Industry Training Services Australia Pty Ltd.

Policies and Procedures Manual 2025

FOREWORD

Industry Training Services Australia Pty Ltd. (RTO 46067) is a Registered Training Provider of adult education intended to deliver training via online. The RTO delivers a range of accredited and non-accredited vocational courses to adults seeking to upskill or prepare for employment.

The RTO policies and procedures are intended to ensure smooth RTO operation and quality training delivery while ensuring compliance with the 2025 Standards for RTOs under the jurisdiction of Australian Skills Quality Authority (ASQA).

The policies and procedures are designed to satisfy the current relevant legislations and quality framework, therefore open for updates as a result of any changes in industry regulations and/or practices.

The policies and procedures will also go through changes depending on the feedback received from the students undertaking any of the RTO courses.

Md Sazzad Khandaker Sohal
Chief Executive Officer

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 2 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

CONTENTS

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 3 of 43
RTO Code: 46067

STUDENTS

STUDENT RIGHTS AND RESPONSIBILITIES

Policy Statement

Industry Training Services Australia Pty Ltd. aims to provide a learning environment that encourages, respects and supports all its learners in achieving learning goals. In order to do this, the RTO sets out the rights and responsibilities of students.

Students have the right to a learning environment that is free from disadvantage, discrimination, harassment and vilification. The RTO has a duty of care to safeguard students and staff from risk of harm.

Procedure

Industry Training Services Australia Pty Ltd. will ensure student rights by providing them with all the necessary information on the RTO website, Student Handbook, and Course Handbook available either on the RTO website or via email. Industry Training Services Australia Pty Ltd. will also allow students access to their personal information and will not disclose any of their information without their consent to any party unless such practice is necessitated by the relevant legislative instruments. Students have the right to have access to –

- information about the RTO and its services before enrolment, including credit transfer and recognition of prior learning (RPL)
- have access to information about their participation and progress
- digitally accessible and inclusive learning resources
- tailored wellbeing and inclusion support, especially for students with disabilities and diverse backgrounds
- appeal against any RTO decisions affecting them and to complain about the quality of services provided by the RTO

Students are expected to engage meaningfully in training and assessment, including workplace-based learning where applicable, and respect the rights of others. Before enrolling into a course, students must read the pre-enrolment information provided on the RTO website, marketing materials and student handbook including the refund policy and any pre-requisite to ensure making an informed decision. Students must understand their responsibilities in using digital platforms for learning, communication, and data privacy. The RTO will act to uphold these responsibilities.

Relevant documents

Student Handbook
Course Handbook

Consent to Release Information

Relevant Standard/s

Standards 1.1, 1.2, 1.3 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 4 of 43
RTO Code: 46067

INFORMATION FOR STUDENTS

Policy Statement

Industry Training Services Australia Pty Ltd. will ensure all students are provided with opportunities to obtain all the necessary information to help them make an informed decision before enrolling in a course, while attending a course, after the completion of their course, and to protect their rights as a student. This policy will take into account each student's existing skills and knowledge including their language, literacy and numeracy skills prior to enrolling them into a course of their preference.

Procedure

Industry Training Services Australia Pty Ltd. will make available, via website or in printed format, information about its training and assessment services to potential students, including information about

- Student Rights and Responsibilities
- Student support and guidance
- Course, training and assessment information including qualification code, title and currency of qualifications
- expected duration of the course
- location and delivery mode of training and assessment
- work placement arrangements
- Recognition of Prior Learning (RPL)
- Credit Transfer i.e. recognition of AQF qualifications and statements issued by other RTOs
- Any training or assessment pre-requisites which may exist
- Enrolment fees including refund policy
- Complaints, appeals and refunds
- Access and equity
- Unique Student Identifier
- Support services available to students

Relevant documents

Student Handbook
Course Handbook

Consent to Release Information

Relevant Standard/s

Standards 1.1, 1.2, 1.4, 1.5 of the 2025 Standards for RTOs

LEARNER WELL-BEING POLICY

Policy Statement

ITSA is committed to fostering a safe, inclusive, and supportive learning environment that promotes the physical, mental, emotional, and financial wellbeing of all learners. We recognise that wellbeing is essential to learner success and retention, and we actively work to identify and respond to the wellbeing needs of our student cohort.

