated equally in the delivery and assessment process – this means that, wherever possible, 'reasonable, adjustments are made to the assessment process to meet the individual needs of student.

Scope

This policy applies to all students/candidates and staff.

Policy

For the purpose of this policy, reasonable adjustment can be defined as:

- A process that is designed to ensure that all people are treated equally in the assessment process. For example, wherever possible, reasonable adjustments are made to the assessment process to meet individual student needs;

- A process to ensure that reasonable adjustments are based on the individual student's needs and abilities. Examples of this may be installing ramps for wheelchairs and offering assessment via online or distance learning for those students in remote areas. Other forms of reasonable adjustment include the provision of assistance to the student, additional tutorial support, additional time for the assessment process, provision of technological aids to support learning or additional support to assist with the student's welfare;

- Any method of providing student support & assistance that is reasonable and does not impose unjustifiable hardship on the Registered Training Organisation or the employer.

Considerations including the following need to be made to determine whether an adjustment is reasonable:

- The nature of the benefit or detriment likely to be experienced by the student;

- The effect of the disability or potential disadvantage on the student;

- The financial circumstances and estimated cost required to be made by the organisation if claiming unjustifiable hardship.

Identifying the Need for Reasonable Adjustment

- Initial screening of students for additional support commences at enrolment. If a student has indicted on their application form, they have a form of disability or require additional support, the administrator will advise the RTO Manager or Training manager before the enrolment is accepted. The administrator and/or an authorised Team Member will interview the student and ascertain of reasonable adjustment can be offered to the Student;

- Best Option Training must identify the issues that may be applicable during training and assessment. They must build a rapport with the student to assist them in

identifying their needs and how Best Option Training may be able to support the student with these needs;

- All Team Member of Best Option Training must create a climate of support however it is the role of the trainer and assessor to create, foster and provide support during the learning & assessment process.

Adjusting Assessment Tools

Reasonable adjustment of the assessment process usually involves varying the assessment tool or assessment tools to facilitate access for a student with an identified need. Some examples of how assessment tools can be modified include:

- Modifying the procedure for the assessment process. For example, allowing additional time to complete tasks, extending deadlines for submission, changing the venue, date or times for assessment;
- Modifying the forms of evidence gathering as part of the assessment process;
- These adjustments must also take into account the requirements of the training package. For example, if the student assessment must be completed in an industry specified time frame, then reasonable adjustment cannot include allowing extra time for this activity.

Clarifying the Need for Reasonable Adjustment

Trainers and assessors must spend time with the student prior to commencing the training and assessment process to determine whether the student has special needs that may impact on the learning and assessment. While in some cases, these needs may be obvious to staff, in other cases, the needs may not be obvious at all and a discussion with the student will need to take place. Training and assessment Team Member must remember to ensure sensitivity while discussing the needs of the student. Training and assessment Team Member must ensure that any reasonable adjustment made to the assessment process continues to meet the requirements of the relevant training package or accredited course.

It should be noted by training and assessment Team Member that each student is an individual and they must not assume that because two people have similar or identical disabilities or identified needs that the reasonable adjustment required will or may be the same.

If the need for Reasonable Adjustment arises, after the training and assessment Team Member have had an initial interview with the student, the information gathered must be provided to the RTO Manager or Training manager to establish if the adjustment requested is able to be accommodated by Best Option Training , the training package and acceptable to the student

Supporting documentation

N/A

Industry Consultation/Engagement Policy/Procedure

Introduction

Effective, comprehensive engagement is essential to Best Option Training to achieving the vision, mission and strategic goals. The support, advice and guidance that engagement provides, enables Best Option Training to deliver on its mission to be a progressive, dynamic vehicle for the delivery of quality training. As a small organisation, Best Option Training will need to make the best use of its time and resources, and of other people's time, by engaging effectively and efficiently with its stakeholders. This strategy sets out how Best Option Training will engage with others to inform action and advice, build strategic partnerships and to support Vocational Education Australia wide.

Scope

This procedure applies to industry consultation/engagement conducted by Best Option Training

Procedure

Below out lines four stages on engagement:

In order to determine the need/demand for training, BOT has implemented the four-stage process as follows:

Inform

- internal and external stakeholders of the need to engage and identify solutions to training needs and skills demand

- external stakeholders of training initiatives, opportunities and workforce development strategies to encourage participation and support business sustainability and growth

- internal stakeholders of information gathered through intelligence and research to determine greatest training needs and areas of demand including training needs, skills gaps and locations of training

- students (past and present) to investigate skills needs, gaps in skills and requirements to support career progression or skills enhancement

- conduct research to identify skills shortages, areas of need and opportunities to engage stakeholders including peak bodies

Consult

- Invite peak bodies, employers, past and present students to engage in formal and informal discussions to identify opportunities for training including in areas of high demand and/or areas to address business needs

- Seek feedback from industry or business groups to help information current and future training needs and delivery strategies

- Devise training and assessment strategies

- Establish the support needs of individuals and devise methodologies to assist in the delivery of training

- Establish strategic partnerships

Participate

- Conduct industry surveys and meetings with industry organisations and peak bodies

- Gather and record data from surveys and meetings

- Strategise and confirm individual or group training needs, training modes and methods and training and assessment practices to best suit the needs of clients

- Develop and validate training and assessment strategies for specific and generic target cohorts

Partner

- Establish links with partner organisations to validate training delivery and provision options

- Create and validate specific instruments and resources

- Work with partners to devise and develop innovative delivery options

- Deliver training

- Evaluate training in consultation with partner

Interactions with the Registering Body

Introduction

Communications with the registering body are managed by the CEO/RTO Manager.

Scope

Best Option Training has agreed to the Standards contractual agreement which has been signed by the CEO to ensure essential communications are adhered to with the registering body.

Policy

Best Option Training will co-operate with ASQA in:

- The conduct of audits and in the monitoring of its operations;
- Providing accurate and timely data relevant to measures of its performance including Quality Indicators which is collected as per policies and procedures;
- Providing data about significant changes to the RTO including the loss of key trainers;
- Providing data about significant changes to the RTO including change of ownership of Best Option Training ;

- Retention, retrieval, transfer and archiving of records pertinent to Best Option Training functions;
- The provision, upon request of statement(s) demonstrating the RTO's:
  - Financial viability and / or
  - Financial projections and / or
  - Financial statements and / or
  - A business plan on request of the registering body

Best Option Training shall also at all times be proactive in reporting to the registering body the following:

- Any extension to scope of registration;
- Details, at the request of registering body, of all operations within its scope of registration, including operations in other States or Territories and outside Australia;
- Commencement of operations in any other State or Territory (within 21 days of commencement);
- Accurate and timely information regarding registration and compliance (including major changes to the RTO system or staffing profile, relocation of the RTO, financial difficulties and transfer of client records);
- Notification in changes in student capacity;
- Notification to the registering body and all students of changes in location
- Changes in contact details for the RTO and changes in key personnel; Changes in course fees, duration and hours;
- Any changes of sale/transfer or mergers will be notified as soon as practicable after they happen and with 90 calendar days of the change occurring,
- Any prospective or actual change to the high managerial agents of the RTO as soon as practicable prior to the change taking effect
- Information on a new owner or high managerial agent
- Registration of Third-party agreements

Supporting documentation

- Quality Indicators

Issuing of Certificates and Statements of Attainment Policy/Procedure

Introduction

Best Option Training issues all qualifications and statements of attainment as prescribed in the Australian Qualifications Framework and the requirements of ASQA.

Scope

This polices applies to the issuance of all Certificates and Statement of Attainment by Best Option Training

Policy

Best Option Training will issue AQF qualifications and Statements of Attainment within 30 days of completion of a nationally recognised qualification or skills set. All qualifications and Statements of Attainment issued by Best Option Training will comply with the standards outlined in the AQF Australian Qualifications Framework.

Issuance

When a Student has completed all the requirements of the course in accordance with the relevant Training Package(s) the Trainer will allocate the Students course file to the Training and Quality Performance Manager Compliance area where the Training and Quality Performance Manager will check the Students file. Once the Students course file has been checked a note will be added to the Students contact log that the Students course file has been checked.

