



**Masters in Education Pty Ltd**

**ABN : 70 622 645 023 | ACN: 622 645 023 | RTO Code : 45464**

**Address: 81 George Street, South Hurstville NSW 2221**

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# Policies and Procedures

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## Policy for Standard One

### Policy Statement

The Registered Training Organisation's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

#### Context:

*Learners, employers and industry must have confidence in the integrity, currency and value of certification documents issued by Registered Training Organisations, through high quality training and assessment practices that:*

- *meet the requirements of training packages and VET accredited courses;*
- *is responsive to industry and learner needs; and*
- *is delivered by appropriately qualified trainers and assessors with the right support services, facilities and equipment*

*The Registered Training Organisation's training and assessment strategies and practices must have regard to the amount of training required for the learner to gain the competencies as specified in the relevant training package or VET accredited course. The amount of training will vary depending on the existing skills and knowledge of the learner, the mode of delivery and include any work placement arrangements.*

*To ensure thorough and rigorous assessment practices and results, Registered Training Organisations must implement a comprehensive plan of systematic validation. Registered Training Organisations must use a risk-based approach to developing the plan considering risk indicators such as the potential safety concerns to clients from an assessment outcome that is not valid, the mode of delivery, changes to training packages and/or licensing requirements.*

*Trainers and assessors who are involved in training and assessment delivery being considered as part of the validation process may also participate in the validation process.*

*There are differences in the operating characteristics and business objectives of Registered Training Organisations and the evidence Registered Training Organisations use to demonstrate compliance with this Standard will reflect those differences.*

### Procedures

To ensure learners, employers and industry continue to have confidence in the integrity, currency and value of certification documents issued by Master's in Education Pty Ltd the organisation will continue to maintain high quality training and assessment practices by:

- meeting the requirements of training packages and VET accredited courses;
- remaining responsive to industry and learner needs;
- ensuring all accredited training is delivered by appropriately qualified trainers and assessors with the right support services, facilities and equipment
- implementing a comprehensive plan of systematic validation
- ensuring each learner receives the amount of training to enable them to achieve the competencies for which they have enrolled

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- *Meeting the requirements of training packages and VET accredited courses*  
In addition to acting upon notifications from TGA, Masters in Education Pty Ltd will review the organisation's listing on TGA in accordance with Compliance Schedule (Doc. 16)
- *remaining responsive to industry and learner needs*  
To ensure Masters in Education Pty Ltd remains responsive to industry and learner needs, all students will be surveyed during and at the conclusion of a course of study

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- *ensuring all accredited training is delivered by appropriately qualified trainers and assessors with the right support services, facilities and equipment*
  - trainers are required to provide up-to-date resumes (which are verified with at least one referee).
  - Masters in Education Pty Ltd has access to support services if required
  - Facilities and equipment are reviewed with relevant industry representatives to ensure they will meet the training and assessment requirements.

To ensure every student receives the amount of training required for them to be deemed competent in every unit for which they have enrolled, Masters in Education Pty Ltd has developed the following enrolment procedure:

- Students will attend in person to complete enrolment form and LLN Test
- Those indicating need of further support will be interviewed, results of which will be recorded on the Student Interview Form (Doc. 38).
- Special needs identified are recorded on Special Needs Form (Doc. 39)
- Student requiring additional support will be referred to relevant specialist as documented in Special Needs Specialists Database

To ensure training and assessment strategies have due regard for the amount of training required for learners to gain the competencies as specified in the relevant training package or VET accredited course, the draft training and assessment strategy (Doc 27A) which includes methods for addressing volume of learning must be developed/amended for every course for which training and assessment is conducted

To ensure thorough and rigorous assessment practices and results, Masters in Education Pty Ltd has implemented a comprehensive plan of systematic validation. (Doc 50)

*Clause 1.1*

*The Registered Training Organisation's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.*

*Procedure*

To ensure Masters in Education Pty Ltd's training and assessment strategies and practices, including the amount of training provided, remain consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled, nominal hours assigned to each unit are allocated across a variety of activities in nominal hour's section of the Training and Assessment strategy (Doc. 27A.).

Furthermore, individual training plans (Doc.27B) are developed for each student, taking into account length of experience and training required to enable that student to achieve competency.

*Clause 1.2*

*For the purposes of Clause 1.1, the Registered Training Organisation determines the amount of training they provide to each learner with regard to:*

- a) *The existing skills knowledge and the experience of the learner*
- b) *The mode of delivery and*

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- c) *Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification*

**Procedure:**

In determining the amount of training to be provided to each learner and the development of the individual training plan, Masters in Education Pty Ltd will take into account:

- (a) The existing skills knowledge and the experience of each learner
- (b) The mode of delivery that would best suit individual needs
- (c) Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification

As a result, training and assessment activities will be allocated to ensure each student receives the required amount of training required to enable them to achieve competency in each unit in which they are enrolled.

**Clause 1.3**

*The Registered Training Organisation has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:*

- a) *Trainers and assessors to deliver the training and assessment;*
- b) *Educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;*
- c) *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*
- d) *Facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.*

**Procedure:**

To ensure Masters in Education Pty Ltd has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient resources, the following procedures will be followed:

- (a) To ensure sufficient trainers and assessors to deliver the training and assessment, classes will be capped.
- (b) To ensure educational and support services are sufficient to meet the needs of the learner cohort/s undertaking the training and assessment, students with special needs will be interviewed using Student Interview Form (Doc. 38) and special needs documented (Doc 39). Where deemed appropriate, students will undertake LLN Test (Doc. 13A(ii)) to determine the student's core skill levels in relation to the ACSF levels required to complete the qualification in which the student has enrolled.  
Those indicating need for special support will be referred to a specialist service listed on the organisation's Special Needs Database. (Doc 40).
- (c) Each student will be provided with copies of all learning resources to enable them to meet the requirements for each unit of competency, regardless of location or mode of delivery
- (d) Prior to the commencement of a course, resources will be checked against the relevant training and assessment strategy, to ensure the venue is equipped with sufficient facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment

**Clause 1.4**

*The Registered Training Organisation meets all requirements specified in the relevant training package or VET accredited course."*

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### Procedure:

By implementing, maintaining and regularly reviewing the procedures outlined in Clauses 1.1 – 1.3 Masters in Education Pty Ltd will continue to strive to meet all requirements specified in the relevant training package or VET accredited course.”

#### Clause 1.5

*The Registered Training Organisation’s training and assessment practices are relevant to the needs of industry and informed by industry engagement.*

### Procedure:

To ensure Masters in Education Pty Ltd’s training and assessment practices are relevant to the needs of industry and informed by industry engagement, all training and assessment strategies will be developed in consultation with relevant industry representatives. At the time of development or major amendments to a training and assessment strategy, Masters in Education Pty Ltd will seek industry input to be documented on Industry Consultation template Doc.27A(ii).

Masters in Education Pty Ltd has established an industry Reference Group and will maintain strong relationships with industry by conducting regular meetings with the group for the purpose of discussing training and assessment practices as described in Clause 1.6

#### Clause 1.6

*The Registered Training Organisation implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of:*

- a) *Its training and assessment strategies, practices and resources and*
- b) *The current industry skills of its trainers and assessors*

### Procedure

Masters in Education Pty Ltd will use the following strategies to ensure a wide range of input to inform its training and assessment practices. Strategies will include but not limited to:

**Industry Reference Group.** This group will meet regularly for the purpose of discussing training and assessment practices. Agendas (Doc.27A(iii)) will be emailed to participants one week prior to meeting to allow time for consideration of topics to be discussed, thus providing greater participation on the day. Masters in Education Pty Ltd will systematically use the outcomes of meetings to ensure the industry relevance of:

- (a) its training and assessment strategies, practices and resources
- (b) the current industry skills of its trainers and assessors

**Industry Skills Council** Masters in Education Pty Ltd will make arrangements with relevant ISCs to ensure it continues to receive updates from this body and use information gathered from this body to ensure its training and assessment practices and products remain current.

Input will continue to be sought from such bodies as:

- Employers – to determine quality of training, what could be done better, what worked, etc.?
- Group training organisations – to determine employer requirements and ensure prospective students are trained to the required level
- Industry organisations – to gauge current needs and expectations
- Industry regulators – especially in relation to required WHS training requirements

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- Unions – to determine current issues and how the organisation can equip students with required skills and knowledge to address identified issues

Prior to engagement of a trainer/assessor, Masters in Education Pty Ltd requires candidate to provide certified copies of:

- TAE40110 -
- TAELLN411

Relevant industry qualifications or evidence of industry currency

All information will be noted on induction form (Doc.8A)

### Clause 1.7

*The Registered Training Organisation determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.*

Procedure:

At the time of enrolment Masters in Education Pty Ltd will determine the support needs of individual learners by following the procedures outlined in Clause 1.3. Information relating to additional expense which may be required to provide these services, is contained in the pre-enrolment information (Document 19A).

