RTO MANAGEMENT SYSTEM

POLICIES AND ASSOCIATED PROCEDURES FOR CRICOS PROVIDERS

INTRODUCTION

This set of Policies and Associated Procedures will ensure Australian Pacific International College meets its compliance obligations as required by:

- National Vocational Education and Training Regulator Act 2011

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025

- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025

- Credential Policy Standards for Registered Training Organisations

- National Vocational Education and Training Regulator (Financial Viability Risk Assessment Requirements) Instrument 2021

- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020

- Australian Qualifications Framework

- Education Services for Overseas Students Act 2000

- National Code of Practice for Providers of Education and Training Services to Overseas Students Act 2018.

It has been ordered according to the student journey approach which is the way an RTO is audited by the Australian Skills Quality Authority (ASQA).

Marketing and Recruitment	→	Enrolment	→	Support and Progression	→	Training and Assessment	→	Completion

Regulatory Compliance and Governance is also addressed.

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DEFINITIONS

The following definitions apply to this set of policies and procedures:

- **AQF:** Australian Qualifications Framework as at: www.aqf.edu.au.

- **ASQA:** Australian Skills Quality Authority.

- **Course:** refers to the unit, qualification, skill set or group of units being packaged as a course.

- **Compassionate or compelling circumstances**: these may include, but are not limited to:

    - serious illness or injury

    - bereavement

    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies

    - a traumatic experience which has impacted on the student.

- **Credit transfer:** credit provided to students for units of competency (unless licensing or regulatory requirements or the training product prevents this) where these are evidenced by AQF certification documentation issued by another education provider or AQF authorised issuing organisation or authenticated VET transcripts issued by the Registrar.

- **Critical incident:** includes but not limited to:

    - missing students

    - severe verbal or psychological aggression

    - death, serious injury or any threat of these

    - natural disasters

    - issues such as domestic violence, sexual assault, drug or alcohol abuse.

- **Cheating:** seeking to obtain an unfair advantage in the assessment of any piece of work.

- **Collusion:** unauthorised collaboration between students.

- **Deferral:** to postpone commencement of studies.

- **DHA:** Department of Home Affairs.

- **DEWR:** Department of Employment and Workplace Relations.

- **ESOS Act:** the Education Services for Overseas Act 2000:
  https://www.legislation.gov.au/Details/C2017C00292

- **Governing persons**: governing persons are those person(s) and/or body(ies) that are responsible for overseeing and directing, and exercise a degree of control or influence over, the management or operation of the RTO, including executive officers.

- **National Code 2018:** National Code of Practice for Providers of Education and Training to Overseas Students 2018: https://www.legislation.gov.au/Details/F2017L01182

- **Marketing:** this covers all marketing communication methods.

- **Principles of assessment:** assessment is conducted to be consistent with the following principles of assessment:

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- fairness – assessment accommodates the needs of the VET student, including through applying adjustments where appropriate and enabling reassessment where necessary;

- flexibility – assessment is appropriate to the context, training product and VET student, and assesses the VET student's skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge;

- validity – assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting; and

- reliability – assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

- **Plagiarism:** to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

- **PRISMS:** Provider Registration and International Students Management System.

- **Outcome Standards for RTOs**: the SRTOs include the Outcome Standards, Compliance Requirements and Credential Policy.

- **Recognition of Prior Learning (RPL):** an assessment process that assess the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which the applicant meets the requirements specified in the training product.

- **Rules of evidence:** assessment is conducted to be consistent with the following rules of evidence:

  - validity – assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product;

  - sufficiency – the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product;

  - authenticity – the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student; and

  - currency – the assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge.

- **SMS:** Student Management System.

- **Suspension:** to temporarily postpone studies.

- **Third party:** any party that provides services on behalf of Australian Pacific International College. Services include training services, assessment services, training support services and activities associated with recruitment of prospective VET students including marketing, enrolment, induction or collection of fees. A third-party arrangement does not include a contract of employment between Australian Pacific International College and its employee, other entities that deliver VET student counselling or mediation or provide ICT or other support services, experts who contribute to training or assessment, or an entity that refers students to the RTO where the referring entity does not receive payment from the RTO and the referring entity is a government agency or government funded agency.

- **Training support services:** these are services and resources provided to support students to meet training product requirements and complete the training product in which they are enrolled.

- **Wellbeing support services:** these are services and resources provided to support the physical, mental and emotional wellbeing of students.

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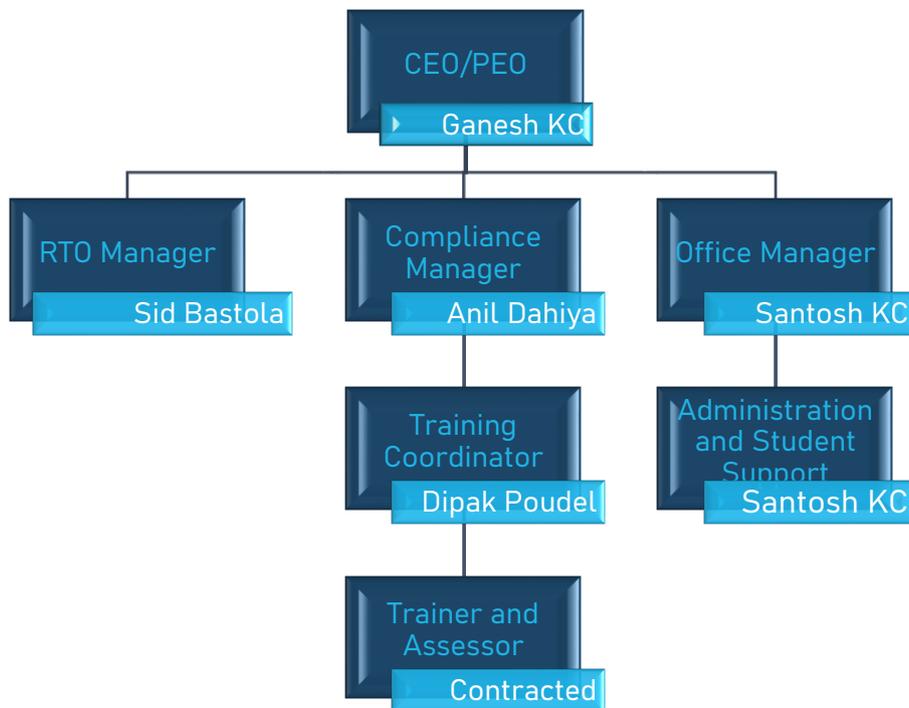E-mail: admissions@apic.edu.au
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RESPONSIBILITIES