If the Students course file is incomplete or has been deemed Not Yet Competent the Training and Quality Performance Manager will contact the Trainer via Email to review the relevant areas within the Students course file for review or reassessment prior to the issuance of a certificate and record of results.

If the Students course file is complete, competent and has met all the relevant requirements of the Training Package to be deemed competent then a certificate and record of results will be issued to the Student.

In the case of a student not completing the full qualification a Statement of Attainment will be issued for the units completed only through the LMS system. This will have to be completed by Training and Quality Performance Manager and relevant administration staff.

Best Option Training will only issue AQF qualifications and Statements of Attainment within its scope of registration that certifies the achievements of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or units of competency from accredited vocational courses.

A student who has successfully completed all of the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results

A testamur is defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'. References to 'testamurs' on this policy and procedures refer only to official documents that confirm that an AQF qualification has been awarded to an individual.

A record of results will be provided in addition to the testamur.

Logo Use – Nationally Recognised Training (NRT)

The NRT logo must be depicted on all AQF qualifications, Statement of Attainment and certificates relating to courses meeting the requirements of the AQF. These can only be issued by an RTO when the training delivered is covered by the RTO's scope of registration. The NRT logo must not be depicted on other testamurs or transcripts of results.

- All testamurs for all AQF qualifications issued will identify the qualification as an AQF qualification and must include the NRT logo and the words "The qualification is recognised within the Australian Qualifications Framework".
- All Statement of Attainment must include the NRT logo but NOT the words, "The qualification is recognised within the Australian Qualifications Framework".
- The AQF logo or these words (sited above) must NOT be used on certification documentation for non-AQF qualifications.

The Testamur will contain sufficient information to ensure that the documentation is able to be authenticated and to reduce fraudulent use:

- Issuing organisation
- Graduate who is entitled to receive the AQF qualification
- Awarded AQF qualification by its full title
- Date of issues/award/conferral

- The words "The qualification is recognised within the Australian Qualifications Framework"

- Person(s) in the organisation authorised to issue the documentation, and

- Authenticity of the document, in a form to reduce fraud such as a QR barcode.

All templates for certificates and Statement of Attainment must be checked against the AQF template and approved by the CEO before printing. All printed templates are securely housed and only approved pre-printed templates must be used in printing certificates and Statement of Attainment.

Procedure

Best Option Training issues nationally recognised qualifications or Statements of Attainment in accordance with the AQF, for qualifications that are on our scope of registration with ASQA. Qualifications and statements of attainment include the National Training Package title and code, clearly identify the units of competency achieved (including codes), identify Best Option Training by its national training provider identification number, and include our address.

AQF and NRT logos appear on the certificates and NRT logo on Statements of Attainment and are used in accordance with the guidelines for the use of these logos.

Qualifications and statements of attainment are issued in accordance with the guidelines and rules defined within each Training Package.

Evidence of achievement of competency must be held for each student in order to issue the qualification. Evidence can be obtained through delivery and assessment, recognition of prior training and/ or credit transfer.

In order to ensure that all qualifications and statements of attainment issued are verified and checked, the following process is applied:

- Completion of units is progressively recorded on the various assessment tools for each unit of competency and is signed by the Assessor and Student and employer if applicable, then entered into the RTO database system.

- Upon completion of their course (or withdrawal of enrolment), their file is reviewed by the Trainer/Assessor. Provided all evidence is held for all of the required units, a qualification or Statement of Attainment is printed and issued by Best Option

Training. The original qualification is forwarded to the student and a copy is added to the student file.

All Certificates and Statements of Attainment are electronically stored for a period of 30 years.

Replacement of certification documentation policy

Requests for a replacement qualification or statement of attainment (within the 30-year period) will be handled in a timely manner.

Best Option Training uses E-Learning system for training records management which is AVETMISS compliant and will be used for tracking competency completions and also tracking of data necessary for compilation of Quality Indicators.

Best Option Training National Operations& Training Administrator will ensure data is reported   to the registering body as required.

Supporting documentation

- Qualifications Issued Register
- VET Qualification SAMPLE
- VET Statement SAMPLE

Language, Literacy and Numeracy Policy and Procedure

Introduction

This policy sets out the Best Option Training requirements on Language Literacy and Numeracy and associated activities for the information of Best Option Training employees, facilitators and students.

Scope

This policy applies to all Best Option Training employees, facilitators and students.

Policy

Best Option Training employees are responsible for obtaining enrolment details, in full, as outlined on the Enrolment Form and ensuring that information pertaining to individual

learning requirements is provided to candidates prior to enrolment for vocational education and training.

All courses at Best Option Training are delivered in English. It is essential that the student has language, literacy and numeracy skills sufficient to approach training and assessment at the level of competency reflected in the AQF qualification and detailed in the Training Package from which their course of study is drawn.

Language, literacy and numeracy skills cannot be taken as "demonstrated" just because the student participates in work or completes an application form. Language, literacy and numeracy skills may underpin many tasks but will not necessarily reflect a student's ability.

Best Option Training endeavours to ensure its training design supports students, by allowing flexibility within delivery and assessment (under guidance of the training package), employing strategies such as:

- Use of demonstration of tasks in a simulated environment;

- Verbal explanations – Questions and answers;

- Use of diagrams/charts;

- Decreasing reliance on written forms and text;

- Incorporating actual workplace materials, or modelling tasks on familiar workplace activities;

- Use of toolboxes.

Workplace and competency-based training draws strength from the knowledge that people learn most effectively when they can relate what they have learnt to their workplace and life situations.

Language, Literacy and Numeracy are important aspects of vocational training.

Language, Literacy & Numeracy assessments are undertaken where necessary to ensure students are given every opportunity for success in their training.

The level of Language, Literacy & Numeracy skills possessed by individual student will impact on their capacity to achieve the competencies in their training programs.

Definitions

- **Language** is simply the mechanism we use to communicate with other people in a range of situations. We use language to communicate verbally and in writing. Language is made up of grammar, vocabulary, sentence structure and the non-verbal messages we communicate with our bodies.
- **Literacy** is the ability to read printed material, symbols and signs and to write effectively so we can be understood in a range of work and social settings. Literacy involves speaking, listening, reading, writing and critical thinking. It includes the cultural knowledge to recognise and use language appropriate to the situation.
- **Numeracy** in the workplace is the ability to use and understand numbers, graphs, charts, tables, diagrams, shapes and measurement. It is about being able to make the mathematical calculations required to satisfactorily complete a work task.

Rationale

There are a number of things that can get in the way of effective communication in business & industry, and therefore, impact on the success of workplace & competency-based training:

- In some technical areas, different terminology may be used from office to office, industry to industry, state to state
- People may find themselves working in locations where they have difficulty understanding those they interact with
- People may find themselves having difficulty speaking and understanding spoken English or reading or writing in English
- They may have difficulty completing basic mathematical calculations

Student Confidentiality

Students may not want to discuss any language, literacy or numeracy problems they have. All Trainers must be sensitive to this. If they haven't identified a problem and you have, you will have to consider whether you will address this directly or indirectly with them.

If they have told you about their language, literacy and numeracy ability, make sure they know this information will be treated confidentially. This is an important step in building a trusting relationship with the student so they feel comfortable to learn from you.

Any written documentation on a particular student should be kept in their personal file where access to it is limited.

Why difficulties occur

A person may experience difficulty with Language, Literacy or Numeracy for any number of reasons:

- They may come from a non-English speaking country or culture
- They may have highly developed skills in their first language, but not in English
- They may be able to read English better than they can speak it
- They may have limited reading or writing skill
- A person born in an English-speaking country will most likely speak English well and may be OK at reading, but may have difficulty with writing
- Some people are more comfortable with speaking rather than reading or writing. For example, some famous actors prefer to have scripts given to them on audio-tape, rather than to have to read them
- Some people may have a sight or hearing disability
- They may have a specific learning disability or intellectual disability
- They may have missed out on basic education or skills training
- They may come from diverse cultural traditions and be unfamiliar with western approaches to education and training

Language, Literacy & Numeracy Assessment

A preliminary assessment of Language, Literacy & Numeracy skills will assist trainers to identify any additional support that may be required for the successful achievement of competencies by the student or may indicate if alternative training is required.