This policy outlines ITSA's approach to supporting learner wellbeing through proactive strategies, clear communication, and continuous improvement.

This policy applies to all enrolled learners, trainers, assessors, and support staff.

Procedures

- Use enrolment data, LLN assessments, and trainer observations to identify wellbeing risks
- Provide learners with access to internal supports (e.g. trainer check-ins, flexible delivery) and external referrals (e.g. mental health, housing, financial aid)
- Clearly inform learners of available supports via orientation, student handbook, and trainer briefings
- Implement procedures to prevent and respond to abuse, harassment, discrimination, and violence
- Equip staff with the skills to recognise distress and refer learners appropriately
- Collect feedback, track referrals, and review wellbeing outcomes as part of continuous improvement
- Well-being outcomes are reviewed quarterly trough learner feedback surveys, staff debriefs and referral logs, validation of support strategies, and updates to the Continuous Improvement Register (CIR)

Referral Pathways

ITSA maintains a current directory of wellbeing services, including:
- Mental health: Lifeline, Beyond Blue, Headspace, Australian Counselling Service
- Financial hardship: Centrelink, No Interest Loan Scheme (NILS)
- Housing: Link2Home, Mission Australia
- Crisis support: 1800RESPECT, Kids Helpline
- Culturally safe services for Aboriginal and Torres Strait Islander learners: 13Yarn

Related Documents

- Student Handbook
- Complaints and Appeals Policy
- Trainer Guide: Recognising and Responding to Learner Distress
- Referral Directory for Wellbeing Services
- Learner Wellbeing Support Plan Template
- Continuous Improvement Register
- Reasonable Adjustment Policy

Legislative and Standards Alignment

- Standard 2.6 of 2025 Standards for RTOs
- Disability Discrimination Act 1992

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 6 of 43
RTO Code: 46067

- Privacy Act 1988 (Cth)
- Work Health and Safety Act 2011

ACADEMIC INTEGRITY POLICY

Policy Statement
ITSA is committed to fostering a learning environment grounded in honesty, fairness, and ethical conduct. Academic integrity is essential to the credibility of nationally recognised training and assessment, and to the personal and professional development of learners. This policy outlines ITSA's expectations regarding academic conduct, defines breaches of integrity, and establishes procedures for prevention, detection, and response. All learners, trainers, assessors, and staff are expected to uphold the highest standards of academic honesty.

This policy applies to all learners enrolled in ITSA courses, trainers, assessors, and academic support staff

Procedures

Expectations of Learners
Learners must:
- Submit original work and properly reference all sources
- Complete assessments independently unless group work is explicitly permitted
- Follow assessment conditions and instructions
- Seek clarification when unsure about academic expectations
- Report suspected breaches of integrity

Expectations of Staff
Trainers and assessors must:
- Clearly communicate academic integrity expectations
- Design assessments that discourage misconduct
- Use plagiarism detection tools where appropriate
- Provide feedback and support to promote ethical learning
- Report and document suspected breaches

Breaches of Academic Integrity
Breaches may include:
- Plagiarism or copying
- Collusion or unauthorized collaboration
- Cheating during supervised assessments
- Submitting purchased or outsourced work
- Falsifying records or evidence

Investigation and Outcomes
1. **Initial Review**
   o Trainer/assessor documents the suspected breach
   o Learner is notified and given an opportunity to respond

2. **Formal Investigation**

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 7 of 43
RTO Code: 46067

   o Conducted by the CEO or delegated authority
   o Evidence is reviewed and a determination is made

3. **Outcomes**
 Depending on severity and intent:
   o Educational intervention (e.g. resubmission with support)
   o Assessment deemed Not Yet Competent
   o Formal warning or suspension
   o Cancellation of enrolment (in extreme cases)

4. **Appeals**
   o Learners may appeal decisions via ITSA's Complaints and Appeals Policy

Prevention Strategies

- Academic integrity training during orientation
- Clear referencing guides and examples
- Assessment design that promotes originality
- Ongoing staff development in ethical assessment practices

Related Documents

- Learner Handbook
- Complaints and Appeals Policy
- Assessment Policy
- Staff Rights and Responsibilities

Legislative and Standards Alignment

- Standards for RTOs 2025 – Clauses 1.8, 1.13, 5.1
- National Vocational Education and Training Regulator Act 2011
- Australian Qualifications Framework (AQF)
- Privacy Act 1988 (Cth)

COMPLAINTS AND APPEALS

Policy Statement

Industry Training Services Australia Pty Ltd. is committed to providing a fair, transparent, accessible, and timely process for managing complaints and appeals. All learners, staff, and stakeholders have the right to raise concerns without fear of disadvantage or retaliation. The RTO will ensure that complaints and appeals are handled impartially, confidentially, and in accordance with principles of natural justice.