### Clause 1.8

*The Registered Training Organisation implements an assessment system that ensures that assessment (including recognition of prior learning):*

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and*
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.*

Procedure:

To enable Masters in Education Pty Ltd's to ensure assessment (including recognition of prior learning) complies with the assessment requirements of the relevant training package or VET accredited course; and is conducted in accordance with the Principles of Assessment and the Rules of Evidence, the following procedures have been established:

#### Principles of Assessment

##### *Fairness*

- Prior to assessment, an individual assessment plan (Doc.27D) is developed and signed by the learner and the assessor for each unit or cluster of units
- Any requirements for reasonable adjustment are documented on Page 2 of the Assessment Plan.
- Masters in Education Pty Ltd's appeals process is clearly explained to ensure the learner understands the organisation's procedures should the wish to challenge the result of the assessment and be reassessed if necessary.

##### *Flexibility*

- When conducting assessment, Masters in Education Pty Ltd will take into account the competencies held by the learner regardless of how or where they have been acquired and confirm this in the Assessment Plan

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- Assessment will draw from a range of assessment methods and document those considered appropriate to the context, the unit of competency and associated assessment requirements and the individual in the Assessment Plan.

### Validity

- By signing the Assessor's Judgment Form, the assessor is confirming that
  - any assessment decision made by the assessor is justified, based on the evidence of performance of the individual learner and covers the broad range of skills and knowledge that are essential to competent performance
  - assessment of knowledge and skills has been integrated with their practical application
  - sufficient assessment has been conducted to enable the learner to demonstrate that they could undertake the skills and knowledge assessed in other similar situations;
  - judgement of competence has been based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

### Reliability

- To ensure evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment, regular moderation sessions are conducted to provide opportunity for assessors to compare judgment in similar assessment situations and modify processes if deemed necessary.

### Rules of Evidence

When a learner is deemed competent, the assessor is confirming the learner has been assessed in accordance with the rules of evidence and that the assessment was:

*Valid* - the learner has demonstrated the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements

*Sufficient* - the quality, quantity and relevance of the assessment evidence has enabled a judgement to be made of a learner's competency

*Authentic* - The assessor has been assured that the evidence presented for assessment is the learner's own work.

*Currency* - the assessment evidence has been provided from the present or the very recent past thus assuring the assessor that the assessment evidence demonstrates current competency.

Each assessor and student is provided with a copy of Masters in Education Pty Ltd's publication, "What is Assessment" which outlines, among other things, the organisation's approach to the Rules of Evidence

### Clause 1.9

*The Registered Training Organisation implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the Registered Training Organisation's scope of registration:*

- When assessment validation will occur*
- The training products that will be the focus of the validation*
- Who will lead and participate in validation activities and*
- How the outcomes of these activities will be documented and acted upon*

### Procedure

To enable Masters in Education Pty Ltd to demonstrate its commitment to systematic validation of assessment practices and judgements that includes for each training product on Masters in Education Pty Ltd's scope of registration, the

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organisation has established an assessment validation plan (Doc 27E) that includes:

- a) When assessment validation will occur (documented in the assessment plan (Doc.27D)
- b) Which training products will be the focus of the validation (documented in the assessment plan)
- c) Who will lead and participate in validation activities (documented in assessment validation tool (Doc 27F)
- d) How the outcomes of these activities will be documented and acted upon (documented in assessment validation tool)

**Clause 1.10**

*For the purposes of Clause 1.9, each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on the Registered Training Organisation’s scope of registration, including those risks identified by the VET regulator.*

Procedure:

The Assessment Plan (Document 31B), developed from a risk assessment approach as outlined in Masters in Education Pty Ltd’s risk management plan (Document 31A), incorporates all training products within Masters in Education Pty Ltd’s scope of registration, with at least 50% of products validated within the first three years of each five year cycle.

**Clause 1.11**

*For the purposes of Clause 1.9, systematic validation of an RTO’s assessment practices and judgements is undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:*

- a) vocational competencies and current industry skills relevant to the assessment being validated;
- b) current knowledge and skills in vocational teaching and learning; and
- c) the training and assessment qualification or assessor skill set referred to in Item 1 or 3 of Schedule 1.

Procedure:

Industry experts may be involved in validation to ensure there is the combination of expertise set out in (a) to (c) above. To demonstrate Masters in Education Pty Ltd’s commitment to systematic validation of the organisation’s assessment practices and judgements every Assessment Validation session will be attended by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

- a) Vocational competencies and current industry skills relevant to the assessment being validated
- b) Current knowledge and skills in vocational teaching and learning; To ensure trainers/assessors have the required qualifications, Trainer Qualification Checklist document is completed (Doc 10E)
- c) The training and assessment qualification (TAE40110 or its successor) or assessor skill set referred to in Item 1 or 3 of [Schedule 1](#) of appendix 2 – Schedules to the Standards for RTOs 2015
- d) Overall quality of the organisation’s training and assessment systems by analysing the following data:
  - Learner questionnaire (ASQA document)
  - Employer questionnaire (ASQA document)
  - client feedback (course evaluation Doc.24)
  - trainer and assessor review (Doc. 65)
  - complaints (Doc.46)

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- appeals (Doc.45)

### Clause 1.12

*The Registered Training Organisation offers recognition of prior learning to individual learners.*

#### Procedures:

To enable Masters in Education Pty Ltd to demonstrate its commitment to valid RPL processes, and to ensure assessment judgments are consistently made on a sound basis, the following procedures have been established:

- Opportunity to apply for Recognition of Prior Learning and Credit Transfer is offered to every candidate at the time of enrolling with Masters in Education Pty Ltd
- Prior to enrolment the candidate is invited to complete Masters in Education Pty Ltd's RPL Application form (Doc 42B) for the qualification for which RPL is being applied.
- Once returned, candidate is notified as to eligibility for RPL and invited to enrol.
- Upon receipt of enrolment, RPL kit is developed for the candidate, which provides evidence-gathering opportunities for the unit/units identified in the RPL application and RPL Plan is developed (Doc 42C)

All kits will be developed to provide the learner with the opportunity to demonstrate they hold all of the required skills and knowledge, as specified in the unit or module assessment requirements.

This will be done by using the information from the unit or module elements, performance criteria and assessment requirements to set benchmarks for measuring the learner's performance using "Observable behaviours" This procedure is established to ensure the learner has:

- actually undertaken all the required tasks
- demonstrated their ability to do so in different contexts and environments
- Candidate is provided with support during the evidence-gathering process.
- Only when sufficient, valid, current, authentic evidence is gathered for every unit for which RPL was applied will a judgment of competent be made.
- Should a candidate not achieve competency in one or more units, Statement of Attainment will be issued for successfully completed units only.

To ensure ongoing validity of RPL processes, regular validation sessions will be made to validate RPL kits.

Regular assessment validation sessions will be conducted in accordance with RPL Validation Plan (Doc. 42D) using Masters in Education Pty Ltd's RPL Validation Tool (Doc 42E) to document outcomes.

In the case of assessment tasks being undertaken as a group, each learner must be assessed on each component of the task. Assessors must not assume that because a group of learners completed a task, each of them is competent.

In the case where a student is applying for credit transfer, the learner will be required to complete Masters in Education Pty Ltd's Application for Credit (Doc 41) and provide relevant AQF certification documentation duly certified as authentic.

### Clause 1.13

*In addition to the requirements specified in Clause 1.14 and Clause 1.15, the Registered Training Organisation's training and assessment is delivered only by persons who have:*

- vocational competencies at least to the level being delivered and assessed;*
- current industry skills directly relevant to the training and assessment being provided; and*
- current knowledge and skills in vocational training and learning that informs their training and assessment.*

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### Procedure:

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

In addition to the requirements specified in Clause 1.14 and Clause 1.15, Masters in Education Pty Ltd's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Masters in Education Pty Ltd confirms Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

To ensure compliance, interview will be conducted in accordance with Staff Induction form (Doc.8A)

If deemed necessary, Masters in Education Pty Ltd will seek confirmation of issue of qualification using Masters in Education Pty Ltd's Certificate Validation Request Doc 14C(v)

### Clause 1.14

*The Registered Training Organisation's training and assessment is delivered only by persons who have:*

- a) *prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1, or demonstrated equivalence of competencies; and*
- b) *from 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1.*

### Procedures:

To ensure Masters in Education Pty Ltd's training and assessment is delivered only by persons with the required competencies, prior to induction, applicants for positions of trainer and/or assessor within Masters in Education Pty Ltd will request evidence that the candidate holds the following qualifications, in accordance with Staff Induction Form (Doc 8A) to confirm they hold:

- a) Prior to 1 January 2016:
  - TAE40110 Certificate IV in Training and Assessment or its successor or
  - A diploma or higher level qualification in adult education or
  - demonstrated equivalence of competencies
- b) From 1 January 2016:
  - TAE40110 Certificate IV in Training and Assessment or its successor or
  - A diploma or higher level qualification in adult education

Interview will be conducted as outlined in Clause 1.13

### Clause 1.15

*Where a person conducts assessment only, the Registered Training Organisation ensures that the person has:*

- a) *prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1, or demonstrated equivalence of competencies; and*
- b) *from 1 January 2016 Item 1 or Item 2 or Item 3 of Schedule 1*

### Procedures:

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Where a person conducts assessment only, Masters in Education Pty Ltd will ensure that the person holds:

- a) Prior to 1 January 2016:
  - TAE40110 Certificate IV in Training and Assessment or its successor or
  - A diploma or higher level qualification in adult education or
  - demonstrated equivalence of competencies
- b) From 1 January 2016:
  - TAE40110 Certificate IV in Training and Assessment or its successor or
  - A diploma or higher level qualification in adult education
  - TAESS00001 Assessor Skill Set or its successor

### Clause 1.16

*The Registered Training Organisation ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.*

#### Procedures:

To ensure that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment, Masters in Education Pty Ltd will endeavour to identify opportunities for professional development relevant to the trainer/assessor's vocational area/s and industry requirements. This information will be documented on Trainer/Assessor Professional Development Plan (Doc 10A). Every twelve (12) months, Masters in Education Pty Ltd will collect from all trainers and assessors (full time, part time, casual and those engaged through partnership arrangements):

- Details of Professional Development undertaken in previous twelve months, documented on Professional Development Update (Doc 10B). This information will be taken from individual Staff Competency Plan (Doc 10C)
- Current competencies mapped against all units for which training and/or assessment is conducted, documented on Trainer Competency Matrix (Doc.10D(i))

Unless otherwise arranged and documented, every twelve (12) months Masters in Education Pty Ltd management will conduct performance appraisals, documenting the results on Performance Appraisal (Doc.10D(ii))

### Clause 1.17

*Where the Registered Training Organisation, in delivering training and assessment, engages an individual who is not a trainer or assessor, the individual works under the supervision of a trainer and does not determine assessment outcomes.*

#### Procedures:

Where Masters in Education Pty Ltd, in delivering training and assessment, engages an individual who is not a trainer or assessor, the individual will work under the supervision of a trainer and will not determine assessment outcomes. Such arrangements will be documented on Memorandum of Agreement (Doc.12A) and signed by all relevant parties.

### Clause 1.18

*The Registered Training Organisation ensures that any individual working under the supervision of a trainer under Clause 1.17:*

- a) *Holds the skill set defined in Item 4 of Schedule 1 or, prior to 1 January 2016, is able to demonstrate equivalence of competencies;*
- b) *Has vocational competencies at least to the level being delivered and assessed; and*

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## Masters in Education Pty Ltd

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Email: [info@mie.edu.au](mailto:info@mie.edu.au) Website: [www.mie.edu.au](http://www.mie.edu.au)

c) *Has current industry skills directly relevant to the training and assessment being provided.*

Trainer files are reviewed every twelve months to ensure compliance with this requirement

### Procedures:

Masters in Education Pty Ltd will ensure that any individual working under the supervision of a trainer as outlined in Clause 1.17, will document and sign the Memorandum of Agreement outlined in Clause 1.17 confirming they hold the following qualifications:

- a) One of the following skill sets:
  - TAESS00007 Enterprise Trainer – Presenting Skill Set or its successor or
  - TAESS00008 Enterprise Trainer – Mentoring Skill Set or its successor
  - TAESS00003 - Enterprise Trainer and Assessor Skill Set or its successor.
- b) Has vocational competencies at least to the level being delivered and assessed
- c) Has current industry skills directly relevant to the training and assessment being provided

### Clause 1.19

*Where the Registered Training Organisation engages an individual under Clause 1.17, it ensures that the training and assessment complies with Standard 1*

### Procedures:

By maintaining the procedures outlined in Clauses 1.17 and 1.18 Masters in Education Pty Ltd is ensuring that its training and assessment practices comply with Standard 1

### Clause 1.20

*Without limiting Clauses 1.17 - 1.19, the Registered Training Organisation:*

- a) *determines and puts in place:*
  - i) *the level of the supervision required; and*
  - ii) *any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence; and*
- b) *ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.*

### Procedures

Masters in Education Pty Ltd has established the following procedures for trainers described in Clauses 1.17 and 1.18

Every trainer working under supervision will be required to complete and sign:

- Memorandum of Agreement (Doc.12A)
- Direct Supervision Record Sheet (Doc.12B)

Through these actions, Masters in Education Pty Ltd is:

- Confirming the level of supervision required
- Identifying and documenting any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence; and
- Ensuring that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision

*As Masters in Education Pty Ltd does not have any people delivering training under supervision evidence in this area is not relevant*

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### Clause 1.21

Prior to 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor) the Registered Training Organisation must ensure all trainers and assessors delivering the training and assessment:

- a) Hold the training and assessment qualification at least to the level being delivered; or
- b) Have demonstrated equivalence of competencies

#### Procedures

Prior to 1 January 2016, Masters in Education Pty Ltd will ensure every trainer/assessor delivering any AQF qualification or skill set from the Training and Education Training package (or its successor) holds the following:

- a) training and assessment qualification at least to the level being delivered; or
- b) demonstrated equivalence of competencies

Files are reviewed every twelve months to ensure compliance with current requirements

### Clause 1.22

From 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor), the Registered Training Organisation must ensure all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered.

#### Procedures:

From to 1 January 2016, Masters in Education Pty Ltd will ensure every trainer/assessor delivering any AQF qualification or skill set from the Training and Education Training package (or its successor) must hold training and assessment qualification at least to the level being delivered

Files are reviewed every twelve months to ensure compliance with current requirements

### Clause 1.23

From 1 January 2017, to deliver the training and assessment qualification specified in Item 1 of Schedule 1, or any assessor skill set from the Training and Education Training Package (or its successor), the Registered Training Organisation must ensure all trainers and assessors delivering the training and assessment:

- a) Hold the qualifications specified in Item 5 of Schedule 1; or
- b) Work under the supervision of a trainer that meets the requirement set out in (a) above

#### Procedures:

From 1 January 2017 Masters in Education Pty Ltd will ensure every trainer/assessor delivering training and assessment or any assessor skill set from the Training and Education Training Package (or its successor), must

- (a) hold:
  - (i) TAE50111 Diploma of Vocational Education and Training or its successor or
  - (ii) TAEDES50211 Diploma of Training Design and Development or its successor or
  - (iii) A higher level qualification in adult education
- (b) Work under the supervision of a trainer that meets the requirements set out in (a) above

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(c) Not conduct assessment

Files are reviewed every twelve months to ensure compliance with current requirements

### Clause 1.24

*The Registered Training Organisation must ensure that any individual working under supervision under Clause 1.23 b) holds the qualifications specified in Item 1 of Schedule 1 and does not determine assessment outcomes.*

#### Procedures:

Masters in Education Pty Ltd will ensure that any individual working under supervision under Clause 1.23 (b) holds the qualifications specified in Item 1 of [Schedule 1](#) and does not determine assessment outcomes.

### Clause 1.25

*From 1 January 2016, the deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), the Registered Training Organisation must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of **independent validation** and **validation**).*

#### Procedures:

Masters in Education Pty Ltd will undertake an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements outlined in [Schedule 2](#) of the Standards for RTOs 2015 and Masters in Education Pty Ltd's Assessment Validation Plan. (Doc. 42D).

### Clause 1.26

*Subject to Clause 1.27 and unless otherwise approved by the VET Regulator, the Registered Training Organisation ensures that:*

- a) *Where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register*
- b) *Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register*
- c) *where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and*
- d) *A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.*

#### Procedures:

Subject to Clause 1.27 and unless otherwise approved by the VET Regulator, Masters in Education Pty Ltd will ensure that:

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Where a training product on Masters in Education Pty Ltd’s scope of registration is superseded, all learners’ training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register

- a) where an AQF qualification is no longer current and has not been superseded, all learners’ training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register
- b) where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners’ training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and
- c) a new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register

Actions required to complete the transition process will be documented on Transition Checklist (Doc.59)

*Clause 1.27*

*The requirements specified in Clause 1.26 a) do not apply where a training package requires the delivery of a superseded unit of competency.*

Procedures:

Masters in Education Pty Ltd acknowledges that the requirements specified in Clause 1.26 (a) do not apply where a training package requires the delivery of a superseded unit of competency.

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### *Related Documents*

Appeals Form (Doc.45)  
Application for RPL (Doc.42B)  
Application for Credit Transfer (Doc 41)  
Assessment (what is) (Doc.44A)  
Assessment Plan Template (Doc.27D)  
Assessment Template (Doc.44B)  
Assessment Tool Validation Plan (Doc.27E)  
Assessment Validation Tool (Doc.27F)  
Complaints Form (Doc.46)  
Course evaluation (Doc.24)  
Employer Questionnaire (ASQA document)  
Employment contract (Doc.8B)  
Industry Consultation Template (Doc.27A(ii))  
Learner Questionnaire (ASQA document)  
LLN Test (Doc.13A (ii))  
Memorandum of Agreement (Doc.12)  
Nominal Hours Template (Doc.27C)  
Pre-enrolment Information Package (Doc.19A)  
Professional Development Plan for Staff (Doc.10A)  
Professional Development Update (Doc.10B)  
Risk Assessment (Doc.31B)  
Risk Management Plan (Doc.31A)  
RPL (what is) (Doc.42A)  
RPL Plan (Doc.42C)  
RPL Validation Plan (Doc.42D)  
RPL Validation Tool (Doc.42E)  
Special needs Database (Doc.40)  
Special Needs Form (Doc.39)  
Staff Competency Matrix (Doc.10C)  
Staff Induction Form (Doc.8A)  
Student Interview Form (Doc.38)  
TAS Validation (Doc.27G)  
Trainer Competency Matrix (Doc.10D(i))  
Trainer and assessor review (Doc. 65)  
  
Trainer Performance Appraisal (Doc.10Dii)  
Trainer Qualification Checklist (Doc.10E)  
Training and Assessment Strategy Template (Doc.27A)  
Training Plan Template (Doc.27B)  
Training Session Monitoring Form (Doc.9)  
Transition Checklist (Doc.59)  
Compliance Schedule (Doc.16)

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Validation Tool Kit (Doc. 50)

Certificate Validation Request (Doc.14C(v))

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## Policy for Standard Two

### Policy Statement

The operations of the Registered Training Organisation are quality assured.