All students embarking on a training program are required to adopt Language, Literacy & Numeracy skills specific to the task or occupation in which they are employed. Trainers should provide clear instructions and ample opportunities for practice when reading, writing, oral or numeracy skills are required as part of the competency being assessed.

Initial Assessment of student

An initial assessment of the skill level of a particular student will provide an indicator of additional training requirements. Additional professional assistance may be necessary to properly ascertain requirements.

This initial assessment could include any or all of the following:

- Discussions with the student about prior education & experience before enrolment

- Questionnaire to be completed on enrolment

- Records of previous skills, education & training

- A combination of the above.

The initial assessment, in essence, is an observational analysis undertaken during the sign-up process.

All students are required to complete the Enrolment Form. This includes statistical information required by various Government agencies and the information collected is mandatory. An LLN test will also be provided at the enrolment stage for completion.

A Team Member from Best Option Training should observe the student as they step through the completion of the form and, by simply observing how the student is able to complete the form, and the LLN test to make an initial determination of the ability of the student with regards to LL&N skill levels.

If the student

- Does not understand the Team Member' explanation

- Has difficulty understanding the questions on the enrolment form, or LLN test

- Is not able to complete the form on their own

- The need for additional analysis or support may be indicated – this should be communicated to the RTO Manager for further action.

The Compliance Manger will, in consultation with the trainer/assessor, determine what, if any, further action will be appropriate in the circumstances to ensure the success of the training outcomes for all stakeholders.

Those students with insufficient skill levels in Language, Literacy & Numeracy may have to be referred to alternative training in order to achieve the level of competency required.

Communicating with people with language difficulties:

- Speak slowly and clearly and use simple complete sentences

- Use active voice

- Avoid speaking 'broken 'English or talking down to students

- Stick to the topic - don't add irrelevant words or talk about unrelated topics

- Demonstrate tasks wherever possible

- Use non-verbal cues such as hand movements, facial and body gestures (smiling, nodding your head, pointing) to emphasise meaning

- Repeat instructions calmly and clearly until you are sure the student can do the task

- Tell students about English language and literacy support and further training opportunities available

- Use key words and short sentences to compile written summaries for future reference

- Explain workplace terms in everyday language

Developing training materials:

Any written workplace training materials should:

- Use simple language

- Remove unnecessary words

- Avoid jargon

- Use concrete words

- Avoid sexist words

- Use short sentences

- Have short paragraphs

- Use lots of white space

- Have lots of headings and sub-headings

- Use dot points or numbers

- Avoid using capital letters

- Be explained by the trainer, and

- Supported with a variety of learning resources

Any instructions given by a workplace trainer should:

- Use simple, familiar words

- Avoid jargon

- Use short sentences

- Have a clear order of information

- Follow the same order as the steps in the task

- Keep to the point, and
- Be easy to hear

Supporting documentation

- Enrolment Application
- Language, Literacy and Numeracy Test

Privacy Policy

Introduction

Best Option Training abides by the Privacy Act 1988 (Commonwealth) and keeps student information private. Best Option Training only collects information that relates to a student's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

Best Option Training may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to operations and practices and to make sure it remains appropriate to the changing training environment.

Scope

This policy applies to all information collected from students and managed by Best Option Training

Policy

Best Option Training is required to be audited by ASQA in order to maintain registration and students' files may be accessed by their representatives.
We will only disclose information about clients to others on an "as needs" basis or where required by law. These people or organisations are:

- Clients authorised representatives or legal advisors
- Credit providers for credit related functions such as the provision of account facilities

- Government and Statutory Authorities, where required by law, for example: the reporting of academic results by DIAC.

- Information may be made available to Commonwealth and State agencies.

Information Collected

The type of information Best Option Training collects and holds includes, but is not limited to, personal information, including sensitive information, about students before, during and after the course of a students' enrolment at Best Option Training

Information Provided

Best Option Training will generally collect personal information held about an individual by way of forms filled out by trainees, face-to-face meetings and interviews, and telephone calls.

On occasions people, other than students, may provide personal information. In some circumstances, Best Option Training may be provided with personal information about an individual from a third party, for example from a students' employer or from a medical professional.

Use of Personal Information

Best Option Training will collect and use personal information about individuals for the primary purpose of facilitating and enabling the provision of training and welfare services to students. In addition, personal information will be collected and used for such other secondary purposes that are related to the primary purpose and reasonably expected in providing the Best Option Training services, or to which you have consented.

The purposes for which Best Option Training uses personal information related to students include (but are not necessarily limited to):

- Day-to-day administration;

- Looking after a students' educational, social and medical well-being;

- Reporting to a students' employer / sponsor /parent;

- To satisfy our legal obligations and to allow us to discharge our duty of care.

Disclosing Personal Information

Unless prevented by law, Best Option Training may disclose personal information, including sensitive information, held about an individual to:

- An individual's employer/sponsor;

- Government departments;

- Medical practitioners;

- People providing services to Best Option Training ;

- Anyone, an individual authorises Best Option Training to disclose information to.

Sensitive Information

Under Australian legislation, in referring to 'sensitive information', Best Option Training means information relating to a person's:

- racial or ethnic origin

- political opinions

- religion

- trade union or other professional or trade association membership

- sexual preferences

- criminal record, that is also personal information

- health information.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure or the sensitive information is allowed by law.

Management and Security of Personal Information

Best Option Training 's Team Member are required to respect the confidentiality of student's personal information and the privacy of individuals. Best Option Training has in place steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

Updating Personal Information

Best Option Training endeavours to ensure that the personal information it holds is accurate, complete and current. Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which Best Option Training holds about them and to advise Best Option Training of any perceived inaccuracy.

To obtain access to your personal information, for the purpose of ensuring its accuracy, please contact the Best Option Training National Operations and Training Administrator.

Professional Development Policy and Procedure

Introduction

Best Option Training support and mentor all Team Member/trainer in their own professional development to enhance Team Member/trainer performance within each role. Where opportunities for internal or external training arise, Best Option Training will make arrangements to ensure Team Member/trainers have the opportunity to participate when practical. Team Member/Trainers will be given the opportunity to identify and partake in internal and external training which would contribute to their own professional development. All CPD needs to be uploaded in the ammonite system.

Scope

This policy applies to all Team Member of Best Option Training including trainers.

Policy

All Team Member/Trainers

All Team Member/Trainer must maintain a current resume / CV which is kept on record with Best Option Training management. It is the responsibility of Team Member to notify management of updates to their details, including but not limited to; changes in personal circumstances, achievement of new qualifications, industry contact and attendance at industry seminars or training.

Understanding how much and how often on-going professional development, in relation to industry currency, must be undertaken is described by two key principles:

1. Professional development and engagement with industry are intended to ensure the latest industry trends, ideas and systems are made available to students.

2. The frequency of professional development and industry engagement is based on the dynamics of the industry.

Team Member/Trainers appraisals and Performance Reviews will take place every 12 months. At this time, a Professional Development Schedule will be negotiated between the Team Member and manager, to identify the professional development the Team Member /trainer will undertake in the following 12 months.

All professional development needs to be uploaded by the trainers into the Amonite system.

It is the responsibility of the Team Member member/trainer to:

- Undertake professional development (Annually)
- Advise when professional development is complete (Annually)

Trainers and Assessors

Trainers and assessors must also demonstrate on-going professional development in vocational education and training (VET) knowledge and skills. A number of opportunities including seminars, webinars and formal training are available to support this requirement annually

Supporting documentation

- Professional Development Schedule
- Receipts of completion of CPD

Recruitment and Selection Policy and Procedure

Introduction

It is Best Option Training 's aim to recruit, motivate and retain qualified and skilled Team Member/trainers appropriate to the current and future needs of the RTO.
This policy is intended to act as a guide during recruitment, to ensure a highly skilled and diverse workforce with the appropriate experience and qualifications are employed by Best Option Training
The appointment process will be consistent with relevant awards, certified agreements, and RTO policy and be in the best interest of the RTO and students.