This policy applies to all learners enrolled in accredited and non-accredited training programs, trainers, assessors, and administrative staff. If applicable, the policy also applies to third-party providers and stakeholders.

Procedure
1. Lodging a Complaint or Appeal

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 8 of 43
RTO Code: 46067

- Complaints and appeals must be submitted in writing using the Complaints and Appeals Form or via email.
- Learners may nominate a representative to act on their behalf.
- Support is available for learners with language, literacy, or disability needs (e.g. interpreter, assisted writing).

2. Acknowledgement and Initial Response
- A written acknowledgment will be sent within 48 hours of receipt.
- The RTO will aim to resolve all complaints and appeals within 20 business days.
- If resolution requires more time, the complainant will be informed in writing with regular updates.

3. Investigation and Resolution
- The CEO or delegated officer will investigate the matter impartially.
- If the complaint involves a staff member, they will not be involved in the resolution process.
- The complainant will be invited to provide further information or attend a meeting (in person or virtually).
- Outcomes will be documented and communicated in writing.

4. Independent Review
- If the complainant is dissatisfied with the outcome, they may request an independent review.
- The RTO will appoint an external mediator or panel not involved in the original decision.
- The review outcome will be finalised within 10 business days of referral.

5. External Escalation
- If internal and independent processes do not resolve the issue, learners may contact:
  - Australian Skills Quality Authority (ASQA) via www.asqa.gov.au
  - Other relevant bodies depending on the nature of the complaint

Recordkeeping and Continuous Improvement
- All complaints and appeals are recorded in the Complaints and Appeals Register.
- Outcomes are reviewed quarterly and used to inform:
  - Staff training
  - Policy updates
  - Resource improvements
- Corrective actions are documented in the Continuous Improvement Register (CIR).

Accessibility Measures
- Translated materials available upon request
- LLN support and reasonable adjustments provided
- Guide to complaints process included in Student Handbook

Relevant documents
Student Handbook
Course Handbook

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 9 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

Complaints and Grievance Form
Continuous Improvement policy
Continuous Improvement Register

Relevant Standard/s
Standards 3.1, 3.2, 3.3, 3.4 of the 2025 Standards for RTOs

FEES AND REFUNDS

Policy Statement
Industry Training Services Australia Pty Ltd. aims to have a fair and reasonable Fees and Refund policy to ensure students only pay for the services they intend to receive and rendered.

Procedure
Industry Training Services Australia Pty Ltd. shall collect fee for a VET program that is advertised on the RTO's approved marketing materials e.g. RTO Website, Facebook and Printed Flyers and clearly advise the students of any other fees payable including payment terms and conditions, deposits and refunds before they enrol into a course. The RTO will not take any fee above the amount of $1500 as prepayment.

Course fees are refunded in full to affected students if their course is cancelled for any reason by the RTO either before or after commencement of the course or if the RTO is satisfied the teaching is below a reasonable standard. Students will receive a credit back to their bank account within ten (10) working days from the date we have received the refund request. Refund request must be made via email. If the student chooses a transfer to another course, any difference in fee between the two courses will be adjusted by a partial refund from the RTO within ten working days, or additional payment by the student.

The RTO will not normally consider refunds when the request is a result of changes in a student's personal circumstances. However, it may consider applications for transfer or credit in cases of serious illness including illnesses of a dependent family member or family bereavement if applications are supported by evidence such as a medical certificate or other suitable evidence. An administration fee of $15 per course will apply. Non-refundable credits are valid for 12months for the purpose of enrolling in a future course. Non-refundable credits cannot be cashed out for a refund before or at expiry. Students enrolled through PaySmart will be charged an additional $15 to cover additional administration costs.

The Refund Policy is clearly stated in the Student Handbook. Students are informed about the refund policy when they enrol over the phone, via website or at the office.

