Victorian Training Guarantee Quality Charter

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

The Charter supports the provision of key aspects of our Training Services.

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

The following are the five (5) Principles of the Quality Charter. Should students have any questions about the Quality Charter, you can speak with our Reception Staff, your Trainer and Assessor, or any of the AWCC Senior Management Staff.

**Principle 1**

**Objective**

The student values and understands their training entitlement.

**AWCC Obligations**

The AWCC will communicate government funded training opportunities in a manner that is:

- **Be ethical**
  - a. ethical, including compliant with the Statement of Expectations;
- **Be accurate**
  - b. accurate;
- **Be transparent**
  - c. transparent; and
- **Be accessible**
  - d. accessible.

**Principle 2**

**Objective**

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

**AWCC Obligations**

The AWCC will, to and for each student:

- **Inform**
  - a. provide information and support, including:
    - i). how the AWCC’s training products, programs, pathways and delivery options will affect the individual’s training outcome; and
    - ii). all fees, costs and requirements of undertaking the program, including in accordance with the Statement of Fees;
- **Be clear**
  - b. ensure the information provided is clear, accurate, full and relevant;
- **Explain**
  - c. ensure the support provided is reasonable and accessible; and
  - d. ensure they are made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of the full effect of any dual enrolment on the student’s lifetime Victorian Training Guarantee entitlement.
Principle 3

Objective

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

AWCC Obligations

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

- Individualise
  a. meets the individual’s needs;
  
- Link to outcomes
  b. links to likely job, participation and/or further study opportunities; and
  c. minimises duplication of the individual’s existing competencies,

- Add value
  d. determined and documented through a thorough and individual Pre-Training Review; and

- Document
  e. ultimately, reflected in your Training Plan.

Principle 4

Objective

The student’s training and assessment meets regulatory standards and is delivered by experts in a manner appropriate for their individual needs.

AWCC obligations

The AWCC will ensure:

- Meet RTO standards
  a. the student’s training and assessment is delivered to Regulatory Standards;
  b. the student’s training and assessment is delivered in an appropriate manner, including that:
    i. the student is provided reasonable and accessible support to facilitate their participation in training and attainment of skills; and
    ii. the Volume of Learning, Amount of Training, Duration, delivery modes, materials, facilities and equipment are sufficient:
      A. to meet the student’s needs, including as identified through the Pre-Training Review;
      B. for the student to consolidate skills and produce job-ready competencies; and
      C. to meet the requirements and guidance in the Australian Qualifications Framework, training packages and accredited courses, as documented through:
      D. the Training and Assessment Strategy; and/or
      E. the Training Plan;
  
- Train enough
  
- Train for long enough
  
- Use the right resources
  c. for each learner cohort, where the Training and Assessment Strategy is structured so as to be completed in a shorter time period than the minimum described in the Australian Qualifications Framework, the AWCC describes and documents within the Training and Assessment Strategy, using a rationale based on the previous skills and knowledge and the needs of learners, how a specific learner cohort:
    i. has the characteristics to achieve the required rigour and depth of training, and
    ii. can meet all of the competency requirements in a shorter timeframe.

- Document

- Be expert
  e. the student’s training and assessment is delivered by a VTG Teacher.
Principle 5  
Objective  
Responsive feedback systems  
The student can provide feedback on their training experience and the AWCC responds and improves adequately.

AWCC Obligations  
Listen  
Be open  
Respond and resolve  
Improve  

The AWCC will:

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

Authorised  
Rodney Wangman  
Chief Executive Officer  
1st December 2015