



## Barleys Traffic Management Training Student Handbook



This handbook delineates your entitlements and obligations when engaging in Nationally Recognised Training with Barleys Traffic Management Training.

Please read this handbook before commencing your initial day of training.



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## 1 **ABOUT**

Barleys Traffic Management Training stands as a premier provider committed to cultivating proficient individuals within the dynamic realm of traffic control and management. Our comprehensive training programs, covering Traffic Control, Management Implementation, and Design, adhere to the highest industry standards and regulatory requirements.

We take pride in delivering theory sessions in conference rooms across Melbourne, fostering an engaging learning environment. Additionally, our on-site assessments ensure practical skill mastery, aligning our commitment to producing industry-ready professionals.

With experienced trainers and state-of-the-art facilities, we empower our participants to navigate the challenges of the traffic management sector successfully. At Barleys Traffic Management Training, we are dedicated to contributing to safer roadways and shaping the future of traffic management professionals.

## 2 **CONTACT INFORMATION**

Business headquarters: 1/95 Tooradin Station Rd, Tooradin, Victoria

Phone number: (03) 9088 7592

Email: [training@barleys.net.au](mailto:training@barleys.net.au)

Website: <https://barleys.net.au/traffic-management-training/>

## 3 **CODE OF PRACTICE**

Barleys Traffic Management Training upholds elevated benchmarks in the delivery of nationally recognised training and student services. Our commitment to excellence is reflected in the implementation of policies and procedures that ensure the maintenance of exceptional standards throughout the marketing and delivery of our services, prioritising the well-being and interests of our students, as well as safety on our roads.

In fostering an environment conducive to student success, Barleys Traffic Management Training possesses the capability to deliver courses listed within our scope of registration. Our commitment extends to providing well-equipped facilities, employing methods tailored to the nature of the training, and utilising materials that align with the standards set for the delivery of quality education by the VQRA and Austroads.

Barleys Traffic Management Training guarantees that once a student has commenced their chosen qualification or course, they will receive the necessary support and resources to complete both the training and assessment



requirements. This commitment underscores our dedication to assisting students in achieving their educational goals and obtaining the skills and qualifications they need for their chosen career paths.

#### 4 **STUDENT ENTRY**

To enrol in our programs at Barleys Traffic Management Training, students must be at least 18 years old and be physically in Victoria. This requirement ensures compliance with the geographical scope of our training services.

Student recruitment at Barleys Traffic Management Training adheres to a responsible, ethical approach consistent with the stipulations of the training package requirements. We are committed to non-discrimination and strictly adhere to equal opportunity and anti-discrimination legislation.

#### 5 **HOW TO ENROL**

Enrolment at Barleys Traffic Management Training requires completion of the Student Enrolment Form, which serves as a crucial document for student registration. The electronic enrolment form will be provided to the student, requiring completion of all questions, agreement of terms and the student's signature in the designated area.

In addition to personal details, students are required to provide their Unique Student Identifier (USI) to Barleys Traffic Management Training. Furthermore, students must pay in full up-front. Upon acceptance of student enrolment by Barleys Traffic Management Training and payment of fees, students receive a permanent Barleys Traffic Management Training student identification number and are officially enrolled in their chosen course of study.

To ensure transparency and awareness, a copy of the Student Handbook, outlining students' rights and responsibilities, is made accessible to all students before, during and after their enrolment application.

#### 6 **COURSES PROVIDED BY BARLEYS TRAFFIC MANAGEMENT TRAINING**

Barleys Traffic Management Training's courses align with the Austroads Temporary Traffic Management National Training Programs and provide a structured career path, offering both theoretical and practical training. Completion of these courses ensures national recognition, enabling individuals to work in various states and territories with the necessary expertise and qualifications.

For information on specific courses, please see our website.



## 7 **PRE-ENROLMENT**

Prior to enrolment, students are provided with essential information to ensure informed decision-making. This comprehensive pre-enrolment course information includes details such as prerequisites and enrolment. Additionally, students will receive insights into course specifics, including location, duration and delivery methods. Information on certifications issued upon successful course completion will also be communicated.

Furthermore, the pre-enrolment package covers fees and charges. Any third-party arrangements, if applicable, will be outlined, and the provision of language, literacy, and numeracy assessments will be highlighted. Additionally, students will receive details regarding available support services, coupled with a comprehensive overview of student-related policies and procedures, ensuring a transparent and well-informed pre-enrolment experience.