Scope

This policy applies to all recruitment activities conducted by Best Option Training

Policy

Recruitment and selection

Recruitment will be conducted by a member of Team Member who is informed about effective and equitable recruitment processes.

The selection processes will be designed to assess applicants against the selection criteria for the role. The processes will reflect good human resource practice, and be merit based, providing evidence of the required capabilities incorporating the principles listed below:

- Confidential and transparent

- Timely and cost efficient and effective

- Free from conflict of interest

It is the responsibility of the RTO Manager to ensure that the selection process meets the above criteria and that the process is conducted as evidence-based process. Applicants will be treated with respect throughout the recruitment process, provided with sufficient information to make an informed choice of their suitability for the role, have their personal documentation held in confidence, be informed of the outcomes in a timely manner, and have access to feedback.

Advertising of vacant position

Best Option Training will seek to fill vacant positions via external advertisement.

However, in any of the following circumstances, appointment may be made without external advertisement:

- Wherein work is required for specific limited purpose, an appointment to a time limited contract may be made without advertisement.

- Where a Team Member/Trainer has been appointed on a time-based contract and has proven to perform satisfactorily in the role, the position can be deemed ongoing by Best Option Training if it is considered that advertising is unlikely to attract a more suitable candidate.

Appointment

Appointment may only be made if the CEO has approved the position description. All appointees will be required to sign an employment agreement which outlines the terms and conditions of the position.

Probation

New appointment to all positions will be subject to a probation period. The probation period term will be stated at the interview and in the letter of offer to the successful applicant. As a general guide, training and management positions will have a probation period of 3 months. Best Option Training is committed to ensuring that each Team Member/trainer who is involved in training, assessment or client services/administration is competent for the functions that they perform.

We do this by:

- Having clearly defined roles specified in the Position Descriptions
- Following the Team Member Recruitment Policy, which includes recruiting Team Member/trainers based on the competencies required, as spelled out in the Standards for Registered Training Organisations, and the National Training Package or any other applicable formal requirements based on the role.

Inducting Team Member in a structured manner; following the Team Member Induction Policy.

- Ensuring that all Team Member/trainer is competent as per the job description requirements. We do this initially by sighting and taking a copy of original qualifications from all Team Member that we hire.
- Ensuring that Team Member/trainer maintain competency, by undertaking skills audit of staff, and by undertaking regular client evaluation surveys.
- Continue to develop and up-grade the skills of Team Member/trainer by following regular general professional development activities as well as customised individual professional development activities.

Validation of Qualifications

To validate the qualifications of a potential employee the following steps must be undertaken:

- The Team Member must read the 'Team Member/Trainer Information kit

- The potential employee must present their qualifications in the form of the original issued certificate and transcripts

- See list of other documents required in the Team Member trainer information kit.

- A Team Member will determine whether the qualifications have been issued by another RTO and whether they were issued to the potential employee.

- A Team Member is to contact the qualification issuer for endorsement, quoting the certificate number and asking for confirmation of the recipient.

- A copy of the qualifications is to be generated and certified by a Team Member "I certify this to be a true copy of the original". Name of Team Member <Signed > < Date>.

Validation of Workplace Experience

To validate the workplace experience of a potential employee the following steps must be undertaken:

- The RTO Manager must have confirmed the vocational experience listed on a current resume of the potential employee.

- The RTO Manager is to conduct all the necessary phone calls and contacts with past and present employers that can confirm the accuracy of the information provided on the resume submitted by the potential employee.

- In addition, the Training Manager is to determine whether the potential applicant has the

  required skills as listed on the vocational competencies form by discussion with the Referees.

In a situation where the reference is inconclusive, the RTO Manager shall conduct a practical assessment of the potential employee and where borderline, the RTO Manager shall sit in on classes conducted by the potential employee should appointment proceed.

General Criteria

Training and assessment is delivered by trainers and assessors who:

- Have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and

- Have a completed file as per Team Member/trainer information kit requirements checklist

- Have the relevant vocational competencies at least to the level being delivered or assessed; and

- Can demonstrate current industry skills directly relevant to the training / assessment being undertaken; and

- Continue to develop their vocational education and training (VET) knowledge and skills, as well as their industry currency and trainer / assessor competence.

- Appraisals, Performance Reviews and Monitoring of Trainers will be ongoing

To meet requirements and verify that all training and assessment Team Member have attained and continually improve the relevant vocational competencies, Best Option Training has developed and will adhere to rigorous policy and procedures for recruitment, Team Member/trainer induction, performance appraisal, continuing professional development and human resources. These policies are detailed below.

To establish and verify the competence of RTO staff, the recruitment policy of Best Option Training is informed and supported by the following documents and procedures:

The position/job description

This document provides applicants with a clear outline of the position. The position description may include (but is not limited to) elements such as the purpose of the position, day-to-day duties, reporting relationships and the organisational environment. Position descriptions will outline the mandatory requirements for the role; these are the minimum levels of qualification, experience and / or training or certification that must be met by job applicants. If an applicant does not meet the mandatory requirements for the position the selection committee cannot consider the applicant for the position and they are immediately excluded from the recruitment process.

The position advertisement

This document will provide a clear description of the position that is being advertised and the process by which applications will be received and assessed. It will include a closing date for applications and a contact person for enquiries. The position description will be made

available to prospective applicants and any particular requirements for applications will be clearly articulated.

The selection committee

A selection committee, consisting of at least two people, will be formed to assess applications. The selection committee will have adequate knowledge of the requirements and outcomes of the job and must select candidates on the basis of merit to ensure that the best possible candidate is selected for the job.

Applications

Applications will be assessed by the selection committee. Applicants who meet the mandatory requirements of the position and considered most suited will be short-listed and given the opportunity to be considered further. It is recommended that you include the below information in your written application.

Applicants for all positions at Best Option Training are required to provide:

- A concise statement describing how they meet the mandatory requirements and the day-to-day duties of the role as specified in the position / job description

- A résumé or curriculum vitae outlining a brief summary of work experience, including previous employers and the positions held; an outline of the duties performed is also expected

- The names and contact numbers of at least two referees who could provide an objective assessment of work performance

- It will be made clear to applicants that certified copies are required of certificates and qualifications. Originals of certificates, etc. will not be accepted

- Written references included in applications must include current contact details so that the reference can be verified

These requirements will be made clear to all prospective applicants in the job advertisement and application instructions.

In recruiting applicants for trainer and assessor positions, Best Option Training adheres to the determination of the National Quality Council, which states that all trainers and assessors must:

(i) Hold the TAE40116 Certificate IV in Training and Assessment from the TAE10 Training and Education training package; or

(ii)   Be able to demonstrate equivalent competencies; or

(iii) Work under the direct supervision* of a person who has the competencies specified in (i) or (ii) above; and

(iv)   Be able to demonstrate vocational competencies at least to the level of those being delivered.

Training and Assessing Under Supervision

Policy on trainers and assessors working under supervision

In the unlikely event that training or assessing under supervision is required, the RTO Manager of Best Option Training will observe the guidelines detailed in the Standards for RTO's 2015 (Schedule 1).

On-going Professional Development

Definition

The process of obtaining the skills, qualifications and experience that allow you to make progress in your career.[5]

Best Option Training support and mentor all Team Member/Trainers in their own professional development to enhance Team Member performance within each role. Where opportunities for internal or external training arise, Best Option Training will make arrangements to ensure Team Member/trainers members have the opportunity to participate when practical. Team Member/trainers will be given the opportunity to identify and partake in internal and external training which would contribute to their own professional development.

