

Preamble

This Victorian Training Guarantee Quality Charter (the Charter) describes the Department’s expectations of the RTO in the provision of key aspects of Training Services. It should be read in conjunction with the VET Funding Contract. The Charter also sets out what the RTO must do to satisfy the Department’s expectations. The RTO must comply, at all times, with all parts of the Quality Charter (including this Preamble). The Charter will be updated from time to time. For the purposes of the Charter:

- Terms have the same meaning as in the VET Funding Contract; and
- a “student” means, as and when the case requires, an individual considering enrolling in or undertaking government subsidised training or an Eligible Individual.

Principle 1	Essential awareness of training entitlement
Objective	The student values and understands their training entitlement.
RTO Obligations	The RTO must communicate government funded training opportunities in a manner that is:
<i>Be ethical</i>	a. ethical, including compliant with the Statement of Expectations;
<i>Be accurate</i>	b. accurate;
<i>Be transparent</i>	c. transparent; and
<i>Be accessible</i>	d. accessible.
Principle 2	Informed choice of course and provider
Objective	The student makes an active and informed choice of both course and provider.
RTO Obligations	The RTO must, to and for each student:
<i>Inform</i>	a. provide information and support, including: <ul style="list-style-type: none"> i. how the RTO’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;
<i>Be clear</i>	b. ensure the information provided is clear, accurate, full and relevant;
	c. ensure the support provided is reasonable and accessible; and
<i>Explain</i>	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 VTG entitlement.
Principle 3	Deliberate planning of training program
Objective	The student’s training program is suitable for their individual needs.
RTO Obligations	The RTO must ensure the student’s training program is suitable, where suitable means the training program:
<i>Individualise</i>	a. meets the individual’s needs;
<i>Link to outcomes</i>	b. links to likely job, participation and/or further study opportunities; and
<i>Add value</i>	c. minimises duplication of the individual’s existing competencies,
	as:
<i>Document</i>	d. determined and documented through a thorough and individual Pre-Training Review; and
	e. ultimately, reflected in the Training Plan.

Principle 4	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.
RTO obligations	The RTO must ensure:
<i>Meet RTO standards</i>	a. the student’s training and assessment is delivered to Regulatory Standards;
<i>Train enough</i>	b. the student’s training and assessment is delivered in an appropriate manner, including that: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> A. to meet the student’s needs, including as identified through the Pre-Training Review; 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,
<i>Train for long enough</i>	as documented through: <ul style="list-style-type: none"> D. the Training and Assessment Strategy; and/or E. the Training Plan;
<i>Use the right resources</i>	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 RTO 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: <ul style="list-style-type: none"> 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.
<i>Document</i>	d. for each student undertaking a Practical Placement, a written agreement is in place between the RTO and the host organisation; and
<i>Be expert</i>	e. the student’s training and assessment is delivered by a VTG Teacher.
Principle 5	Responsive feedback systems
Objective	The student can provide feedback on their training experience and the RTO responds and improves adequately.
RTO Obligations	The RTO must:
<i>Listen</i>	a. have and maintain a complaints and appeals process compliant with Regulatory Standards;
<i>Be open</i>	b. publish on its website its complaints and appeals process;
<i>Respond and resolve</i>	c. respond to and co-operate with any complaints mechanism or process established by the Department; and
<i>Improve</i>	d. participate in performance improvement initiatives as determined by the Department.