#### Context:

*The Registered Training Organisation is ultimately responsible for ensuring quality training and assessment within their organisation and scope of registration, regardless of any third party arrangements where training and/or assessment is delivered on their behalf. This includes where the Registered Training Organisation subcontracts the delivery of services to a third party and the third party further subcontracts the delivery of services, but the AQF certification documentation will be issued by the Registered Training Organisation. The Registered Training Organisation must have a written agreement with any party that delivers services on its behalf.*

*The Registered Training Organisation is responsible for developing, implementing, monitoring and evaluating quality training and assessment strategies and practices that meet training package and VET accredited course requirements.*

*Evaluating information about performance and using such information to inform quality assurance of services and improve training and assessment is sound business and educational practice. The information used to evaluate Registered Training Organisation performance must be relevant to the operating characteristics and business objectives of the Registered Training Organisation and will vary from one Registered Training Organisation to another.*

### Procedures

#### Clause 2.1

*The Registered Training Organisation ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.*

#### Procedures:

Masters in Education Pty Ltd has established procedures outlined in Clauses 2.2 – 2.4 to ensure it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.

#### Clause 2.2

*The Registered Training Organisation:*

- a) *Systematically monitors the Registered Training Organisation's training and assessment strategies and practices to ensure ongoing compliance with Standard 1, and*
- b) *Systematically evaluates and uses the outcomes of the evaluations to continually improve the Registered Training Organisation's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client trainer and assessor feedback and complaints and appeals*

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### Procedures:

To enable Masters in Education Pty Ltd to demonstrate continued compliance with Standard 1, the following procedures have been established

- a) Over a twelve month cycle Masters in Education Pty Ltd will systematically monitor its training and assessment strategies and practices to ensure ongoing compliance with Standard 1 as outlined in the organisation's compliance schedule (Doc.16). For this purpose data will be gathered from the sources listed below and outcomes documented on the organisation's TAS Validation (Doc.27G):
  - Completed quality indicator data (ASQA document) (at conclusion of each course)
  - Completed client feedback (Doc.24) (midway and upon completion of course)
  - Trainer and assessor feedback (Doc.65) (at conclusion of course)
  - Completed complaints forms (Doc.46)
  - Completed appeals forms (Doc.45)
- b) Opportunities for Improvement identified during validation of the organisation's training and assessment strategies and practices will be used to continually improve Masters in Education Pty Ltd's training and assessment strategies and practices. Changes made as a result will be documented in the organisations Continuous Improvement Register (Doc.54B)

### Clause 2.3

*The Registered Training Organisation ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.*

#### Procedures:

Although Masters in Education Pty Ltd has no arrangements with third parties to deliver training on its behalf at this stage, the organisation has established procedures outlined in Clauses 2.2 – 2.4 to ensure it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.

### Clause 2.4

*The Registered Training Organisation has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.*

#### Procedures

In addition to the written agreement referred to in Clause 2.3, Masters in Education Pty Ltd will develop a Standard Operating Procedure to ensure those wishing to conduct training and assessment on the organisation's behalf have the qualifications and resources in order to conduct training and assessment in accordance with Standard 1.

Masters in Education Pty Ltd will conduct regular reviews of partner operations using its Partnership Monitoring Report (Doc.17C). Should any performance issues be identified, they will be discussed with partnering organisation and rectification measures implemented to ensure future compliance.

As Masters in Education Pty Ltd does not use independent third parties at this point in time, the organisation does not need to take any action relating to these requirements

### Related Documents

Compliance Schedule (Doc.16)

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Partnership Monitoring Report (Doc.17C)  
Course Evaluation Form (Doc.24)  
Appeal (Doc.45)  
Complaints Form (Doc.46)  
Memorandum of Understanding (Doc.23)  
Continuous Improvement Register (Doc.54B)  
Action Form (Doc.54A)  
Trainer Review Form (Doc.65)

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Policy for Standard Three

### Policy Statement

The Registered Training Organisation issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

#### Context:

*To maintain the integrity and national recognition of training products, AQF certification must be consistent in presentation and Registered Training Organisations must accept the certification issued by other Registered Training Organisations. This is the purpose of nationally agreed requirements about the nature of certification content and presentation and maintenance. Learner needs should be met through timely issuance of AQF certification documentation and access to their records.*

*Registered Training Organisations are not obliged to issue any certification that would be entirely comprised of units or modules completed at another Registered Training Organisation or Registered Training Organisations*

#### Clause 3.1

*Masters in Education Pty Ltd issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.*

#### Procedures:

To ensure Masters in Education Pty Ltd issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course, certificate (Doc.14C(i)) or Statement of Attainment (Doc.14C (ii)) will not be generated until all evidence has been received, duly marked by the assessor, and accompanied by relevant Competency Completion document in accordance with the procedure outlined in Clause 3.3 below. (Doc.33)

#### Clause 3.2

*All AQF certification documentation issued by a Registered Training Organisation meets the requirements of Schedule 5.*

#### Procedures:

By developing every qualification from the approved template, Masters in Education Pty Ltd will ensure all AQF certification documentation issued by the organisation meets the requirements of AQF Issuance Policy and will also include additional information as outlined in [Schedule 4](#) of the Standards for RTOs 2015 Conditions of use of NRT logo (Doc14A) and [Schedule 5](#) of the Standards for RTOs 2015 Application of the AQF Qualifications Issuance Policy within the VET Sector, as detailed below, as and when applicable.) (Doc 14B)

Every testamur issued by Masters in Education Pty Ltd will contain the following details:

- the name, National RTO code and logo of the issuing organisation
- the code and title of the awarded AQF qualification, and
- the NRT Logo

Testamurs will not be issued until all evidence has been collected and all fees have been paid

Details outlined in Section 2 of [Schedule 5](#) of the Standards for RTOs 2015 as applicable.

Masters in Education Pty Ltd will not include the learner's Student Identifier on the testamur, consistent with the Student Identifiers Act 2014.

Masters in Education Pty Ltd will:

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- a) retain registers of AQF qualifications it is authorised to issue and of all AQF qualifications issued
- b) retain records of AQF certification documentation issued for a period of 30 years, and
- c) provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator

### Clause 3.3

*AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the Registered Training Organisation have been paid.*

#### Procedures:

To ensure AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to Masters in Education Pty Ltd have been paid the following procedures have been developed:

- Assessor will collect, mark and submit to Masters in Education Pty Ltd's administration section within seven - ten working days, all evidence, accompanied by relevant competency completion form (duly signed) and learner questionnaires completed by participants
- Within seven - ten working days from receipt of evidence and completed competency form, administration will:
  - enter relevant data, and check that evidence has been received for every unit in which the learner enrolled
  - generate and post certificate accompanied by record of results/Statement of Attainment
  - retain all assessment items for a period of six (6) months from the date the decision on competence for the individual unit or module was made, unless these records are required to be retained for longer periods under a funding contract or are subject to additional record retention requirements

*(In cases where actual evidence cannot be retained (e.g. construction projects or perishable items evidence, such as photographs, that the standard of the item or work completed justifies the assessment outcome will be retained*

Masters in Education Pty Ltd will ensure every student completing one or more units will be issued with:

- a) A testamur (Doc.14(c)(i) and a record of results (Doc.14(c)(iii) (for those completing all units or modules in a qualification)
- b) A Statement of Attainment (Doc.14(c)(ii) for those learner who have completed one or more units/modules (but not a full qualification) and has finished their training with Austec Institute Pty Ltd

To protect the organisation's testamurs against fraudulent activity, certificates and records of results will be issued on pre-printed watermarked paper.

### Clause 3.4

*Records of learner AQF certification documentation are maintained by the Registered Training Organisation in accordance with the requirements of Schedule 5 and are accessible to current and past learners*

#### Procedures:

All AQF certification records detailed in [Schedule 5](#) of the Standards for RTOs 2015 are to be stored in Masters in Education Pty Ltd's student management system in accordance with the requirements of, and are accessible to current and past learners upon request.

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Should a current and/or past learner wish to receive details of their training records, request must be made in writing using Masters in Education Pty Ltd's Student Records Request form (Doc.5)

### Clause 3.5

*The Registered Training Organisation accepts and provides credit to learners for units of competency and/or modules (unless*

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or licensing or regulatory requirements prevent this) where these are evidenced by:*
- b) authenticated VET transcripts issued by the Registrar.*

### Procedures:

Masters in Education Pty Ltd will accept and provide credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- b) Authenticated VET transcripts issued by the Registrar.