Training and assessment Team Member/trainers must maintain a current resume / CV which is kept on record with Best Option Training management. It is the responsibility of training and assessment Team Member/trainers to notify management of updates to their details, including but not limited to; changes in personal circumstances, achievement of new qualifications, industry contact and attendance at industry seminars or training.

Understanding how much and how often on-going professional development, in relation to industry currency, must be undertaken is described by two key principles:

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[5] Source: MacMillan Dictionary

1. Professional development and engagement with industry are intended to ensure the latest industry trends, ideas and systems are made available to student.

2. The frequency of professional development and industry engagement is based on the dynamics of the industry.

Trainers and assessors must also demonstrate on-going professional development in vocational education and training (VET) knowledge and skills. A number of opportunities including seminars, webinars and formal training are available to support this requirement. Team Member/trainer appraisals and Performance Reviews will take place every 12months, or in any instances that have caused concern surrounding performance. monitoring may take place at any point to spot check performance.

It is the responsibility of the trainer / assessor to:

- Undertake professional development (annually)

- Advise when professional development is complete (annually)

- Provide evidence of professional development (annually)

Induction Procedure

Each successful applicant will under-go an induction procedure that will (at a minimum) explain the roles and responsibilities of working within the Vocational Education and Training sector. The induction will take place prior to commencement with Best Option Training.

All new Best Option Training Team Member will be provided with a Team Member Induction Handbook and attend an induction program. The induction program is designed to ensure the Team Member' skills and knowledge are at an acceptable level, and previous skills and knowledge are refreshed and developed upon.

All Team Member will be monitored in regard to their performance in delivering and assessing vocational education and training.

The induction procedure will include an introduction to the:

- Roles and responsibilities of an RTO under the Standards

- RTO VET quality systems and operations

- Qualifications and courses provided by Best Option Training

- Human resource requirements for the VET sector

- Professional development roles and responsibilities for staff

- Relevant policies and procedures of Best Option Training relating to VET

- The relevant training package(s)

- Competency-based training and assessment

- Access and equity policy and Team Member responsibilities in regard to access and equity

- A copy of the Standards

- A copy of the Australian Qualification Framework

- Access to VET sector industry publications

Human Resources Policy

Best Option Training will ensure that all Team Member delivering and / or assessing training will meet the requirements of the relevant training package, qualification or accredited course prior to commencing delivery and / or assessment.

Human Resources Procedure

Best Option Training management will ensure that the Team Member/trainer matrix for each qualification delivered is accurate and current, reflecting which members of Team Member/trainer are qualified to deliver and assess particular units of competency. Maintenance of Team Member/trainer matrix accuracy and currency depends on each Team Member/trainer member fulfilling their responsibility to ensure their Team Member/trainer profile kept on file is up-to-date. This includes ensuring all statements about relevant industry experience are current and all copies of qualifications obtained are verified.

The Team Member/trainer profile must reflect the trainer / assessor's skills, knowledge and currency as they relate to the delivery and assessment of the training they provide, ensuring they meet the requirements as per Standards.

These requirements include:

- Training and assessment competency

- Training and assessment currency

- Vocational competency

- Vocational currency

The Team Member profile will be updated each twelve (12) month period and no longer than twelve (12) months after the last update.

Supporting documents

- Trainer and Assessor Qualifications

- Trainer Qualification and Experience Matrix

- Team Member Qualification Verification Checklist

- Team Member/Trainer Assessment and Feedback

- Professional Development Schedule

Student Support Services Policy/Procedure

Introduction

This policy has been developed to support Best Option Training student to achieve their learning goals, and to achieve satisfactory progress towards meeting the learning outcomes of the course. Best Option Training will assist all student in their efforts to complete training programs by all methods available and reasonable.

Scope

All Best Option Training Team Member and trainers are responsible for ensuring that all students are aware they can contact their trainer or other Best Option Training Team Member in the event that they are experiencing difficulties with any aspect of their studies. Team Member will ensure students have access to the full resources of Best Option Training to assist them in achieving the required level of competency in all nationally recognised qualifications.

Policy

In the event that a student is experiencing personal difficulties, training Team Member will encourage the student to contact Best Option Training who will provide discreet, personalised and confidential assistance according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Best Option Training can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Best Option Training Team Member will assist students to source appropriate support.

The initial Induction Program includes information about:

- student support services available

- Emergency and health services

- Facilities and resources

- Complaints and appeals processes

Best Option Training provides the opportunity for student to participate in services or provides services designed to assist student in meeting course requirements such as additional time with trainers.

Best Option Training provides the opportunity for student to access welfare related support services to assist with issues that may arise during their study, including course progress requirements. These services are provided at no additional cost to the student. If Best Option Training refers a student to external support services, Best Option Training will not charge for a referral.

Best Option Training has a dedicated student Support Officer who is the official first point of contact for student. The student Support Officer will have access to up to date details of Best Option Training support services.

Supporting documentation

List of External Services and Assistance

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	1300 22 22 22
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	03 9856 8089
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		08 8226 8787
Domestic violence		1800 656 463

Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Mental Health	www.health.sa.gov.au/mentalhealth	08 8226 1990
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Family planning information	www.fpahealth.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahs.health.nsw.gov.au/	9332 9700
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980

Training and Assessment Strategy and Practice Policy and Procedure

Introduction

Best Option Training develops training and assessment strategies and practices through effective consultation with industry and continuous improvement. All training and assessment strategies are clearly informed by industry requirements and students' needs; and all strategies are systematically reviewed.

Scope

This policy applies to Best Option Training

Policy

Best Option Training identify, negotiate, plans and implements the appropriate training and assessment strategies and practices to meet the needs of each of its students for all qualifications currently on scope.

This scope of qualifications consists of:

- CPC30318- Certificate III in Concreting

- BSB30415- Certificate III in Business Administration

- CPC40110- Certificate IV in Building and Construction (Building)

- CPC30111- Certificate III in Bricklaying/Blocklaying

- CPC30611- Certificate III in Painting and Decorating

- CPC31311- Certificate III in Wall and Floor Tiling

- SIT30616- Certificate III in Hospitality

- CPC30211- Certificate III in Carpentry

- CPC31211- Certificate III in Wall and Ceiling Lining

- BSB51415 – Diploma of Project Management

- BSB51918- Diploma of Leadership and Management
- CPC31912 - Certificate III in Joinery
- CPC31011 – Certificate III in Solid Plastering
- CPC31311 – Certificate III in Wall and Floor Tiling
- CPC31411 – Certificate III in Construction Waterproofing
- CPC32612 – Certificate III in Roof Plumbing
- CPC40808 – Certificate IV in Swimming Pool and Spa
- CPC50210 – Diploma of Building and Construction
- CPC60212 – Advanced Diploma of Building and Construction
- MEM30319 – Certificate III in Engineering – Fabrication Trade
- MSF3113 – Certificate Cabinet Making
- RII30919 – Certificate III in Civil Construction

Training and assessment strategies and practices developed by Best Option Training adhere to the following principles:

- Training and Assessment Strategies and practices are developed for each qualification / unit of competency on scope, including full and partial completion of a qualification;
- Each training and assessment strategy and practice will be developed in consultation with industry representatives, trainers, assessors and key stakeholders;
- Training and assessment strategies and practices will reflect the requirements of the relevant training package and will identify target groups;
- Training and assessment strategies and practices will be validated annually through the internal review procedures.

Best Option Training has developed these strategies and practices from the endorsed Training Packages, with input from industry and subject matter experts. Delivery and assessment strategies identify:

- Pre-requisites

- Units of competency

- Pathways

- Client groups

- Reasonable adjustment

- Language, literacy and numeracy requirements

- Delivery and assessment arrangements

- Resource requirements

- Infrastructure requirements

- Trainer and assessor resources

- Student resources

- Consultation with stakeholders and industry

- Student, employer and trainer/assessor feedback

- Assessment and validation process

- Recognition of prior learning

- Qualification issuance

- Risk management

- Employability skills

Full documentation is contained in the Training and Assessment Strategies and practices for each qualification.

Best Option Training has access to the staff, facilities, equipment, resources, and training and assessment materials required to provide training and or assessment services within its scope of registration.