Relevant documents
Student Handbook
Course Handbook
Complaints and Grievance Form
Continuous Improvement Policy
Continuous Improvement Register

Relevant Standard/s
Standards 1.6, 1.7 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 11 of 43
RTO Code: 46067

AGREED SERVICES POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. is committed to completing the planned training and assessment once students have commenced study in their chosen qualifications or courses.

Procedure
In the event of any changes to agreed services e.g. losing specialist trainer/assessor of a qualification and the RTO being unable to obtain a suitable replacement, absence of technical resources essential to the delivery of online learning or change in ownership of the RTO, Industry Training Services Australia Pty Ltd. will advise the students as soon as practicable and make a refund if requested or make alternative arrangements if agreed to be completed through another RTO (fees may be incurred).

Relevant documents
Student Handbook
Course Handbook
Complaints and Grievance Form
Continuous Improvement Policy
Continuous Improvement Register

Relevant Standard/s
Standards 1.5, 1.6 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 12 of 43
RTO Code: 46067

MARKETING POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. aims to provide accurate and current information in its marketing. The RTO does not make intentionally vague, misleading or ambiguous statements about courses, teachers, other providers, or any other matter that falsely enhances the RTO services. Marketing and advertising materials may include but not limited to brochures, flyers, business cards or other hard copy publications, RTO website, social media posts e.g. Facebook, Instagram, LinkedIn, YouTube etc., and online advertisements e.g. Google Ads.

Procedure

Industry Training Services Australia Pty Ltd. will work to ensure that

- The RTO obtains prior written permission from people or organisations for use of names, documents and images in advertising materials.
- Marketing materials accurately represent training products and services that lead to AQF qualifications or Statements of Attainment on our scope of registration.
- Where qualifications are delivered in partnership, marketing material clearly identifies that the RTO with the qualification on its scope issues the qualification.
- Marketing material separately identifies accredited training and assessment services from any other activities of the RTO e.g. by using NRT logo for a training product that is registered on the RTO's scope of registration.
- All marketing materials include the code and full title of the qualification or accredited courses as listed on National Register (training.gov.au) when published for specific training product/s.
- All marketing materials include the RTO code in an identifiable manner.
- All costs associated with the courses are clearly stated and include items such as fees, course materials, tools, stationery and books as appropriate.
- The RTO does not guarantee that a learner will successfully complete a training product on its scope of registration.
- The RTO does not guarantee a training product can be completed in a manner which does not meet the requirements of the relevant training package as well as relevant Standards within the 2025 Standards for RTOs.
- The RTO does not guarantee any employment outcome after the completion of a course where the RTO has no control over such outcome.
- The RTO clearly includes details of any government funding arrangements associated with the provision of training and assessment.
- Every marketing, promotional or advertising material is thoroughly checked by the CEO in accordance with the guidance provided in Standards 2.1, 2.2 of the 2025 Standards for RTOs before sending to the CEO for approval.
- The production of the course guide, website, email newsletters and newspaper advertisements is approved by the Chief Executive Officer.

Relevant Documents

Student Handbook
Course Handbook
Course flyer

Relevant Standard/s

Standards 2.1, 2.2 of the 2025 Standards for RTOs

TRAINING AND ASSESSMENT

LEARNING & ASSESSMENT STRATEGIES POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. uses learning and assessment strategies as the basis of its delivery and assessment of VET accredited courses, which include delivery and assessment of single unit or skill sets and full qualifications within the RTO's scope of registration with the Australian Skills Quality Authority (ASQA).

Procedure
A Training and Assessment Strategy will be prepared for each learner cohort and will include –
● Competencies and qualifications to be achieved
● Client groups
● Pathways
● Delivery and assessment plans
● Validation processes
● Volume of Learning including Amount of Training and Assessment Hours
● Trainers and Assessors delivering a VET course
● Pre-requisites
● Educational and support services to meet the needs of learner cohort/s
● Learning resources to be used including equipment and venues

Industry Training Services Australia Pty Ltd. will regularly engage with industry to obtain information about industry benchmarks that can be used to develop the RTO's Training and Assessment Strategies for each training product.