## 8 **UNIQUE STUDENT IDENTIFIER**

A Unique Student Identifier (USI) is a crucial component of each student's educational journey at Barleys Traffic Management Training. All students participating in nationally recognised training need to have a USI. The USI is a reference number made up of 10 numbers and letters, and stays with you for life. This unique identifier is a national reference number that creates a comprehensive and accessible record of an individual's vocational education and training achievements. The USI ensures the accuracy and efficiency of student training records, enabling convenient access to and the sharing of qualifications and statements of attainment across various educational institutions and employers. By having a USI, students can seamlessly track their progress, engage in recognition of prior learning processes, and receive the due recognition for their skills and knowledge acquired throughout their educational endeavors. It streamlines administrative processes, enhances the portability of qualifications, and contributes to a more transparent and accountable education and training system.

All students seeking admission to a nationally recognised qualification at Barleys Traffic Management Training are required to provide their Unique Student Identifier (USI).

If you need to create your own USI, please visit: <https://www.usi.gov.au/your-usi/create-usi>

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/howapply>



## 9 **RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) acknowledges the skills, knowledge, and/or experience acquired both within and outside the formal education and training system. It involves assessing how these acquired competencies align with the requirements of units of competency within an Austroads approved skill set.

Given the specialised nature of traffic control and traffic management courses, there are occasions where it's deemed most beneficial and necessary for individuals to pursue a refresher program or complete the full course rather than opting for RPL. In instances where RPL is chosen as the preferred pathway, Barleys TMT conducts a thorough assessment of each candidate's unique circumstances, skills, experience, and knowledge. As part of the RPL process, students will be required to provide supporting documentation. This comprehensive collection of evidence will constitute your RPL portfolio, which will then undergo assessment by Barleys Traffic Management Team.

For more information, see the Recognition of Prior Learning Policy and Procedure on our website. To discuss possible recognition of your prior learning, please contact barleys Traffic Management Training Administration Team using the contact information in Section 2 of this document.

## 10 **FEES**

At Barleys Traffic Management Training, we operate on a pay-at-enrolment basis. This means that fees are due at the time of course selection and enrolment. We strive to maintain transparency regarding all fees and charges associated with our training programs. You can find the current fees and charges for each of our training products listed on the individual qualification webpages within our website, and is inclusive of all course fees, administration fees, material fees, and any other charges for enrolling in a qualification/training program.

Where changes to tuition fees have occurred, evidence of historical fees will be retained.

### **10.1 Limiting fees being paid in advance**

Barleys Traffic Management Training acknowledges that it has a responsibility to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, Barleys TMT will accept payment of no more than \$1,000 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees being made directly or through a third party. Following the course commencement, Barleys TMT may require payments of additional fees as per scheduled payment plans from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.





## 10.2 Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001> Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

## 10.3 Miscellaneous Charges

Barleys Traffic Management Training will levy some miscellaneous charges for services. These may include re-issuing a certificate or card after it has been initially issued to a student. This process will incur an additional fee of \$50.00.

Additional costs incurred will depend on the services sought. All additional costs regarding additional support funding will be at the student's expense. Expenses will be determined and discussed with students on a case-by-case basis and documented in the Barleys' Student Management System.

# 11 **REFUNDS AND RESCHEDULE**

## 11.1 Rescheduling Policy

Participants are permitted a maximum of one rescheduling instances. Subsequent rescheduling attempts will incur the full course fee. In the event of a class cancellation by Barleys Traffic Management Training, participants can opt for an alternative date or receive a full refund of the course fee. Refunds, however, do not cover additional expenses incurred by participants. All refund requests must be submitted via email to [training@barleys.net.au](mailto:training@barleys.net.au). Telephone requests will not be accepted. Upon approval, refund funds will be returned to the original payment account, with a processing time of approximately 1-2 weeks.

## 11.2 Partial Refund Conditions

For late arrival, insufficient ID, or inadequate English proficiency, a partial refund may be requested.

## 11.3 Assessment Completion

Failure to successfully complete assessments requires students to rebook the course at a training cost of \$50 per person.

## 11.4 Reschedule and Cancellation Fees

Rescheduling requests made more than 7 days before the class start time are free. Requests within 7 days incur a 25% rescheduling fee. Rescheduling requests within 24 hours of the class start time is prohibited.





Cancellation requests over 7 days before the course start receive a full refund with a \$10.00 administrative fee. Requests within 7 days get a 50% refund. Cancellation requests within 24 hours of the class start time is prohibited.

In the case of non-attendance, no refund or rebooking will be provided.