To ensure learners are not required to repeat any unit or module in which they have already been assessed competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this, all students will be provided with the opportunity to discuss possible credit opportunities which may be available to them, at the time of enrolling.

Should opportunities be identified, the learner will be required to complete Masters in Education Pty Ltd's Application for Credit (Doc 41) and provide relevant AQF certification documentation duly certified as authentic.

In cases where AQF certification has been issued by a university, an analysis to determine equivalence of the study completed with the relevant unit/s or module/s will be conducted by Masters in Education Pty Ltd prior to granting any credit.

### Clause 3.6

*The Registered Training Organisation meets the requirements of the Student Identifier scheme, including:*

- a) Verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose*
- b) Ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014*
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar, and*
- d) Ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems*

### Procedures:

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To ensure Masters in Education Pty Ltd continues to meet the requirements of the [Student Identifier Registrar's Privacy Policy](#), the following procedures have been established:

- a) Prior to using a Student Identifier provided by an individual for any purpose, Masters in Education Pty Ltd will verify the USI, by validating the USI through the Student Management system.
- b) Masters in Education Pty Ltd will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014
- c) Where an exemption described in Clause 3.6 (b) applies, Masters in Education Pty Ltd will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar, and
- d) Masters in Education Pty Ltd will maintain the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems by following the procedures outline below:  
As far as possible all records (including student assessments) are stored electronically. No paper records are stored by Austec Institute Pty Ltd
  - Any paper records that are maintained by Masters in Education Pty Ltd are stored in locked cabinets
  - Strict protocols apply to data stored on the networks. Strong passwords which are regularly changed, are required to gain access to records.
  - Records are stored securely, and are secure from authorised access, loss or damage.
  - All electronic records are backed up and stored in the cloud by the SMS provider and available for a period of thirty (30) years.

### *Related Documents*

Application AQF Qualifications Issuance Policy (Doc.14B)

Application for Credit (Doc 41)

Application for RPL (Doc 42C)

Competency Completion Form (Doc.33)

Conditions of use of NRT logo (Doc.14A)

Certificate (Doc.14C (i))

Certificate Release Checklist 14C(iv)

Record of Results (Doc.14C(iii))

Statement of Attainment (Doc.14C (ii))

Student Records Request Form (Doc.5)

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## Policy for Standard Four

### Policy Statement

Accurate and accessible information about a Registered Training Organisation, its services and performance is available to inform prospective and current learners and clients.

#### Context:

*The Registered Training Organisation is ultimately responsible for ensuring transparent and accurate information about Registered Training Organisation services and performance is accessible to prospective and current learners and clients of the Registered Training Organisation, regardless of any arrangements to have this information distributed on behalf of the Registered Training Organisation.*

*Transparent and accurate information about Registered Training Organisation services and performance enables prospective and current learners and clients to make informed decisions regarding their training and/or assessment needs.*

*The information about Registered Training Organisation services and performance provided by the Registered Training Organisation must be relevant to and reflect the needs of the client which will vary from RTO to RTO.*

#### Clause 4.1

*Information, whether disseminated directly by the Registered Training Organisation or on its behalf, is both accurate and factual, and:*

- a) *Accurately represents the services it provides and the training products on its scope of registration*
- b) *includes its Registered Training Organisation Code*
- c) *Refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained*
- d) *Uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4*
- e) *makes clear where a third party is recruiting prospective learners for the Registered Training Organisation on its behalf*
- f) *Distinguishes where it is delivering training and assessment on behalf of another Registered Training Organisation or where training and assessment is being delivered on its behalf by a third party*
- g) *Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the Registered Training Organisation*
- h) *includes the title and code of any training product, as published on the National Register, referred to in that information*
- i) *Only advertises or markets a non-current training product while it remains on the Registered Training Organisation's scope of registration*
- j) *Only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised*
- k) *includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the Registered Training Organisation's provision of training and assessment, and*
- l) *Does not guarantee that:*
  - i) *a learner will successfully complete a training product on its scope of registration, or*

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## Masters in Education Pty Ltd

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Address: 81 George Street, South Hurstville NSW 2221

Phone: 0407891610

Email: [info@mie.edu.au](mailto:info@mie.edu.au) Website: [www.mie.edu.au](http://www.mie.edu.au)

- ii) *a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2, or*
- iii) *a learner will obtain a particular employment outcome where this is outside the control of the Registered Training Organisation*

### Procedures:

By implementing and maintaining the procedures outlined below, Masters in Education Pty Ltd will ensure that information, whether disseminated directly by Masters in Education Pty Ltd or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration and includes Masters in Education Pty Ltd's national code
- b) provides students with contact details for Masters in Education Pty Ltd and third party
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained
- d) uses the NRT Logo only in accordance with the conditions of use specified in [Schedule 4](#) of Masters in Education Pty Ltd Standards 2015
- e) makes clear where a third party is recruiting prospective learners for Masters in Education Pty Ltd on its behalf
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by Masters in Education Pty Ltd
- h) includes the title and code of any training product, as published on the National Register, referred to in that information
- i) only advertises or markets a non-current training product while it remains on Masters in Education Pty Ltd's scope of registration
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the Registered Training Organisation's provision of training and assessment, and
- l) does not guarantee that:
  - i. a learner will successfully complete a training product on its scope of registration, or
  - ii. a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2, or
  - iii. a learner will obtain a particular employment outcome where this is outside the control of the Registered Training Organisation

No information relating to any aspect of Masters in Education Pty Ltd either directly by Masters in Education Pty Ltd or those providing services on its behalf, may be disseminated without the approval of the C.E.O, thus ensuring all information disseminated accurately represents the services it provides and the training products on its scope of registration. Prior to granting approval, the CEO will use Masters in Education Pty Ltd's advertising authorisation (Doc.58B) confirming that the information:

- includes Masters in Education Pty Ltd's Code

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- provides students with contact details for Masters in Education Pty Ltd and third party
- only includes reference to another person or organisation in its marketing material if the written consent of that person or organisation has been obtained, using Masters in Education Pty Ltd's Consent form (Doc.58A)
- the NRT Logo is used only in accordance with the conditions of use specified in [Schedule 4](#) of Masters in Education Pty Ltd Standards 2015
- distinguishes between nationally recognised training and assessment and any other training or assessment delivered by Masters in Education Pty Ltd
- includes the title and code of any training product, as published on the National Register, referred to in that information

Where a third party is recruiting prospective learners for Masters in Education Pty Ltd on its behalf, Masters in Education Pty Ltd's code must appear on all marketing or other material created by that person or organisation

Where training and assessment is delivered on Masters in Education Pty Ltd's behalf by a third party, this fact must be clearly explained in all relevant documentation.

All information must ensure that the learners understand that Masters in Education Pty Ltd is responsible for the quality of training and assessment provided and for the issuing of all qualifications and statements of attainment

Masters in Education Pty Ltd will ensure that non-current training products will only be advertised or marketed while they remain on Masters in Education Pty Ltd's scope of registration

Masters in Education Pty Ltd will only advertise or market that a training product will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised

- Masters in Education Pty Ltd will not guarantee that:
  - a learner will successfully complete a training product on our scope of registration
  - a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2
- a learner will obtain a particular employment outcome where this is outside the control of • Masters in Education Pty Ltd

### *Related Documents*

Consent Form (Doc. 58A)

CEO Information Authorisation (Doc.58B)

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**Policy for Standard Five**

*Policy Statement*

Each learner is properly informed and protected

**Context:**  
*In order to ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the Registered Training Organisation’s responsibilities under these Standards, the Registered Training Organisation must provide learners with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment. This is to occur regardless of the manner in which the learner has been engaged, and whether the learner was initially engaged by the Registered Training Organisation itself or a third party.*  
*The Registered Training Organisation is to provide or make readily available information to the learner that outlines the services the Registered Training Organisation will provide the learner, along with the rights and obligations of the learner and the Registered Training Organisation.*  
*The Registered Training Organisation may provide information to the learner through one or more documents, for example an enrolment form, policy, employment contract or agreement, induction handbook or documented practice, training plan or training contract.”*

**Clause 5.1**

*Prior to enrolment or the commencement of training and assessment, whichever comes first, the Registered Training Organisation provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.*

**Procedures:**

Prior to enrolment or the commencement of training and assessment, whichever comes first, Masters in Education Pty Ltd will provide advice to the prospective learner about the training product appropriate to meeting the learner’s needs using Document 19A.

To ensure the individual’s existing skills and competencies are taken into account, every prospective learner will be provided with the opportunity to apply for RPL recognising previous experience and credit transfer recognising competencies that may have been completed with another Registered Training Organisation.

Should opportunities for recognition be identified, learner will be requested to complete Masters in Education Pty Ltd’s Application for RPL (Doc 42C). In the case where opportunity for credit is identified, the learner will be required to complete Masters in Education Pty Ltd’s Application for Credit (Doc 41) and provide relevant AQF certification documentation duly certified as authentic.

