

## 1. Purpose

VEG Education is committed to exemplary governance, operational excellence, and quality-driven education, in accordance with the 2025 Standards for Registered Training Organisations. Effective leadership, transparent business practices, ongoing compliance, and a strong focus on continuous improvement underpin the delivery of high-quality outcomes for students, industry, and the broader community.

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## 2. Policy Statement

- The CEO is ultimately responsible and suitably authorised to ensure that all activities and decisions undertaken by VEG Education comply with the 2025 RTO Standards, legislative requirements, and the RTO's scope of registration.
  - Sound governance and administration systems ensure integrity, accountability, and ongoing viability across all training and assessment activities, business development, and partnership arrangements.
  - The RTO operates ethically, transparently, and always in the best interests of its students, clients, staff, and stakeholders.
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## 3. Definitions

- **Governance:** The structures, authorities, and processes that enable strategic direction, oversight, and control of all RTO operations.
  - **Compliance:** Adherence to the requirements of the 2025 Standards, Compliance Requirements, and all relevant legislation, including data provision, financial, quality, and fit and proper person obligations.
  - **Risk Management:** The coordination and application of systems that identify, assess, and respond to strategic, operational, and compliance risks.
  - **Scope of Registration:** The current range of nationally recognised training products for which the RTO is authorised to deliver and issue AQF certification.
  - **Third Party:** Any party, not an employee or contractor, delivering training or services on behalf of the RTO.
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## 4. Legislation

Legislation and legislated instruments relevant to this policy include:

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

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## 5. Policy Principles

### 5.1 Governance and Strategic Planning

Governance and strategic oversight are achieved through an annually reviewed business and operational plan, encompassing the RTO's full scope, risk profile, and stakeholder environment.

Stakeholder input, including staff, students, industry, and third parties, is actively considered during business planning and strategic development.

The RTO regularly analyses sector changes, business performance, student and employer feedback, compliance data, and operational risks to set measurable objectives and inform decision-making.

VEG Education ensures it complies with the VET quality Framework, including the following:

- i. Standards for Registered Training Organisations (SRTOs 2025)  
<https://www.asqa.gov.au/rtos/2025-standards-rtos>
- ii. Australian Qualifications Framework (AQF)  
<http://www.aqf.edu.au/>
- iii. Financial Viability Risk Assessment Requirements 2011  
<http://www.comlaw.gov.au/Details/F2011L01405>
- iv. Data Provision Requirements 2012  
<http://www.comlaw.gov.au/Details/F2013C00497>
- v. Training Packages,  
<https://training.gov.au/Home/Tga>
- vi. National Reporting for RTOs

Total VET Activity

<http://www.industry.gov.au/skills/NationalReportingforRTOs/Pages/default.aspx>

- vii. Quality Indicator reporting (including Learning Questionnaires, Employer Questionnaires and Competency Completion (CCOS))  
<http://www.asqa.gov.au/vet-registration/comply-with-your-obligations/quality-indicator-reporting.html>
- viii. Unique Student Identifier (USI)  
<http://www.usi.gov.au/Pages/default.aspx>  
<http://www.comlaw.gov.au/Details/C2014A00036>

## 5.2 Financial and Resource Management

Responsible fiscal management and reporting uphold the RTO's ongoing viability and ability to invest in training quality, workforce capability, technology, and support services.

The RTO maintains relevant, current insurance and risk mitigation measures.

Resources, facilities, and staffing levels are continually reviewed to ensure capacity to meet student needs across all delivery modes and settings.

## 5.3 Quality, Compliance, and Risk Management

The RTO maintains robust systems and processes for:

- Ongoing compliance with Outcome Standards, Compliance Requirements, and relevant laws
- Monitoring, reviewing, and improving all operations, training, assessment, records management, and reporting
- Effective management of internal and third-party service delivery arrangements
- Evidence-based self-assessment, internal audit, and annual compliance declarations
- Timely notification to regulators of changes, risks, or matters materially affecting compliance or operations
- Staff and stakeholder awareness of legislative and regulatory changes.

## 5.4 Student and Stakeholder Focus

The RTO ensures:

- Quality educational and support services are available and accessible to all students
- Marketing and recruitment practices are ethical, accurate, and compliant (see Marketing Policy)
- Transparent complaints and appeal processes support student and client confidence
- All records relating to RTO management are systematically created, maintained, and secured.

## 6. Responsibilities

The CEO is responsible The CEO VEG Education is responsible for:

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

All staff and contractors are required to adhere to this policy and demonstrate commitment to continuous improvement, student protection, and regulatory compliance.

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## 7. Records Management

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

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## 8. Review and Continuous Improvement

All governance and management processes are monitored and reviewed annually, with improvements identified, documented, and actioned through the RTO's Continuous Improvement Policy. All processes relative to management of the RTO are monitored by the CEO VEG Education and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## Management of RTO Procedures

### Compliance Management

#### STEP 1 – Compliance with VET Regulations and Policies

No.	Who	Actions
1.1	CEO	a) Kept abreast of compliance requirements and VET Reform changes which impact on RTO Operations. These include (but are not limited to): <ol style="list-style-type: none"> <li>i. Standards for RTOs 2015</li> <li>ii. The Australian Qualifications Framework (AWF)</li> <li>iii. Financial Viability Risk Assessment Requirements 2011</li> <li>iv. Data Provision Requirements 2012</li> <li>v. Training Packages</li> <li>vi. Total VET Activity Reporting requirements; and</li> <li>vii. Student Identifier Act</li> </ol> b) As changes are identified, strategize the process for implementation of the new requirements in a timely manner.
1.2	CEO	Provide an annual declaration on compliance to VET Regulator.
1.3	CEO	Ensure Internal <b>Audit Policy and Procedures</b> are implemented on an annual basis at minimum.
1.4	CEO	Ensure that VEG Education cooperates with <b>External Audits (See Audit Policy and Procedures)</b> .
1.5	CEO	Ensure third party providers are monitored and audited regularly to ensure compliance across Standards for RTOs 2015.

### Changes to the RTO

#### STEP 1 – Compliance with VET Regulations and Policies

No.	Who	Actions
1.1	CEO	a) Kept abreast of compliance requirements and VET Reform changes which impact on RTO Operations. These include (but are not limited to): <ol style="list-style-type: none"> <li>i. Standards for RTOs 2015</li> <li>ii. The Australian Qualifications Framework (AQF)</li> <li>iii. Financial Viability Risk Assessment Requirements 2011</li> <li>iv. Data Provision Requirements 2012</li> <li>v. Training Packages</li> <li>vi. Total VET Activity Reporting requirements; and</li> <li>vii. Student Identifier Act</li> </ol> b) As changes are identified, strategize the process for implementation of the new requirements in a timely manner.

### Business Management

#### Step 1 – Business Planning

No.	Who	Actions
1.1	CEO	Conducts and annual business planning review and meeting to strategize the year ahead.
1.2	CEO	Ensures all Business insurances have currency, including: <ol style="list-style-type: none"> <li>i. Public Liability</li> </ol>

# Management of RTO Policy and Procedures



		<ul style="list-style-type: none"><li>ii. Professional Indemnity</li><li>iii. Workers Compensation</li><li>iv. Building and Contents</li><li>v. Directors</li></ul>
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