In the event of late arrival, a 50% refund of the course cost will be granted.

If a participant has an insufficient level of English, fails to provide the required identification (applies to courses requiring 100 points ID), or fails to produce their White Card for those classes requiring, no refund will be given. No refund will be given where students provide insufficient evidence for courses requiring evidence within the required timeframe.

## **12 LEARNING EXPERIENCE**

To ensure the achievement of student training objectives and in line with Austroads curriculum, Barleys Traffic Management Training offers a holistic learning experience that optimally leverages student potential. Our learning approach combines instructor-led training in a classroom setting with real-world assessments conducted on-site.

In the instructor-led training format, small groups benefit from classroom-based instruction delivered by our exceptional trainers. Our learning program incorporates one-on-one interactions between the trainer and student. This personalised approach enhances the comprehensiveness and flexibility of learning for each student.

On-site assessments, particularly in the realm of traffic management and safety, present students with a unique advantage by offering a practical and real-world evaluation of their skills and knowledge. By conducting assessments within the actual work environment, students can demonstrate their capabilities in a setting familiar to them, effectively bridging the gap between theoretical learning and practical application, especially crucial in the intricacies of traffic management and safety protocols. This approach ensures that students not only grasp theoretical concepts but can adeptly apply them to the specific tasks and responsibilities inherent in traffic management scenarios. The incorporation of on-site assessments significantly enhances the relevance and authenticity of the evaluation, resulting in a more comprehensive and meaningful measure of the student's competency.

## **13 ASSESSMENT PROCEDURES**

Throughout the learning material for each course, corresponding assessments will be provided incrementally. Assessments will consist of various tasks, and successful completion of all task requirements at a satisfactory standard is essential to pass a course.



Your trainer will thoroughly explain the assessment process before you submit your work. At Barleys Traffic Management Training, we ensure assessments are conducted with validity, reliability, and fairness. Prior to submission, carefully read and comprehend the instructions in each assessment. If any aspect of the assessment process seems unclear or raises uncertainties, please consult with your trainer/assessor for clarification.

### **13.1 Reasonable Adjustments**

In cases where students encounter challenges such as physical or mental disabilities, illness, or family emergencies hindering the standard assessment process, alternative assessment formats and schedules can be negotiated with the trainer before the assessment date. For instances related to illness, a doctor's certificate must be provided as documentation to support the inability to complete an assessment, and that assessment can be rescheduled.

## **14 ASSESSMENT OUTCOMES AND FEEDBACK**

All assessments are evaluated by a qualified assessor within our organisation. If you are assessed as not yet competent (NYC), the assessor will provide constructive feedback outlining the necessary steps for you to achieve competency. It is important to understand that in competency-based assessments, your outcome is categorised as either C (Competent) or NYC (Not Yet Competent). There is no grading system applied to these assessments.

## **15 STUDENT FEEDBACK**

Student feedback is highly valued, and students are encouraged to share your thoughts on any aspect of your engagement with Barleys Traffic Management Training.

You can provide feedback to your trainer/assessor directly, via email to [training@barleys.net.au](mailto:training@barleys.net.au), or via the Student Questionnaire, which you will be asked to voluntarily complete after finishing your course with us. Your choice to provide feedback or not, and the content of your feedback, will have no positive or negative impact on your receipt of qualification.

## **16 APPEALS AND COMPLAINTS**

We encourage students to maintain direct communication with their trainer/assessor to address any concerns regarding their assessment results. However, should students choose to appeal a final assessment result, our Appeals and Complaints Policy and Procedure at Barleys Traffic Management Training can guide you through the formal appeal process.



All formal appeals must be submitted in writing to [jamie@barleys.net.au](mailto:jamie@barleys.net.au), and the appeal handling process will begin within five working days of receiving the written appeal.

At Barleys Traffic Management Training, we aim to foster an environment of trust and openness. If you have any complaints, defined as expressions of dissatisfaction with any aspect of our services, you are encouraged to address them promptly and constructively. Complaints may include concerns about enrolment, induction, orientation, career counselling, quality of education and training, academic matters, handling of personal information, and general student dealings.

Students are advised to first attempt to resolve concerns with their trainer/assessor, and our management staff is also available to assist at an informal level. Should you decide to submit a formal complaint, this should be submitted in writing to [jamie@barleys.net.au](mailto:jamie@barleys.net.au), and the complaint handling process will commence within five days of receiving the formal submission.

For more information, please see our Appeals and Complaints Policy and Procedure on our website.