The scale of operations will be sufficient to accommodate client numbers and needs, delivery methods and assessment requirements.

Each training and assessment strategy practice (TASP) will be required to identify the proposed target groups, learning and assessment modes and strategies, the assessment validation processes to be utilised and the pathways available for further training options.

They will be developed in full consultation with the relevant enterprises and industries. Best Option Training will review, compare and evaluate its current assessment processes, tools and evidence that are contributing to judgments by way of validation meetings with a range of assessors who are delivering the same competency standards.

Best Option Training will document any action taken to improve the quality and consistency of the assessment and the relevant assessment tools; and will ensure that whilst developing, adapting or delivering training and or assessment products and services:

- All methods used to identify learning needs, and methods for designing training and assessment materials are fully documented

- The requirements of the relevant National Training Package or accredited course curriculum are met

- Steps are taken to manage the transition to reviewed Training Packages within 12 months of their publication

- Core and elective units are checked for updates and validity

- Customisation meets the requirements specified in the relevant Training Package

- Language, literacy and numeracy requirements develop the learning capacity of the individual and are consistent with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses;
- Delivery modes and training and assessment materials are checked for relevance, quality and current standards.

Best Option Training will review, compare and evaluate its current assessment processes, tools and evidence that are contributing to judgments by way of validation meetings with a range of assessors who are delivering the same competency standards.

Best Option Training will document any action taken to improve the quality and consistency of the assessment and the relevant assessment tools.

Supporting documentation

- Training and Assessment Strategy and practice for each qualification on scope

Unique Student Identifier Policy/Procedure

Introduction

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

Scope

Best Option Training will comply with USI requirement as implemented. This covers all enrolments of students into accredited training.

Policy

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

1. The CEO is responsible for implementation of this policy, whilst administration Team Member is responsible for administration of the policy.

2. The RTO will gather and utilise personal information in order to meet their obligations to create and/or verify a USI in accordance with Student Identifiers Act 2014.

3. Student Identifies will be created on behalf of the student only when written consent has been received from the student.

4. The student will be given the option of creating their own USI and informing the RTO of their USI. Where the student is under 18, parental permission will be obtained in writing before a USI is created on behalf of the student.

5. Clauses 2 & 3 are not applicable where the RTO requests that all students access the USI system themselves and creates their own USI.

6. All Student Identifiers once obtained will be verified using a compliant Student Management System.

7. An AQF qualification will not be issued to a student:

    a. Who has not created a USI

    b. Who has not provided the RTO with their USI

    c. When the RTO is unable to verify the USI

8. Students will be advised; the results of the training will be accessible through the Commonwealth and will appear on any authenticated VET transcript prepared by the Registrar.

9. Person information gathered solely for the purpose of crating and or obtaining verification of the USI will be used and stored in accordance with Privacy Policy and Records Management Policy in place.

10. Personal information gathered solely for the purpose of creating and or obtaining verification of the USI will be destroyed within 4 months of verification, unless required under other legislation and contractual obligations.

Procedure

Inform the student:

1. At enrolment provide the student with

    a. USI student fact sheet – provided through the USE website http://www.usi.gov.au

    b. RTO Student Information - USI

    c. USI Student Consent Form

    d. RTO Privacy Policy

    e. RTO Complaints Policy

2. Student completes consent form and provides RTO with identification

3. Identification is sighted and copies (scanned) for retention; or

4. Student creates their own USI and informs the RTO

Create and verify the USI:

1. The authorised user of the USI register records relevant data and creates USI

2. The USI is entered into the data base and verified

Issue AQF Qualification or Statement of Attainment:

- At completion of the course, issue a Certificate of Qualification or Statement of Attainment in accordance with Issuing of Certificates and Statements of Attainment Policy.

- The USI will not appear on Certificate of Qualification or Statement of Attainment.

Security of USI

Best Option Training Privacy Policy applies to the collection of a Students USI. The Students USI will be stored with Best Option Training Student Management System (LMS) and will not be provided on any internal reports.

The Students USI will not be included on any reports to the Student including confirmation of enrolment, AQF certification or transcript of results

Supporting Documentation

- Access to Records Policy

- Access Authorisation Form

- USI Fact Sheet

- Privacy Policy

- Complaints and Appeals Policy/Procedure

- Records Management Policy/Procedure

- Issuing of Certificates and Statement of Attainment Policy

- Student Consent Form

- Enrolment Form

Standards for Registered Training Organisations 2015 (SRTOs 2015)

Purpose and operation

The objectives of the SRTO's 2015 are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's Vocational Education and Training (VET) system. Compliance with the Standards is a condition for all registered training organisations and for applicants seeking registration under the Act.

A focus on outcomes

The Standards specify the key requirements to be met by each RTO. The Standards Registered Training Organisations do not specify detailed processes but explain the outcomes to be achieved through the application of each standard. An RTO must be able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each standard.

The quality indicator and competency completion reports support the outcome's focus of the Standards by giving an overall picture of how well an RTO is meeting client needs.

Quality Indicators

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

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

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

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

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

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

Standard 1: Quality Training and Assessment

The RTO's training and assessment strategies and practices are responsive to industry and student need and meet the requirements of training packages and vet accredited courses.

Clauses 1.1-1.4 implement a comprehensive training and assessment strategy

Training and assessment strategies will be developed for each qualification that is delivered and assessed. These strategies will be developed in consultation with industry and will be validated through the internal review procedures. These strategies will reflect the requirement of the relevant Training Package.

These strategies will identify target groups to ensure appropriate training is provided.

Best Option Training has access to all relevant physical resources as outlined in the relevant Training Package or course. Staffs are provided with the resources necessary to meet the human resource requirements of the relevant Training Package or course.

If, for whatever reason, Best Option Training cannot maintain the relevant resources to deliver the Training Package or course, Best Option Training will attempt to provide students with alternative opportunities to complete the course and the related qualification. Best Option Training retains the right to cancel the course if it is unable to meet requirements. Best Option Training makes every endeavour to meet the requirements specified in the relevant Training Package.

In order to maintain relevance of the assessment and training to industry, Best Option Training endeavours to engage Team Member with industry as part of the Professional Development program. Appropriate validation processes are implemented in order to ensure currency is maintained.

The continuous Improvement Policy ensures that these processes result in assessment strategies, practices and resources are relevant.

Clauses 1.5-1.6 engage with industry/employers

Best Option Training recognise that engagement with industry representatives is critically important to developing training and assessment strategies and resources that accurately reflect the needs of industry and the expectation of employees and to maintain trainer currency requirements.

We will apply a number of ways to seek industry feedback on the appropriateness of training and assessment strategies and resources and to provide opportunity for trainers to engage with the industry in order to maintain their currency requirements.

Direct industry engagement may be undertaken whereby contact, either by phone or direct contact with employers whom are industry specialist. It will usually involve an interview and a joint review of a resource with the employer. This may be undertaken by our trainers, assessors or management representatives. The outcomes of direct engagement are to be recorded on the Industry Engagement Tool. This document records actions to be taken by us as a result of direct engagement and acts as a point of reference for future activities and quality compliance. Identified opportunities for improvement are to be recorded using the Continuous Improvement Records spreadsheet.

Where industry representatives are engaged to contribute toward assessment evidence, Best Option Training will use a standard industry evidence engagement document that will record the feedback provided by the industry representative. We place a high value on the

assessment evidence that is gathered by supervisors or employers in the workplace. This evidence is current and valid and contributes to the assessment decisions made by a qualified assessor.

Clause 1.7 support students

All student shall have access to and be offered Recognition of Prior Learning.

Facilitators shall make the student aware of Best Option Training policy and provide opportunities to engage in the RPL process.