It is the responsibility of the CEO supported by the management team to ensure that the policy and associated procedures are adhered to. All staff are expected to access and follow policies and associated procedures when completing work tasks.

Each policy and associated procedures include specific responsibilities.

ORGANISATION CHART

Please refer to each role's position description for a detailed outline of duties that directly relate to each policy and associated procedures.

```
                        CEO/PEO
                        Ganesh KC
                            |
        +-------------------+-------------------+
        |                   |                   |
   RTO Manager        Compliance          Office Manager
   Sid Bastola         Manager             Santosh KC
                      Anil Dahiya               |
                          |               Administration
                      Training            and Student
                      Coordinator         Support
                      Dipak Poudel        Santosh KC
                          |
                      Trainer and
                      Assessor
                      Contracted
```

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APPROACH	POLICY AND ASSOCIATED PROCEDURES	RELATED FORMS AND TEMPLATES
MARKETING AND RECRUITMENT	• Marketing Policy and Associated Procedures • Education Agent Policy and Associated Procedures.	• Course Brochure Template – International Students • Marketing Checklist – International Students VET • Marketing Consent Form • International Student Handbook • Education Agent Application Form • Education Agent Agreement Template • Education Agent Monitoring Form.
ENROLMENT	• Student Enrolment and Completion Policy and Associated Procedures • Fees and Refunds Policy and Procedure.	• Application for Enrolment Form – International Students • Course Entry Interview Form • Offer Letter and International Student Agreement – International Students • First Warning Letter for Non-Payment of Fees • Second Warning Letter for Non-Payment of Fees • Notice of Intention to Report for Non-Payment of Fees • Refund Application Form.
SUPPORT AND PROGRESSION	• Student Support Policy and Associated Procedures • Complaints and Appeals and Associated Procedures • Course Progress and Attendance Policy and Associated Procedures	• Orientation Presentation • Student Code of Conduct • Student Support Plan • External Support Referrals – International Students • Complaints and Appeals Form

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• Deferral, Suspension and Cancellation Policy and Associated Procedures	• Complaints and Appeals Register
	• Intervention Form
	• First Warning Letter for Unsatisfactory Course Progress/Attendance
	• Second Warning Letter for Unsatisfactory Course Progress/Attendance
	• Notice of Intention to Report for Unsatisfactory Course Progress/Attendance
	• Deferral Application Form
	• Release Application Form
	• Suspension Application Form
	• Withdrawal Application Form.

TRAINING AND ASSESSMENT

• Training and Assessment Policy and Associated Procedures	• Training and Assessment Strategy
• Plagiarism Policy and Associated Procedures	• Training and Assessment Quality Review Tool
• Course Transfer Policy and Associated Procedures.	• Industry Survey
	• Industry Consultation Register
	• Industry Consultation Plan
	• Learning Resources Quality Review Tool
	• Assessment Quality Review Tool
	• Validation Schedule
	• Assessment Validation Tool
	• Sample Assessment Review Checklist
	• Transition Plan
	• Release Letter

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		• Application for Release Form
		• Internal Course Transfer Application Form.
COMPLETION	• Student Enrolment and Completion Policy and Procedures.	• Testamur Template • Record of Results • Statement of Attainment Template.
REGULATORY COMPLIANCE AND GOVERNANCE	• Governance Policy and Associated Procedures. • Staffing Policy and Associated Procedures • Third Party Policy and Associated Procedures • Quality Assurance Policy and Associated Procedures • Health and Safety Policy and Procedure • Critical Incident Policy and Procedure • Privacy Policy and Procedures.	• Risk Register • Staff Interview Form • Trainer and Assessor Evidence File • Induction Checklist • Industry Currency Verification Form for Trainers and Assessors • Working Under Direction Plan • Position Description – CEO • Position Description – RTO Manager • Position Description – Trainer and Assessor • Position Description – Administration and Student Support Officer • Professional Development Plan and Log • Internal Audit Checklist – RTO and CRICOS • Internal Audit Report – RTO and CRICOS • Continuous Improvement Register • Feedback Form • Orientation Survey

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- Third Party Application Form
- Third Party Agreement Template
- Third Party Monitoring Form.

APPROVALS AND DOCUMENT CONTROL

This set of policies and procedures has been purchased under a licence agreement with RTO Works and has been reviewed and customised to suit Australian Pacific International College's specific requirements.

VERSION NUMBER:	V3.0 Jun 2025
STATUS:	Approved
APPROVED BY:	CEO
APPROVAL SIGNATURE:	
APPROVAL DATE:	25 Jun 2025
REVIEW DATE:	On or before 24 Jun 2026.