## **17 STUDENT RESPONSIBILITIES**

Active participation and consistent attendance are vital components of your involvement in nationally recognised training, essential for the successful attainment of your qualification. Should you encounter any challenges attending an instructor-led training or on-site assessment, it is imperative to provide timely notice and a comprehensive explanation, including certified evidence, such as a doctor's certificate. During instructor-led training, your daily participation will be documented by signing a course sign-in sheet before each training session. Likewise, you will sign a daily sign-in and SWMS on-site. This attendance record, both electronic and hard copy, serves as evidence for each unit of competency, ensuring a comprehensive tracking of your engagement throughout the training program.

Additionally, students are expected to uphold a high level of personal responsibility for their learning and assessment processes, as well as their interactions with fellow students and staff members. Maintain a professional tone and demeanour in all communications, whether written or verbal. Use proper language and avoid engaging in any form of harassment or discrimination, or any behaviour that may be considered offensive, discriminatory, or disruptive to the learning environment. Treat fellow students, instructors, and staff with respect and courtesy.

Written notification to Barleys Traffic Management Training is required if a student decides to withdraw from the program.



## 17.1 Anti-Plagiarism

All assessments must be original work, and any form of cheating or enlisting others for completing assignments is strictly prohibited. Plagiarism, including copying from published sources without proper referencing, is illegal. Students must adhere to referencing guidelines when incorporating another person's ideas into their work. Barleys Traffic Management Training encourages use of the anti-plagiarism program where students have referred to another person's ideas.

Engaging in cheating or plagiarism may lead to the cancellation of enrolment.

### 17.1 Confidentiality

Protect the confidentiality and privacy of others. Do not share personal information or any content that is private or sensitive without consent.

## 17.2 Compliance with Policies

Familiarise yourself with and adhere to all institution policies and guidelines in this document.

# 18 ISSUANCE OF CREDENTIALS

## 18.1 Qualification

Upon the successful completion of students' nationally recognised training, they will receive a Qualification Certificate and a Record of Results outlining all completed units. Email notification of this achievement will be sent.

## 18.2 Statement of Attainment

For competency in units that partially fulfill a qualification, a Statement of Attainment will be issued, listing all successfully completed competencies. Email notification of this accomplishment will also be provided.

## 18.3 Verification

Before certification issuance, a delegate from Barleys Traffic Management Training verifies that competencies have been appropriately assessed, all tasks are complete, and all fees are settled. Once everything is deemed in order, the delegate authorizes the issuance of the relevant certificate within 30 calendar days of the student completing their course or final assessment.



## 19 **DISCIPLINARY PROCEDURES**

Disruptive behaviour affecting the learning environment may result in a request for the student to leave the course, accompanied by a written notice of the incident to the student and/or their employer (if applicable). Re-entry to the course requires negotiation with the trainer/assessor.

Any misconduct will trigger a meeting followed by a written notice to the student and/or their employer (if applicable). Subsequent incidents may lead to termination from the course without a refund.

Serious misconduct warrants immediate termination from the course, with no refund provided in such instances.

## 20 **RTO CHANGES**

As a Registered Training Organization (RTO), we are obligated to promptly inform you of any changes that may occur with our RTO, the courses offered, or the arrangements for training and assessment. This includes changes in ownership, new third-party arrangements, alterations to existing third-party agreements relevant to your enrollment, or circumstances where we are unable to deliver the services agreed upon. In the event of such changes, Barleys Traffic Management Training will develop a strategy to mitigate any impact on you, providing clear communication about the modifications and their implications as soon as possible.

Depending on the nature of the change, we may employ various communication methods, such as sending an email, or making a phone call. It is essential to ensure that we have your most up-to-date contact information, including your home address, email address, and mobile number, to facilitate timely and effective communication.

## 21 **STUDENTS RECORDS**

### 21.1 **Change of Personal Details**

In the event of any alterations to your personal information during your enrollment period with us, and prior to the issuance of your qualification or statement of attainment, it is imperative to first update your details in the USI register. Further details can be found here:

<https://www.usi.gov.au/students/update-your-details>. Students should then promptly inform Barleys Traffic Management Training by emailing [training@barleys.net.au](mailto:training@barleys.net.au).

Personal details are first/middle/last name, preferred name, date of birth, country of birth, town/city of birth and gender.



Students should email Barleys Traffic Management Training to change their contact details. Contact details include email, mobile, home phone and postal address.

