



Management of RTO Policy

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DTW Designs (Qld) Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, DTW Designs (Qld) Pty Ltd is required to have effective governance and administration arrangements in place.

DTW Designs (Qld) Pty Ltd is committed to providing best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient business planning and management.

Policy Statement

DTW Designs (Qld) Pty Ltd will ensure that it maintains sound and ethical operations enabling its ongoing profitability and growth. DTW Designs (Qld) Pty Ltd is committed to ensuring successful strategic planning and management of the business, including the management of training and assessment activities and business developments.

The Managing Director DTW Designs (Qld) Pty Ltd is the designated responsible person for the RTO, having enough authority to ensure the RTO complies with the Standards for RTOs across all its operations and scope of registration at all times.

To this end, DTW Designs (Qld) Pty Ltd has in place effective:

- Business management systems and practices;
- Financial management systems and practices;
- Compliance management systems and practices; and
- Risk management systems and practices.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Audit

Means an audit or compliance audit undertaken by the VET Regulator.

Data Provision Requirements

Are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

Educational and support services

May include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;



- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

Operations of an RTO

Include training, assessment and administration and support services related to its registration, including those delivered across jurisdictions and offshore.

Scope of Registration

Means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- m) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- n) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

Third Party

Means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

VET Quality Framework

Comprises:

- a) the Standards for Registered Training Organisations
- b) the Australian Qualifications Framework
- c) the Fit and Proper Person Requirements
- d) the Financial Viability Risk Assessment Requirements
- e) the Data Provision Requirements

VET Regulator

Means:

- a) the National VET Regulator; and
- b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.



Policy Principles

Business Management

- a) The strategic and operational business plan will be developed/reviewed, monitored and maintained against all areas of operations at least every year.
- b) Business plans will incorporate DTW Designs (Qld) Pty Ltd full scope of registration and scale of operations.
- c) Business planning is undertaken to determine the major goals, objectives and key performance indicators (KPIs) regarding DTW Designs (Qld) Pty Ltd training and assessment services, and to identify risks, relevant strategies and resources needed to achieve identified goals and objectives.
- d) DTW Designs (Qld) Pty Ltd consults with relevant stakeholders and clients for input into strategic and business planning.
- e) Business planning meetings occur annually, in alignment with annual financial planning.
- f) An annual SWOT (strengths, opportunities, weaknesses and threats) analysis is undertaken in preparation for business planning process. Key areas of analysis include, but are not limited to:
 - i. Industry and environmental changes;
 - ii. VET sector changes and reform;
 - iii. RTO Compliance;
 - iv. Changing needs and future demands from industry and clients;
 - v. Business growth and development;
 - vi. Marketing and advertising;
 - vii. Staff and human resources (including contract trainers and assessors);
 - viii. Training and assessment resources and materials;
 - ix. Type of training services provided, including delivery modes and methods;
 - x. Type of client support services provided;
 - xi. Premises and facilities;
 - xii. Equipment and resources;
 - xiii. Training packages – including changes and transitions;
 - xiv. Industry Skills gaps or shortages;
 - xv. Funding opportunities and changes.
- g) Identified goals and objects will be supported by a marketing strategy to promote the RTOs operations, products and services.
- h) DTW Designs (Qld) Pty Ltd ensures that marketing and advertising is in accordance with SRTOs 2015 and DTW Designs (Qld) Pty Ltd's Marketing Policy. (See Marketing Policy)



Financial Management

- a) DTW Designs (Qld) Pty Ltd conducts financial management planning on an annual basis, in accordance with the Australian Financial year period.
- b) Financial Management is implemented through DTW Designs (Qld) Pty Ltd Financial Management Policy. (See Financial Management Policy)

Compliance Management

- a) DTW Designs (Qld) Pty Ltd ensures it complies with all RTO compliance requirements across all operations and scope of registration, including where services are being delivered on its behalf by third party providers.
- b) DTW Designs (Qld) Pty Ltd ensures it complies with the VET quality Framework, including the following:
 - i. Standards for Registered Training Organisations (SRTOs 2015)
<http://www.comlaw.gov.au/Details/F2014L01377>
 - ii. Australian Qualifications Framework (AQF)
<http://www.aqf.edu.au/>
 - iii. Financial Viability Risk Assessment Requirements 2011
<http://www.comlaw.gov.au/Details/F2011L01405>
 - iv. Data Provision Requirements 2012
<http://www.comlaw.gov.au/Details/F2013C00497>
 - v. Training Packages
<https://training.gov.au/Home/Tga>
 - vi. National Reporting for RTO:
Total VET Activity
<http://www.industry.gov.au/skills/NationalReportingforRTOs/Pages/default.aspx>
Quality Indicator reporting (including Learning Questionnaires, Employer Questionnaires and Competency Completion (CCOS)
<http://www.asqa.gov.au/vet-registration/comply-with-your-obligations/quality-indicator-reporting.html>
 - vii. Unique Student Identifier (USI)
<http://www.usi.gov.au/Pages/default.aspx>
<http://www.comlaw.gov.au/Details/C2014A00036>
- c) DTW Designs (Qld) Pty Ltd ensures that (in accordance with Standard 7.1 of SRTOs 2015) its executive officers or high managerial agent:
 - i. Are vested with sufficient authority to ensure the RTO complies with the RTO Standards always; and
 - ii. Meet each of the relevant criteria specified in the Fit and Proper Person requirements of Schedule 3 of STROs 2015.
- d) DTW Designs (Qld) Pty Ltd ensures operations of the RTO are quality assured, and in accordance with Standard 2.2 of SRTOs:



- i. Systematically monitors training and assessment strategies and practices to ensure ongoing compliance; and
 - ii. Systematically evaluates and uses the outcomes of the evaluations to continually improve the RTOs training and assessment strategies and practices.
- e) Quality assurance practices include, but are not limited to, the implementation of DTW Designs (Qld) Pty Ltd's:
 - i. Evaluation and Feedback Policy; and
 - ii. Audit Policy; and
 - iii. Continuous Improvement Policy; and
 - iv. Validation Policy; and
 - v. Partnership Policy.
- f) DTW Designs (Qld) Pty Ltd ensures it maintains insurance cover to protect it from possible litigation, including:
 - i. Public Liability;
 - ii. Professional Indemnity;
 - iii. Workers Compensation;
 - iv. Building and Contents;
 - v. Directors.
- g) DTW Designs (Qld) Pty Ltd ensures it cooperates with VET Regulator always, including:
 - i. By providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;
 - ii. During the conduct of audits and the monitoring of the RTO's operations;
 - iii. By providing quality/performance indicator data;
 - iv. By providing information about substantial changes to its operation or any event that would significantly affect the RTO's ability to comply with SRTOs within 90 days of the change occurring; and
 - v. By providing information about significant changes to its ownership within 90 calendar days of the change occurring; and
 - vi. In the retention, archiving, retrieval and transfer of records.
- h) DTW Designs (Qld) Pty Ltd ensures that any third party delivering services on its behalf is required under writing agreement to cooperate with the VET regulator:
 - i. By providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
 - ii. In the conduct of audits and the monitoring of its operations.
- i) DTW Designs (Qld) Pty Ltd will notify the VET regulator:



- i. Of any written agreement entered into with a third party 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
 - ii. Within 30 calendar days of the agreement coming to an end.
- j) DTW Designs (Qld) Pty Ltd provides an annual declaration on compliance with the SRTOs to the VET regulator and whether it:
 - i. Currently meets the requirements of the SRTOs for all AQF certification documentation it has issued in the previous 12 months; and
 - ii. Has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the SRTOs.
- k) DTW Designs (Qld) Pty Ltd will comply with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. (See Legislation Policy)
- l) DTW Designs (Qld) Pty Ltd informs staff and clients of any changes to legislative and regulatory requirements that affect the services delivered.
- m) DTW Designs (Qld) Pty Ltd ensures it has, for all its scope and consistent with its training and assessment strategies, sufficient:
 - i. Trainers and assessors to deliver the training and assessment;
 - ii. Educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
 - iii. Learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
 - iv. Facilities, whether physical or virtual and equipment to accommodate and support the number of learners undertaking the training and assessment.

Risk Management

- a) DTW Designs (Qld) Pty Ltd takes a risk management approach when managing the RTO business and compliance.
- b) Risk management is the process of identifying risks, analysing, prioritising and either eliminating, reducing, protecting or insuring against risk.
- c) Risk management processes include, but are not limited to:
 - i. Internal audits;
 - ii. Audits of third party providers;
 - iii. Validation;
 - iv. Complaints;
 - v. Appeals;



- vi. Feedback and evaluation;
 - vii. SWOT analysis;
 - viii. Financial reviews
 - ix. Business planning;
 - x. Industry consultation.
- d) Risk management outcomes feed into continuous improvement processes. (See Continuous Improvement Policy)

DTW Designs (Qld) Pty Ltd Responsibilities

The Managing Director DTW Designs (Qld) Pty Ltd is responsible for:

- ensuring compliance with this policy;
- the development and implementation of the strategic planning process;
- ensuring that business operations comply with SRTOs and other national regulation, guidelines, policies and compliance instruments for RTOs;
- monitoring systems in place to identify risks and the impact of identified risks; adopt appropriate controls to manage those risks and delegate responsibility for them.

Legislation

Legislation and legislated instruments relevant to this policy include:

- Standards for Registered Training Organisations (SRTOs 2015)
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2012
- Student Identifier Act 2014
- Corporations Act

Records Management

All processes relative to management of the RTO are documented and maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All processes relative to management of the RTO are monitored by the Managing Director DTW Designs (Qld) Pty Ltd and areas for improvement identified and acted upon. (See Continuous Improvement Policy)