- When approached by a student seeking RPL, facilitators will;

- Provide the student with a copy of the RPL information kit including work history document to complete. This document will be assessed to gain information as to the student being a candidate for RPL

- Provide the student with a RPL Guide about the types of evidence that can be used to support their RPL application

- Make a prompt decision and notify students of the outcomes of the RPL process

- Update the student records if RPL is granted

Clauses 1.8-1.12 conduct effective assessment

Best Option Training will implement a plan to provide an independent validation of its assessment systems, tools processes and outcomes as per specifications identified in Schedule 2 of the SRTO 2015 document. Validation is undertaken by at least one person who is not directly involved in the delivery and who meets the requirements of an Assessor and Trainer for the qualification. It may include a representative from industry.

Assessment policy

In developing the assessment (including RPL) for each qualification, Best Option Training will ensure:

- Compliance with the assessment guidelines from the relevant Training Package or accredited course

- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (VQF)

- Assessment complies with the principles of competency-based assessment (i.e. Assessment is valid, reliable, flexible and fair) and informs the student of the context and purpose of the assessment

- The rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence to support the principles of validity and reliability.

- There is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment (e.g. WHS, communicating with supervisors, etc.)

- Timely and appropriate feedback is given to students

- Assessment complies with the access and equity policy

All students have access to reassessment on appeal.

Clauses 1.13-1.16 employ skills trainers and assessors

Best Option Training will ensure that all Team Member delivering and/or assessing VET will meet the requirements (of the relevant Training Package) before beginning delivery and/or assessment.

Best Option Training will ensure all trainers and/or assessors have a completed Skills Matrix that is updated annually and retained in the Team Member file, including statements about relevant industry relationships and currency together with verified copies of all qualifications.

Trainers and/or assessors will be responsible for keeping an accurate and up-to-date record of currency activities on their Team Member profile relating to the delivery and assessment they undertake. Team Member must illustrate how they meet the qualifications and currency requirements and must be retained in a hard copy file in the BOT office.

Recruitment of Team Member will be guided by the follow principles;

All perspective Team Member will be made aware during recruitment that they will undergo a VET induction process and site induction and receive the following:

- Team Member /trainer Induction

- Job description

- Information kit for Team Member and trainers

- Employee information sheet

- Tax file declaration

- Confidentiality agreement

- Working with children check

Recruitment of Trainer/Assessor will be guided by the follow principles;

Any trainer recruited to deliver and assess a particular qualification will meet the requirement of the relevant Training Package or course or have the ability to meet this standard before commencing the delivery and assessment of the qualification and have the following documents supplied in hard copy. A decision will them be made by the Compliance Manager to employ the trainer to commence training with BOT.

- Coloured copies of identification

- Induction course online

- Current white card

- Working with children check

- Police criminal record check

- Current trade certificate and transcripts in the chosen training assessment field or fields

- Matrix of units that can be trained or assessed against

- TAE 40110 Certificate IV in work place training and assessment and transcripts

- Contract initialled on all pages and signed (To be renewed April every year)

- Team Member trainers Induction form completed

- Team Member/Trainers sign off sheet completed and signed (page 34)

- CV (resume)

- Trade or building licences must be current

- CPD for trade qualification (must be supplied and every year thereafter by March)

- CPD for training and assessment (must be supplied and every year thereafter by March)

- Other relevant Certificates or Transcripts
- Relevant insurance
- Confidentiality Agreement

Clauses 1.17-1.20 provide supervision of trainers where needed

In the event that a Team Member member is not a trainer or assessor, they will be placed under supervision and guidance of an appropriately qualified person within Best Option Training Regular information and formal meetings to discuss and plan delivery and assessment will be conducted on a needs basis with the assessment to be completed by the supervisor.

The Team Member profile will be updated each semester and before internal reviews and internal audits.

Clauses 1.21-1.25 employ experts to teach trainers and assessors

Best Option Training will ensure all trainers and assessors delivering the training and the assessment will either hold the qualification as specified in Schedule 1 or work under supervision.

Best Option Training support and mentor all Team Member in their own professional development to enhance Team Member performance within each role. Where opportunities for internal or external training arise, Best Option Training will make arrangements to ensure Team Member have the opportunity to participate when practical. Team Member will be given the opportunity to identify and partake in internal and external training which would contribute to their own professional development.

Clause 1.26-1.27 manage transition from superseded training products

Best Option Training will ensure that students are **not** enrolled in qualifications / courses that adversely affect their opportunities for employment, residency status and / or future study pathways via ongoing monitoring of changes, updates and information sharing in Management meetings.

Timely, adequate advice and guidance will be provided to students if the qualification or course in which they are enrolled is superseded / deleted / expired to ensure students are given the opportunity to transfer to replacement training package qualifications and accredited courses or other currently endorsed training packages or accredited courses.

Transfer of students will be undertaken in collaboration between the student and Best Option Training Students will not be required to transfer to new training package qualifications or new accredited courses where the genuine disadvantage to them in doing so outweighs the benefits of continuing training in and being issued with a qualification or statement of attainment for a superseded or deleted training package qualification or superseded / expired accredited courses.

Standard 2 – The operations of the RTO are quality assured

Clauses 2.1-2.2 implement quality assurance strategies

Best Option Training is committed to ensuring that the quality of the training and assessment is maintained. Validation processes and the continuous improvement processes are instrumental in achieving eh compliance to this standard. Results of these processes are used to ensure appropriate improvement is made across a range of aspects to ensure the continuous improvement aspects of the Standards is maintained.

Our quality management system takes into form of this manual and the associated operations forms and is based on the requirements of the Vocational Education and Training Framework which comprises:

- The Standards for Registered Training Organisations 2015
- The Australian Qualifications Framework (AQF)
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirement
- Our primary quality objectives are:
- To provide quality training and assessment services within our scope of registration
- To utilise our Quality Management System as the primary tool in achieving best practice outcomes across our entire operation
- To ensure continuous improvement of our training and assessment systems and customer service requirements
- To fully comply with all relevant Commonwealth and State Legislative and Regulatory requirements for the operation of Registered Training Organisation

Data collection, analysis and actions

Best Option Training collects data on a regular basis in order to inform the processors of;

- Compiling Quality indicators
- Improvement to all aspects of training
- Professional development
- Improvements to assessment

Data is collected systematically by;

- Quality Indicators
- Feedback from students
- Feedback from trainers and assessors
- Feedback from parents when appropriate
- Feedback from employers
- Analysis of complaints and appeals

Improvements are made to relevant areas of the RTO operations on the basis of the data collected. Records are kept of changes made. These records are reviewed at Internal Audits.

Clauses 2.3-2.4 monitor independent third parties

Best Option Training is responsible for all services delivered under its registration. This responsibility applies to all obligations including providing data, cooperating with regulators such as ASQA, complying with advertising and marketing standards, informing prospective students, dealing with complaints and appeals, collection of feed and recordkeeping. Any third-party arrangement with Best Option Training will adhere to these requirements;

- An agreement will be completed and signed by both parties and registered with ASQA within 30 days.

- For funded programs third party agreements must also be registered with the relevant government department within 30 days.

- A consent form will be completed as per clause 8.2 (c) of the standard

- No third party will collect prepaid fees from students in excess of $1500

- No third party will issue qualifications or statement of attainment on behalf of Best Option Training

- All third-party arrangements will be monitored monthly

- Third party will cooperate fully with the VET Regulator

- Where the third party is conducting assessment, the third party will advise Best Option Training Team Member when all assessments are complete

- The third party will be provided with and promote access to Best Option Training policies and procedures

- Trainer/Assessor files of third party provider to be kept on file at BOT

- Student files for validation scheduled as per 5-year cycle randomly selected as per ASQA calculator validated and stored securely at BOT office. For auditing purposes. These will also be available at the request of the third-party provider at any time for auditing purposes.

- If an agreement is expired or cancelled ASQA must be notified within 30 days

- For funded programs third party agreements expired or cancelled, the relevant government department must be notified within 30 days.

Standard 3 -The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to student records.

Clauses 3.1-3.4 provide secure certification

Best Option Training has a commitment to ensure all students, on completion of their course, are issued with the appropriate certificate within 30 calendar days. Copies of the certificates are maintained on the on the E-Learning system for online learning and for all other programs or the student management system. These are to be maintained for a period of 30 years. Reissuing of Certificates can be arranged through a written request to Best Option Training In the event that the student has a Statement of Attainment or Certificate from another RTO, these will be verified and units will be provided as a credit in their learning profiles.