**Clause 5.2**

*Prior to enrolment or the commencement of training and assessment, whichever comes first, the Registered Training Organisation provides, in print or via email, current and accurate information that enables the learner to make informed decisions about undertaking training with the Registered Training Organisation and at a minimum includes the following content:*

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- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- b) the training and assessment, and related educational and support services the Registered Training Organisation will provide to the learner including the:
  - i) estimated duration
  - ii) expected locations at which it will be provided
  - iii) expected modes of delivery
  - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the Registered Training Organisation's behalf, and
  - v) any work placement arrangements.
- c) details outlining the Registered Training Organisation's obligations to the learner, including that the Registered Training Organisation is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) details outlining the learner's rights, including:
  - i) the Registered Training Organisation's complaints and appeals process required by Standard 6, and
  - ii) *if the Registered Training Organisation, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in*
- e) *the learner's obligations:*
  - i) *in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services*
  - ii) *any requirements the Registered Training Organisation requires the learner to meet to enter and successfully complete their chosen training product, and*
  - iii) *any materials and equipment that the learner must provide, and*
- f) *information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.*
- g) Once processed Masters in Education Pty Ltd will send acknowledgment letter (Doc.13D) to student advising them of procedures and course requirements.

**Procedures:**

Prior to enrolment or the commencement of training and assessment, whichever comes first, Masters in Education Pty Ltd will provide, in print or via email, current and accurate information that enables the learner to make informed decisions about undertaking training with Masters in Education Pty Ltd which includes the following content:

- a) Pre-enrolment information
- b) Marketing information containing the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- c) Information relating to the training and assessment, and related educational and support services Masters in Education Pty Ltd will provide to the learner including the:
  - i) estimated duration
  - ii) expected locations at which it will be provided
  - iii) expected modes of delivery

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- iv) name and contact details of any third party that will provide training and/or assessment and related educational and support services to the learner on Masters in Education Pty Ltd's behalf
- iv) any work placement arrangements if applicable
- d) Information informing the student of Masters in Education Pty Ltd's obligations to the learner, its responsibility for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation
- e) the learner's rights, including:
  - i) details of Masters in Education Pty Ltd's complaints and appeals process required by Standard 6, and
  - ii) if Masters in Education Pty Ltd, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- f) the learner's obligations:
  - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
  - ii) any requirements Masters in Education Pty Ltd requires the learner to meet to enter and successfully complete their chosen training product
  - iii) any materials and equipment that the learner must provide
- g) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services
- h) when attending short courses, Masters in Education Pty Ltd will ensure students have access to the Student Handbook and will sign Attendance Record (Doc. 52) confirming this.

### Clause 5.3

*Where the Registered Training Organisation collects fees from the individual learner, either directly or through a third party, the Registered Training Organisation provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:*

- a) *All relevant fee information including:*
  - i) *Fees that must be paid to the Registered Training Organisation, and*
  - ii) *Payment terms and conditions including deposits and refunds*
- b) *The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies*
- c) *The learner's right to obtain a refund for services not provided by the Registered Training Organisation in the event the:*
  - i) *Arrangement is terminated early, or*
  - ii) *The Registered Training Organisation fails to provide the agreed services*

### Procedures:

Prior to enrolment or the commencement of training and assessment, whichever comes first Masters in Education Pty Ltd will provide all learners undertaking training and assessment through Fee for Service arrangements, with information, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to Masters in Education Pty Ltd (outlined in relevant course flyer – Doc.22))

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- ii) payment terms and conditions including deposits and refunds (Enrolment Form (Doc.13A(i)), Course Withdrawal Form (Doc.13B and Refund Request form (Doc.13C)
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- c) the learner's right to obtain a refund for services not provided by Masters in Education Pty Ltd in the event the:
  - i) arrangement is terminated early
  - ii) Masters in Education Pty Ltd fails to provide the agreed services

This information is contained in Masters in Education Pty Ltd's pre-enrolment information (Doc.19A) and Refund Policy. Prior to commencement of training, the assessor will ensure that all students are able to converse in English.

### Clause 5.4

*Where there are any changes to agreed services, the Registered Training Organisation advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements*

Procedures:

Where there are any changes to agreed services, Masters in Education Pty Ltd will advise the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements, either via email, website or phone.

### Related Documents

Letter of acknowledgement (Doc.13D)

Pre-enrolment Information Package (Doc.19A)

Information Sheet – USI (Doc.19B)

Enrolment Form (Doc.13A (i))

Course Withdrawal Form (Doc.13B)

Refund Request Form (Doc.13C)

Pre-enrolment Information (Doc.19A)

Sample Course Flyer (Doc.22)

Credit Transfer Application Form (Doc.41)

Application for RPL (Doc.42B)

Attendance Record (Doc.52)

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**Policy for Standard Six**

*Policy Statement*

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively

**Context:**  
*Registered Training Organisations must implement a transparent complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the Registered Training Organisation’s responsibilities under the Standards.*  
*Enterprise Registered Training Organisations and volunteer associations that do not charge fees for the training and/or assessment and only provide training to employees or members are not required to maintain a separate complaints and appeals policy in relation to their training and assessment. These organisations must ensure, however, that their organisation’s complaints policy is sufficiently broad to cover the activities as a Registered Training Organisation.*

*Clause 6.1*

*The Registered Training Organisation has a complaints policy to manage and respond to allegations involving the conduct of:*

- a) the Registered Training Organisation, its trainers, assessors or other staff*
- b) a third party providing services on the Registered Training Organisation’s behalf, its trainers, assessors or other staff or*
- c) a learner of the Registered Training Organisation.*

**Procedures:**

The procedures outlined below have been established to ensure Masters in Education Pty Ltd is able to manage and respond to allegations involving the conduct of:

- a) Masters in Education Pty Ltd, its trainers, assessors or other staff
- b) a third party providing services on Masters in Education Pty Ltd’s behalf, its trainers, assessors or other staff
- c) a learner of Masters in Education Pty Ltd

**Procedures**

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appeal the following procedures outlined in Masters in Education Pty Ltd’s Complaints and Appeals Policy must be followed documenting the stages on Masters in Education Pty Ltd’s complaints form (Doc.46) or Appeal (Doc.45)

Full details of Masters in Education Pty Ltd’s Complaints and Appeals Policy are contained in the organisation’s Complaints and Appeals Policy

*Clause 6.2*

*The Registered Training Organisation has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the Registered Training Organisation or a third party providing services on the Registered Training Organisation’s behalf*

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### Procedures:

Masters in Education Pty Ltd has an appeals policy as outlined in Clause 6.1 to manage requests for a review of decisions, including assessment decisions made by Masters in Education Pty Ltd or a third party providing services on Masters in Education Pty Ltd's behalf.

### Clause 6.3

*The Registered Training Organisation's complaints policy and appeals policy:*

- a) *Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process*
- b) *Are publicly available*
- c) *Set out the procedure for making a complaint or requesting an appeal*
- d) *Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and*
- e) *Provide for review by an appropriate party independent of the Registered Training Organisation and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.*

### Procedures:

Masters in Education Pty Ltd has established procedures to ensure its complaints policy and appeals policy:

- a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b) are publicly available
- c) set out the procedure for making a complaint or requesting an appeal
- d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- e) provide for review by an appropriate party independent of Masters in Education Pty Ltd and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal

### Clause 6.4

*Where the Registered Training Organisation considers more than 60 calendar days are required to process and finalise the complaint or appeal, the Registered Training Organisation:*

- a) *Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and*
- b) *Regularly updates the complainant or appellant on the progress of the matter*

### Procedures:

Should the issue take more than sixty (60) calendar days to resolve, Masters in Education Pty Ltd will inform the complainant/appellant in the space provided on the Complaints or Appeals Form, including reasons why more than 60 calendar days are required, and will regularly update the complainant/appellant on the progress of the matter in the space below

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### Clause 6.5

*The Registered Training Organisation:*

- a) *Securely maintains records of all complaints and appeals and their outcomes, and*
- b) *Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence*

#### Procedures:

All complaints and appeals will be recorded in Masters in Education Pty Ltd's Complaints and Appeals Registers (Docs.67 and 68). Opportunities for Improvement will be identified, documented on Action Form (Doc.54A) and actions to be taken recorded in Masters in Education Pty Ltd's Continuous Improvement Register (Doc.54B).

All records relating to complaints and appeals are securely stored in Masters in Education Pty Ltd's Records Management System.