### 21.2 Retention of Student Records

Barleys Traffic Management Training maintains records for all students, encompassing enrolment particulars, attendance registers, and assessment outcomes for each unit of competency. These records are securely stored for a duration of five years. Electronic copies of student 'Record of Results,' qualifications, and statements of attainment are retained for 30 years.

### 21.3 Access to Student Records

As per the Freedom of Information Act 1992, individuals have the right to request copies of their own competency records and related documents from Barleys Traffic Management Training. This process begins by the student emailing [training@barleys.net.au](mailto:training@barleys.net.au).

## 22 **STUDENT SUPPORT**

Barleys Traffic Management Training is dedicated to ensuring that each student enjoys a positive and enriching learning journey, enhancing their skill set. Our personalised one-on-one approach provides students with the following support services:

- Continuous monitoring of the student's progress by the trainer/assessor to ensure successful learning outcomes.
- If you have specific requirements, these can be addressed during your enrolment with your emailing Management Team member. Alternatively, feel free to reach out to your trainer or a member of the Management Team at any point during your training and assessment process.
- The Management Team sends a Confirmation of Enrolment email with all commencing Barleys Traffic Management Training students which reiterates key aspects pertinent to the student's enrolment. These details include but are not limited to the RTO provider, course offer, chosen payment, provider contact information, and Student Handbook. This provides the student with a future reference document.

### 22.1 External Student Support

For students in need of extra assistance in their studies, work, or personal life, Barleys Traffic Management Training offers referrals to community organizations that might provide support. Please be aware that certain services may involve charges, and these fees are the responsibility of the individual seeking assistance.





### Reading and Writing Hotline

Phone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### Lifeline

Phone: 13 11 14

Website: <https://www.lifeline.org.au/>

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need phone counselling, you can call about anything that might be troubling you.

### Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

### Healthdirect Australia

Phone: 1800 022 222

Website: <https://www.healthdirect.gov.au/>

Symptom checker, medicines and health information.

### MindSpot

Phone: 1800 614 434

Website: <https://mindspot.org.au/>

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses or can help find local services.

### Butterfly Foundation

Phone: 1800 334 673

Website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone. When: 8am to 9pm M-F (no public hols)

### My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

### Rape & Domestic Violence Services Australia

Phone 1800 737 732 (1800 RESPECT)

Website: <https://www.1800respect.org.au>





A range of support services are available for people who have experienced sexual assault, domestic or family violence.

Tenants Union of Victoria

Phone: 9416 2577

Website: <https://www.tenantsvic.org.au/>

For information about renting rights and obligations in Victoria

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Victorian Equal Opportunity & Human Rights Commission

Phone: 1300 292 153 Website:

<https://www.humanrights.vic.gov.au/>

Every Victorian should be able to live their life free from discrimination. The role of the Victorian Equal Opportunity and Human Rights Commission is to protect Victorian's human rights, to promote fair treatment for all Victorians, and advocate for a diverse and inclusive state. They work with government, the public sector, community organisations and individuals to create a fairer, safer Victoria.

## 23 **LEGISLATION**

Barleys Traffic Management Training is dedicated to aligning with applicable state and federal regulations. We observe various legislations, and these include (but are not limited to):

**Education and Training Reform Act 2006 (Victoria):** This legislation outlines the regulatory framework for education and training in Victoria. Part 4 of the Act specifically deals with registration of non-government schools, including RTOs.

**Australian Qualifications Framework (AQF):** While not legislation, the AQF is a national policy that defines the qualifications offered by RTOs. RTOs must align their courses with the AQF.

**Victorian Registration and Qualifications Authority (VRQA) Guidelines:** VRQA is the state regulator in Victoria. RTOs must adhere to guidelines provided by VRQA for compliance in Victoria.



**Victorian Purchasing Guides and Specific Skills Descriptions:** These guides provide additional information on the delivery of vocational education and training (VET) in Victoria.

**Privacy and Data Protection Act 2014 (Victoria):** Governs the handling of personal information by Victorian government bodies, including RTOs.

**Occupational Health and Safety Act 2004 (Victoria):** RTOs need to provide a safe learning environment for students and comply with occupational health and safety requirements.

**Equal Opportunity Act 2010 (Victoria):** Ensures equal opportunity and protection against discrimination in education and other areas.

**Guide to Temporary Traffic Management 2021 (AGTTM):** Designed to help road authorities meet their legislative responsibilities for workplace and public safety. It covers the planning, design, and implementation of safe, economical, and efficient temporary traffic management.