Certification, issuing and recognition of qualifications and statements of attainment.

Best Option Training will issue AQF qualifications and Statements of Attainment within 30 days of completion of a nationally recognized qualification or skills set. All qualifications and Statements of Attainment issued by Best Option Training will comply with the standards outlined in the AQF Australian Qualifications Framework.

Best Option Training will only issue AQF qualifications and Statements of Attainment within its scope of registration that certifies the achievements of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or units of competency from accredited vocational courses.

A student who has successfully completed all of the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results

A testamur is defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'. References to 'testamurs' on this policy and procedures refer only to official documents that confirm that an AQF qualification has been awarded to an individual.

A record of results will be provided in addition to the testamur.

Clause 3.5 provide credit for prior studies

Best Option Training will recognise all AQF qualifications issued by any other RTO. Best Option Training will seek verification for the certificate from the relevant RTO where there may be ambiguity.

Clause 3.6 participate in the student identifier scheme

Unique Student Identifier.

Each student participating in the VET program at Best Option Training will apply for a USI number. This will be securely recorded in the data-based system. Verification of USI numbers will be completed by Best Option Training

Any Statements of Attainment or Certificates generated by Best Option Training will include the verified USI number of the student prior to being presented.

Standard 4 - Accurate and accessible information about an RTO, it services and performance is available to inform prospective and current students and clients

Best Option Training makes every effort to ensure that the information about their services and performance is accurate and transparent to current students and clients. Relevant information is provided to student and clients through a range of sources included Student Handbooks and other documentation available on the website and through our head office.

If, in the event a third party is used to delivery training and assessment, communications will occur through appropriate channels, this may be a letter to student (and/or parents), newsletter, email or phone conversations.

Best Option Training does not guarantee that a student will successfully complete a training product on its scope of registration or that there will be an employment outcome as a result of completion of the course.

Use of national and State logos.

Best Option Training uses the Nationally Recognised Training logo in accordance with the Nationally Recognised Training Logo Specification on all Certificates and Statements of Attainment. Where the Nationally Recognised Training logo is used in advertising or other materials, it is also used in accordance with specifications.

Standard 5 – Each Student is properly informed and protected

Clauses 5.1-5.4

Best Option Training has a number of mechanisms in place to ensure appropriate and timely information is provided to the students.

In the event that a student is experiencing personal difficulties, training Team Member will encourage the student to contact Best Option Training who will provide discreet, personalised and confidential assistance according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Best Option Training can offer, they will be referred to an appropriate external agency. Extensive

information regarding support agencies, resources and services may be sourced online. Best Option Training Team Member will assist students to source appropriate support.

Enrolment information

Best Option Training will provide student information and induction to each student before enrolment for a course or program. This will include:

- Student selection, enrolment and induction procedures

- Course information, including content and vocational outcomes

- Duration

- Location

- Mode of delivery

- Name and contact of any third-party providing training and assessment on BOT behalf.

- Fees and charges, including refund policy and exemptions (where applicable)

- Provision for language, literacy and numeracy assistance

- Student support, welfare and guidance services

- Flexible learning and assessment procedures

- Appeals and complaints procedures

- Team Member responsibilities for access and equity

- Recognition of Prior Learning (RPL) arrangements

- Recognition of prior AQF qualifications and statements of attainment issued by other RTO's

Employers contributing to the student's training and assessment

In some circumstance's employers may offer to contribute towards the training and assessment, which is encouraged by Best Option Training , and therefore requires Best

Option Training to commit to certain reporting and communication to employers regarding their Team Member progression.

Best Option Training will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each students progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each student by workplace personnel
- Monitor the students' progress

Students receive training, assessment and support services that meet their individual needs.

Best Option Training is committed to practicing fairness and equal opportunity for all current and potential student, regardless of sex, race, impairment or any other perceived difference in class or category. Best Option Training will address access and equity matters as a nominated part of operational duties.

Best Option Training has developed policies and procedures to guide and inform all Team Member and students in their obligations regarding access and equity. Upon induction into Best Option Training , all Team Members are provided with copy of the policies which they must adhere to throughout all their operations as a Best Option Training Team Member. Students are made aware of the access and equity policy via the Best Option Training Student Handbook, during their induction, and informed of their rights to receive access and equity support and to request further information.

Best Option Training access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic

background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Best Option Training entry requirements will be accepted into any training programs. If any student or Team Member has issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Best Option Training 's management for consultation.

Student access to accurate records

Best Option Training only collects information that relates to a student's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

Best Option Training is required to be audited by Australian Skills Quality Authority (ASQA) in order to maintain registration and students' files may be accessed by their representatives.

We will only disclose information about clients to others on an "as needs" basis or where required by law. These people or organisations are:

- Clients authorised representatives or legal advisors

- Credit providers for credit related functions such as the provision of account facilities

- Government and Statutory Authorities, where required by law, for example: to advise Department of Immigration and Border Protection of changes to the Student's enrolment and any breaches of student visa conditions relating to attendance or satisfactory academic performance

Students have the right to assess their personal and academic records. Students can access their personal or academic records by completing the 'Access Authorisation Form' and handing it to either reception of your trainer.

Standard 6 - Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Clauses 6.1- 6.6

Best Option Training recognised the need for all stakeholders to have confidence that the Registered Training Organisation will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood.

Best Option Training has a duty of care in ensuring students study in a happy environment, free of coercion, unfair treatment or harassment.

Best Option Training is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

Where no mutually acceptable resolution can be found student, Team Member or clients may wish to have the matter dealt with through an external resolutions process facilitated by:

Australian Skills Quality Authority

Complaints Team

ASQA

GPO Box 9928

Melbourne VIC 3001

Australian Council for Private Education and Training (ACPET)

http://acpet.edu.au/students/studnet-support

Standard 7 – The RTO has effective governance and administration arrangements in place.

Clauses 7.1-7.5

Best Option Training and those who are vested with sufficient authority will ensure it complies at all times with all policies and procedures and RTO Standards and meet all relevant criteria specified in the fit and proper person requirements in schedule 3 of the Standard.

The CEO and Finance Manager will carry out a financial viability risk assessment annually to ensure it is in line with the business plan.

Best Option Training does not collect more than $1500 upon enrolment and balance is paid upon completion unless under a funded program were payments are made following the relevant government funded program guidelines.

Best Option Training will hold public liability insurance that covers the scope of its operations throughout its registration period.

Best Option Training will provide at all times accurate and current information as required by the Data Provisions Requirements as updated from time to time.

Standard 8 – The RTO cooperates with the VET Regulator and is legally compliant at all times.

Clauses 8.1-8.2

We define our stakeholders as (but not limited to) Students, members of staff, employer groups, enterprises, various government agencies and bodies, professional bodies and associations, other learning institutions, industry training advisory bodies.

The RTO Manager, Training Manager Administration Manager, have direct access to the CEO, who has the defined responsibility and authority to ensure that all Best Option Training cooperates with the 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

- In the retention, archiving, retrieval and transfer of records consistent with the registering body requirement

Management systems.

Best Option Training has management systems and polices in place to ensure it is compliant at all times and has effective governance and administration practices in place.

Continuous Improvement.

Best Option Training is committed to the process of constantly improving the way in which its operations occur and its continuous compliance with relevant regulations, legislation or certification requirements such as that necessary to maintain ongoing RTO registration. Through this process, Best Option Training will achieve further quality customer service and stay attuned to the current and future demands of its clients.

Best Option Training will progressively and actively seek out and eliminate potential problems and act upon opportunities in a way that results in the continual improvement of its operations and customer service standards.

Our approach to quality assurance encompasses all its operations including training project management, training and assessment services, student services, financial operations, facilities, Team Member development and work health and safety. We use both quantitative and qualitative feedback as methods of identifying improvement opportunities.