### Clause 6.6

*Where the Registered Training Organisation is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the Registered Training Organisation*

#### Procedures:

As Masters in Education Pty Ltd is not an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, this clause is not applicable

### Related Documents

Appeals (Doc.45)

Appeals Register (Doc.68)

Action Form (Doc.54A)

Complaints Form (Doc.46)

Complaints Register (Doc.67)

Continuous Improvement Register (Doc.54B)

Student Handbook (Doc.20)

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## Policy for Standard Seven

### Policy Statement

The Registered Training Organisation has effective governance and administration arrangements in place

#### Context:

*Business viability is critical to the ongoing sustainability of a Registered Training Organisation and the investment it makes in its services. If Registered Training Organisations are not viable, then this negatively impacts on the quality of its training and assessment outcomes and on learners.*

*Operational and financial business standards therefore provide important protective measures for the learner and Registered Training Organisations, as well as acting as a disincentive for underprepared organisations to enter the market.*

*The factors determining the viability of a Registered Training Organisation are dependent upon the business objectives and operating characteristics of the Registered Training Organisation. For example, the factors determining the business viability of an enterprise Registered Training Organisation embedded within a major Australian business may be different from those impacting upon a private provider or a publically-owned TAFE Institute.*

#### Clause 7.1

*The Registered Training Organisation ensures that its executive officers or high managerial agent:*

- a) are vested with sufficient authority to ensure the Registered Training Organisation complies with the Registered Training Organisation Standards at all times, and*
- b) meet each of the relevant criteria specified in the Fit and Proper Person Requirements in Schedule 3.*

#### Procedures:

Masters in Education Pty Ltd all directors and others with decision-making powers have met the Fit and Proper Person requirements with each holding authority and responsibility for assigned sections of Masters in Education Pty Ltd, as outlined in individual position descriptions (Docs 1A and 1B) thus ensuring that collectively its executive officers or high managerial agent/s:

- a) are vested with sufficient authority to ensure Masters in Education Pty Ltd complies with Masters in Education Pty Ltd Standards at all times, and
- b) meet each of the relevant criteria specified in the Fit and Proper Person Requirements in [Schedule 3](#) of the Standards for RTOs 2015
- c) Should Masters in Education Pty Ltd appoint a new manager, they will be required to meet each of the relevant criteria specified in the Fit and Proper person Requirements referred to in (b) above
- d) Should anything happen that means one or more people are no longer meeting the requirements of the Fit and Proper person Requirements, Masters in Education Pty Ltd will inform ASQA

#### Clause 7.2

*The Registered Training Organisation satisfies the Financial Viability Risk Assessment Requirements*

#### Procedures:

Every twelve months Masters in Education Pty Ltd assesses the financial viability of the organisation as part of its Risk

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Management Plan (Doc.31A), using Masters in Education Pty Ltd's Risk Assessment (Doc.31B) to drive the activity, to ensure it continues to satisfy the Financial Viability Risk Assessment Requirements.

### Clause 7.3

*Where the Registered Training Organisation requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the Registered Training Organisation must meet the requirements set out in the Requirements for Fee Protection in Schedule 6*

#### Procedures:

As Masters in Education Pty Ltd currently does not require any prospective or current learner to prepay fees in excess of a total of \$1500, either directly or through a third party, it is not required to take any action to demonstrate compliance with this clause.

### Clause 7.4

*The Registered Training Organisation holds public liability insurance that covers the scope of its operations throughout its registration period*

#### Procedures:

Scholar College of Education and Training will obtain suitable public liability insurance that covers the scope of its operations throughout its registration period as soon as registration is granted.

### Clause 7.5

*The Registered Training Organisation provides accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time*

#### Procedures:

Masters in Education Pty Ltd has, through its student management system, the ability to provide accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time. This includes:

- a) Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data (data gathered from Student Management System)
- b) Quality Indicator data gathered from:
  - Learner Questionnaire (ASQA document) – due June each year
  - Employer Questionnaire (ASQA document) – due June each year
- c) Competency Completion Competency Completion Online System (CCOS) – due February each year

## Related Documents

Risk Management Plan (Doc.31A)

Risk Assessment (Doc.31B)

Learner Questionnaire (ASQA Doc)

Employer Questionnaire (ASQA Doc)

Fit and Proper Person (ASQA Doc)

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## Masters in Education Pty Ltd

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Phone: 0407891610

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## Policy for Standard Eight

### Policy Statement

The Registered Training Organisation cooperates with the VET Regulator and is legally compliant at all times

#### Context:

*Registered Training Organisations need to comply with the requirements of the Registered Training Organisation Standards as well as other relevant Commonwealth, State and Territory legislation. This is critical if Registered Training Organisations are to deliver training products that have integrity and which fulfil their obligations to their clients.*

*It is important that third party arrangements are documented and transparent to facilitate the Regulator's knowledge that such arrangements exist. This will enable them to factor this into the risk profile they apply when enforcing compliance with the Standards and to review, in the context of Registered Training Organisation audits, the terms of the third party arrangements and the effectiveness of the arrangements in facilitating compliance with these Standards.*

#### Clause 8.1

The Registered Training Organisation cooperates with the VET Regulator:

- a) *By providing accurate and truthful responses to information requests from the VET Regulator relevant to the Registered Training Organisation's registration*
- b) *In the conduct of audits and the monitoring of its operations*
- c) *By providing quality/performance indicator data*
- d) *By providing information about substantial changes to its operations or any event that would significantly affect the Registered Training Organisation's ability to comply with these standards within 90 calendar days of the change occurring*
- e) *By providing information about significant changes to its ownership within 90 calendar days of the change occurring, and*
- f) *In the retention, archiving, retrieval and transfer of records*

#### Procedures:

Masters in Education Pty Ltd commits to cooperating with the VET Regulator by:

- a) *by providing accurate and truthful responses to information requests from the VET Regulator relevant to Masters in Education Pty Ltd's registration*
- b) *in the conduct of audits and the monitoring of its operations*
- c) *by providing quality/performance indicator data*
- d) *by providing information about substantial changes to its operations or any event that would significantly affect Masters in Education Pty Ltd's ability to comply with these standards within 90 calendar days of the change occurring*
- e) *by providing information about significant changes to its ownership within 90 calendar days of the change occurring, and*
- f) *in the retention archiving retrieval and transfer of records*

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### Clause 8.2

The Registered Training Organisation ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- a) By providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services, and
- b) In the conduct of audits and the monitoring of its operations

#### Procedures:

Masters in Education Pty Ltd will not allow services to be delivered by a third party before written agreement, committing to cooperate with the VET Regulator has been signed by all parties concerned this agreement to include:

- a) Provision of accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services, and
- b) Matters relating to the conduct of audits and the monitoring of its operations

### Clause 8.3

The Registered Training Organisation notifies the Regulator:

- a) of any written agreement entered into under Clause 2.3 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
- b) within 30 calendar days of the agreement coming to an end

#### Procedures

Masters in Education Pty Ltd commits to notifying ASQA within ninety (90) days using the *Notification of Material Change or Event* form in the event of changes to any of the following:

- a) executive officer or high managerial agent
- b) financial administration status e.g. liquidators being appointed
- c) legal name or type of legal entity
- d) ownership, directorship or control
- e) anything that may impact on the fit and proper person status of an influential representative of Masters in Education Pty Ltd
- f) any fundamental funding/revenue source (e.g. government funding contract allocation)
- g) Masters in Education Pty Ltd's business strategy driven by a change to government policy
- h) delivery to apprentices or trainees employed under a training contract, or
- i) any other significant event

Masters in Education Pty Ltd will notify ASQA immediately, using the *Notification of change of provider details form*, should there be any change to contact details

#### Retention of Records

Masters in Education Pty Ltd will retain all assessment items for a period of six (6) months from the date the decision on

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competence for the individual unit or module was made, unless these records are required to be retained for longer periods under a funding contract or are subject to additional record retention requirements

(In cases where actual evidence cannot be retained (e.g. construction projects or perishable items evidence, such as photographs, that the standard of the item or work completed justifies the assessment outcome will be retained

Should Masters in Education Pty Ltd cease operations, sufficient digital records will be provided to ASQA to confirm what each learner has completed

Masters in Education Pty Ltd will retain records as required so that, if requested by ASQA to ensure its ability to provide the following types of information about Masters in Education Pty Ltd:

- business registration records e.g. Australian Securities and Investments Commission (ASIC) reports
- information demonstrating that the organisation satisfies the Financial Viability Risk Assessment Requirements
- information demonstrating relevant people associated with the organisation satisfy the Fit and Proper Person Requirements
- information on strategies, resources and other materials used to conduct training and assessment
- documents demonstrating trainer and assessor credentials
- information about delivery operations such as modes, venues, funding, student types and activity conducted
- evidence about record management systems
- public liability insurance coverage
- the names of current or past students, who may be surveyed about satisfaction levels
- any other information required to demonstrate compliance with the VET Quality Framework

### Clause 8.4

*The Registered Training Organisation provides an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:*

- a) currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months, and*
- b) 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 Standards*

### Procedures:

Masters in Education Pty Ltd will provide an annual declaration on compliance with these Standards using the *Declaration on compliance* form to the VET Regulator and in particular whether it:

- a) currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months, and
- b) 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 Standards

Between the months of January and March the Chief Executive Officer and delegated staff will gather the evidence required to complete the Declaration on Compliance form to ensure it is ready for review and submission by the Chief Executive Officer prior to 31<sup>st</sup> March each year.

### Clause 8.5

*The Registered Training Organisation complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.*

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### Procedures:

Masters in Education Pty Ltd will comply with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations

### Clause 8.6

*The Registered Training Organisation ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered*

### Procedures:

Masters in Education Pty Ltd will ensure its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered by:

The inclusion of changes in email communications

Regular update to website

Advising staff and clients of this procedure in relevant Handbooks

Masters in Education Pty Ltd undertakes to comply with all relevant legislative and regulatory requirements.

