

Victorian Skills First Quality Charter

The Albury Wodonga Community College (AWCC) receives Victorian Government funding support for the delivery of our accredited training courses. As part of the Victorian Government's assurance that the funding is being used appropriately, they have developed a Victorian Skills First (Previously Training Guarantee) Quality Charter that describes the Department of Education's expectations of registered training organisations like the Albury Wodonga Community College. The Charter supports the provision of key aspects of our Training Services.

The Charter sets out what the Albury Wodonga Community College must do to satisfy the Department of Education's expectations. The Albury Wodonga Community College must comply, at all times, with all parts of the *Skills First* Quality Charter. The Charter will be updated from time to time.

The following are the six (6) Principles of the Quality Charter. Should students have any questions about the Quality Charter, you can speak with our Reception Staff, your Trainer and Assessor, or any of the AWCC Senior Management Staff.

Principle 1

Objective

Commitment to serving the public interest

The Training Provider delivers training to students that is consistent with the objectives of the VET Funding Contract and promotes confidence in the training and TAFE system.

AWCC Obligations

Provide relevant training

Focus on students

Link to industry

Be ethical

The AWCC will:

- a. deliver training services that are of high quality and relevant to industry and employers;
- b. provide access to high quality courses and qualifications that will enable students to:
 - i. obtain the required skills to make them job-ready;
 - ii. undertake further education; and/or
 - iii. access training if they are disadvantaged learners
- c. provide training services that are in the best interests of students, taking into account their diverse social, cultural and special learning needs.
- d. make all reasonable efforts to work and communicate effectively with, and maintain the confidence of, all stakeholders, including maintaining strong and regular links to industry.
- e. promote and deliver training in a manner that:
 - i. demonstrates the highest ethical standards ;
 - ii. does not damage or bring into disrepute your organisation, the training and TAFE system, or the *Skills First* program;
 - iii. is transparent and honest.

Principle 2

Objective

Accountable and Effective Governance

The Training Provider makes proper use of the position of trust placed in its expenditure of public money.

AWCC Obligations

Be accountable

Comply with law and policies

Be professional

The AWCC will:

- a. comply with all aspects of the Government's policies in the *Skills First* program and the VET Funding Contract and at all times be accountable to the Department for its performance under the VET Funding Contract
- b. ensure that appropriate compliance, reporting and auditing frameworks, controls and systems are in place and cooperate with the Department to verify compliance.
- c. comply with relevant state and national laws that in any way affect or are applicable to the provision of Training Services and act appropriately and promptly when known or suspected breaches of any policies or laws are identified or reported.
- d. maintain and develop professional skills and knowledge across the organisation's workforce to contribute to a high quality training and TAFE system.
- e. ensure that details of the qualifications and industry experience of all *Skills First* Teachers are maintained in the Register of Trainers and Assessors.

Principle 3

Informed choice of course and provider and awareness of essential training entitlement

Objective

The student makes an active and informed choice of both course and provider.

AWCC Obligations

The AWCC will, to and for each student:

Inform

- a. provide information and support, including:
 - i. how the AWCC's training products, programs, pathways and delivery options will affect the individual's training outcome; and
 - ii. all fees, costs and requirements of undertaking the program, including in accordance with the Statement of Fees;

Be accurate

- b. ensure the information provided is clear, accurate, full and relevant;

Explain

- c. ensure the support provided is reasonable and accessible; and
- d. ensure they are made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of the full effect of any dual enrolment on the student's lifetime Entitlement to Funded Training.

Be transparent

- e. publish in a prominent place on our website:
 - i. standard fees and any other fees;
 - ii a list of any brokers *used* (AWCC has not previously or currently uses Brokers)
 - iii our online service standards
- f. ensure that each student who receives training and assessment under a subcontract arrangement (AWCC has not previously or currently uses sub contractors) is aware that they are enrolled with the AWCC not the subcontracted party.

Principle 4

Deliberate planning of training program

Objective

The student's training program is suitable for their individual needs.

AWCC Obligations

The AWCC will ensure the student's training program is suitable, where suitable means the training program:

Individualise

- a. meets the individual's needs;

Link to outcomes

- b. links to likely job, participation and/or further study opportunities;

Add value

- c. is vocationally relevant and reflects industry requirements and the workplace setting; and

Document

- d. minimises duplication of the individual's existing competencies, as:

- i. determined and documented through a thorough and individual Pre-Training Review; and
- ii ultimately, reflected in your Training Plan.

Principle 5

High quality delivery of training and assessment

Objective

The student's training and assessment meets regulatory standards and is delivered by experts in a manner appropriate for their individual needs and in a learning environment that is conducive to the success of students.

AWCC obligations

The AWCC will ensure:

Meet RTO standards

- a. the student's training and assessment is delivered to Regulatory Standards;
- b. the student's training and assessment is delivered in an appropriate manner, including that:

Train enough

- i. the student is provided reasonable and accessible support to facilitate their participation in training and attainment of skills; and

- ii. the Volume of Learning, Amount of Training, Duration, delivery modes, materials, facilities and equipment are sufficient:

A. to meet the student's needs, including as identified through the Pre-Training Review;

Train for long enough

B. for the student to consolidate skills and produce job-ready competencies; and

C. to meet the requirements and guidance in the Australian Qualifications Framework, training packages and accredited courses, as documented through:

Use the right resources

- D. the Training and Assessment Strategy; and/or
- E. the Training Plan;

Document

- c. for each learner cohort, where the Training and Assessment Strategy is structured so as to be completed in a shorter time period than the minimum described in the Australian Qualifications Framework, the AWCC describes and documents within the Training and Assessment Strategy, using a rationale based on the previous skills and knowledge and the needs of learners, how a specific learner cohort:
 - i. has the characteristics to achieve the required rigour and depth of training, and
 - ii. can meet all of the competency requirements in a shorter timeframe.
- d. for each student undertaking a Practical Placement, a written agreement is in place between the AWCC and the host organisation; and
- e. where training is delivered and/or assessed partly or wholly online, or in a workplace, the training must reflect and respond to the unique requirements of that type of delivery; and
- f. the student's training and assessment is delivered by a *Skills First* Teacher.

Be expert

Principle 6

Objective

AWCC Obligations

Listen

Be open

Respond and resolve

Improve

Responsive feedback systems

The student can provide feedback on their training experience and the AWCC responds and improves adequately.

The AWCC will:

- a. have and maintain a complaints and appeals process compliant with Regulatory Standards;
- b. publish on its website its complaints and appeals process;
- c. respond to and co-operate with any complaints mechanism or process established by the Department; and
- d. participate in performance improvement initiatives as determined by the Department.



Rodney Wangman
Chief Executive Officer
25th January 2019