This includes, but is not limited to, compliance with:

- the National Vocational Education and Training Regulator Act 2011 and the legislative instruments it enables
- legislation, regulations and standards related to delivery of training to overseas students (if applicable)
- workplace health and safety legislation and regulations
- anti-discrimination legislation and regulations
- consumer protection requirements

### *Related Documents*

Notification of change of provider details (ASQA Doc)

Notification of material change or event (ASQA Doc)

Declaration on compliance (ASQA Doc)

Student Handbook (Doc.20)

Staff Handbook (Doc.21)

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## Appendices

### Schedule 1

Item	Relevant Standard	AQF Qualification or Unit of Competency
1	1.14	TAE40110 Certificate IV in Training and Assessment or its successor
	1.15	
2	1.14	A diploma or higher level qualification in adult education
	1.15	
3	1.15	TAESS00001 Assessor Skill Set or its successor
4	1.18	a) TAESS00007 Enterprise Trainer – Presenting Skill Set or its successor or b) TAESS00008 Enterprise Trainer – Mentoring Skill Set or its successor c) TAESS00003 - Enterprise Trainer and Assessor Skill Set or its successor.
5	1.23	a) TAE50111 Diploma of Vocational Education and Training or its successor or b) TAEDES50211 Diploma of Training Design and Development or its successor or c) A higher level qualification in adult education.



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### *Schedule 2*

Independent validation requirements for any RTOs delivering training and assessment qualifications or assessor skill sets from the Training and Education Training Package (or its successor)

For the purposes of Clause 1.25, the requirements for independent validation will apply as follows:

- a) For an RTO applying to extend its scope of registration to include the delivery and assessment of an AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), validation is of:
  - i) RTO's assessment tools, processes and outcomes in relation to other AQF qualifications and/or units of competency on its scope of registration, as directed by the VET Regulator, and
  - ii) the assessment system to be adopted in the delivery of the training and assessment qualification or assessor skill set.
- b) For an RTO applying for the renewal of its registration where its scope of registration includes the delivery and assessment of an AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), validation is of:
  - i) the assessment system for delivery of the training and assessment qualification or assessor skill set, and
  - ii) RTO's assessment tools, processes and outcomes in relation to the training and assessment qualification or assessor skill set.

For the purposes of Clause 1.25, independent validation of AQF qualifications or the assessor skill set from the Training and Education Training Package (or its successor) must be conducted by one or more persons who collectively have:

- a) current knowledge and skills in vocational teaching and learning, and
- b) the training and assessment qualification or assessor skill set at least to the level being validated.

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### Schedule 3

#### Fit and Proper Person Requirements

#### Criteria for suitability

In assessing whether a person meets the Fit and Proper Person Requirements, the VET Regulator will have regard to the following considerations:

- a) Whether the person has been convicted of an offence against a law of the Commonwealth or a State or Territory of Australia, or of another country, and if so, the seriousness of the offence and the time elapsed since the conviction was recorded
- b) Whether the person has ever been an executive officer or high managerial agent of an RTO at a time that an RTO had its registration on the National Register cancelled or suspended by its VET Regulator for having breached a condition imposed on its Registration
- c) Whether the person has ever been an executive officer or high managerial agent of an RTO at a time that an RTO was determined to have breached a condition of its registration under the Education Services for Overseas Students Act 2000 or the Tertiary Education Quality and Standards Agency Act 2011
- d) Whether the person has ever become bankrupt, applied to take the benefit of a law for the benefit of bankrupt or insolvent debtors, compounded with his or her creditors or assigned his or her remuneration for the benefit of creditors, and if so, the time elapsed since this event occurred
- e) Whether the person has ever been disqualified from managing corporations under Part 2D.6 of the Corporations Act 2001, and if so, whether the disqualification remains in place
- f) Whether the person was involved in the business of delivering courses or other services on behalf of a person that was the subject of regulatory action described in points b) or c) above, and if so, the relevance of the person's involvement
- g) Whether the person has ever provided a VET Regulator with false or misleading information or made a false or misleading statement to a VET Regulator, and if so, whether it is reasonable to assume that the person knew that the statement made or information provided to the VET Regulator was false or misleading
- h) Whether the person has ever been determined not to be a fit and proper person as prescribed under any law of the Commonwealth or of a State or Territory of Australia, and if so, whether that determination remains in place
- i) Whether the public is likely to have confidence in the person's suitability to be involved in an organisation that provides, assesses or issues nationally recognised qualifications
- j) Whether the person has ever been an executive officer or high managerial agent of an RTO at a time that an RTO was determined to have breached a government training contract, and
- k) Any other relevant matter



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*Schedule 4*

Conditions of Use of NRT Logo

The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark. The following describes a range of situations and conditions for using the NRT Logo.

Advertisements and promotional information in any medium (print, television, radio, banners, internet, etc)

1. RTOs registered by any VET Regulator may use the NRT Logo to promote nationally recognised training provided that training is within an RTO’s scope of registration.
2. Impressions must not be created that may lead an observer to conclude the NRT Logo applies to all training provided by an RTO, if this is not the case. The NRT Logo cannot be used by an RTO where the training is accredited, but is outside the scope of registration of an RTO. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside an RTO’s Scope of Registration, it must be made clear the NRT Logo is not associated with that training.
3. Use of the NRT Logo is only permitted where there is a direct relationship to a AQF qualification and/or unit of competency as specified within training packages or VET accredited courses. Student information (brochures, course handbooks, prospectuses, etc)
4. When an RTO is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses must clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised. Corporate stationery, business cards, buildings, training resources and marketing products
5. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, and packaging around products nor learning resources supporting training. Certificates, Statements of Attainment and other testamurs
6. The NRT Logo must be depicted on all AQF certification documentation issued by an RTO. These can only be issued by an RTO when the qualification and/or unit of competency are within an RTO’s scope of registration. The NRT Logo must not be depicted on other testamurs or transcripts of results.

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### Schedule 5

Application of the AQF Qualifications Issuance Policy within the VET Sector

RTOs must meet the requirements of the AQF for issuing AQF qualifications and statements of attainment, in addition to the following requirements.

#### Issuing AQF Qualifications

1. RTOs must include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:
  - a) the name, National RTO code and logo of the issuing organisation
  - b) the code and title of the awarded AQF qualification, and
  - c) the NRT Logo in accordance with the current conditions of use contained in Schedule 4.
2. The following elements are to be included on the testamur as applicable:
  - a) the State/Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts)
  - b) the industry descriptor, e.g. Engineering
  - c) the occupational or functional stream, in brackets, e.g. (Fabrication)
  - d) where relevant, the words, 'achieved through Australian Apprenticeship arrangements', and
  - e) where relevant, the words, 'these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.
3. RTOs must not include the learner's Student Identifier on the testamur consistent with the Student Identifiers Act 2014.
4. RTOs will:
  - a) retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued
  - b) retain records of AQF certification documentation issued for a period of 30 years, and
  - c) provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.

#### Issuing Statements of Attainment

5. RTOs must include the following information on a statement of attainment:
  - a) the name, National RTO Code and logo of the issuing organisation
  - b) a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
  - c) the authorised signatory
  - d) the NRT Logo
  - e) the issuing organisation's seal, corporate identifier or unique watermark
  - f) the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
6. The following elements are to be included on the statement of attainment as applicable:

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- a) the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities)
  - b) the words 'These competencies form part of [code and title of qualification(s)/course(s)]'
  - c) the words, 'These competencies were attained in completion of [code] course in [full title]', and
  - d) where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.
7. RTOs must not include the learner's Student Identifier on the statement of attainment consistent with the Student Identifier Act 2014.
8. RTOs will:
- a) maintain registers of all statements of attainments issued
  - b) retain records of statements of attainment issued for a period of 30 years, and
  - c) provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.

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*Schedule 6*

Requirements for protecting fees prepaid by individual learners, or prospective learners, for services.

These requirements do not override obligations and requirements of the Education Services for Overseas Students Act 2000 (Cth).

Type of RTO	Requirement
Government entity or an Australian university	<p>RTO implements a policy addressing learner fee protection arrangements. This policy details how, if RTO is unable to provide services for which the learner has prepaid, the learner will:</p> <ul style="list-style-type: none"> <li>• be placed into an equivalent course such that: <ul style="list-style-type: none"> <li>– the new location is suitable to the learner, and</li> <li>– the learner receives the full services for which they have prepaid at no additional cost to the learner or</li> </ul> </li> <li>• be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount</li> </ul>
All other RTOs	<p>RTO addresses learner fee protection by implementing one or more of the following arrangements:</p> <ol style="list-style-type: none"> <li>1. RTO holds an unconditional financial guarantee from a bank operating in Australia where: <ol style="list-style-type: none"> <li>a) the guarantee is for an amount no less than the total amount of prepaid fees held by RTO in excess of the threshold prepaid fee amount for each learner for services to be provided by RTO to those learners, and</li> <li>b) all establishment and ongoing maintenance costs for the bank guarantee are met by RTO</li> </ol> </li> <li>2. RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if RTO is unable to provide services for which the learner has prepaid, must ensure: <ul style="list-style-type: none"> <li>• the learner will be placed into an equivalent course such that: <ul style="list-style-type: none"> <li>– the new location is geographically close to where the learner had been enrolled, and</li> <li>– the learner receives the full services for which they have prepaid at no additional cost to the learner or</li> </ul> </li> <li>• if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.</li> </ul> </li> <li>3. Any other fee protection measure approved by the VET Regulator.</li> </ol>