Relevant Documents
Student Handbook
Course Handbook
Training and Assessment Strategies

Relevant Standard/s
Standards 4.1, 4.2 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 14 of 43
RTO Code: 46067

ASSESSMENT POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. aims to develop and conduct valid, reliable, flexible and fair assessments in accordance with the 2025 Standards for RTOs and Training Package requirements. The RTO offers Recognition of Prior Learning (RPL) to individual learners for all accredited programs within its scope of registration.

Procedure

Industry Training Services Australia Pty Ltd. will ensure the assessment tools and instruments:

- Cover the range of skills and knowledge needed to demonstrate competency.
- Allow for evidence to be gathered on a number of occasions and in a variety of contexts or situations to support judgements of a person's competency.
- Are version controlled
- Are systematically validated as per the Validation Policy and 5 yearly Validation Plan
- Include assessment cover sheet; outline purpose of assessment, assessment items/tasks to be completed, and instructions on how to complete the assessment, requirements/conditions of assessment, context/scenario, and submission details.
- Include marking checklist.
- Include mapping to requirements of unit of competency.

All students who undergo assessments are informed about the assessment, including:
- Assessment context, purpose and procedure
- Competencies or learning outcomes to be assessed
- Appeal and reassessment mechanism
- Confidentiality in record keeping
- Opportunities for flexible assessment and reasonable adjustments.

All assessment records are confidential and stored securely in accordance with legislative requirements and Industry Training Services Australia Pty Ltd. Complaints and Appeals Policy.

Relevant Documents

Student Handbook
Course Handbook
Training and Assessment Strategies
Assessments
Complaints and Appeals Policy

Relevant Standard/s

Standards 4.3, 4.4 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 15 of 43
RTO Code: 46067

CREDIT TRANSFER POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. will recognise all AQF qualifications issued by any other RTO or AQF authorised issuing organisation for the purpose of providing credit to learners for units of competency contained in that qualifications.

Procedure

Industry Training Services Australia Pty Ltd. will accept qualifications or statements of attainment as part of the RPL process. To ensure the qualifications are genuine, the RTO will seek verification of the certifications from the issuing RTO.

- The CEO will collect the AQF certification documentation from the student
- The CEO will require the student to sign a Letter of Authorisation to seek permission for the verification of AQF certification
- The CEO will send a Request for Verification email attaching a copy of the signed Letter of Authorisation and certificate or transcript to the issuing RTO
- The CEO will save the verification email on the student's folder as evidence of credit transfer
- Upon receipt of the verification email, the CEO will update the student's competency outcome on the Student Management System with credit

Relevant Documents

Student Handbook
Course Handbook
Complaints and Appeals Policy

Relevant Standard/s

Standards 4.5 of the 2025 Standards for RTOs

RECOGNITION OF PRIOR LEARNING POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. will recognise a student's current knowledge and skills relevant to competency standards of a unit of competency or qualification that the student gained from their current or previous workplace.

Procedure
Industry Training Services Australia Pty Ltd. will act on the following procedure in recognition of a student's current level of knowledge and skills against one or multiple units of competencies.

- Student expresses interest to apply for recognition of their current knowledge and skills relevant to a unit of competency or qualification
- The CEO or relevant trainer/assessor will discuss with the student about their claim for recognition, which includes their work history, and previous qualifications
- The CEO or relevant trainer/assessor makes a preliminary decision whether the work history and/or previous qualifications may be suitable for RPL or not
- If suitable, students are informed of the decision via email and a copy of the RPL kit of the qualification is sent to the student
- The student will need to provide sufficient documented evidence to support their claim for recognition to their trainer/assessor e.g. resume, certificates, workplace evidence, references from supervisors, performance reviews or job descriptions.
- The trainer/assessor responsible for the delivery of the qualification will review the evidence provided by the student and give a written and verbal response (within 2 weeks of receipt of the evidence) to the student regarding whether the evidence is suitable for RPL.
- The trainer/assessor responsible for assessing the RPL will advise the student if they need to submit any further evidence against one or multiple units of competency
- The trainer/assessor will assess the second submission and advise the student the final RPL outcome
- In case of any competency gap, the trainer/assessor will inform the student about where the gaps are
- The CEO will update the student's outcome for the competent units on the Student Management System
- The student will be also made aware of the appeals procedure if they are not satisfied with the decision on their RPL application.

Relevant Documents
Student Handbook
Course Handbook
Complaints and Appeals Policy

Relevant Standard/s
Standards 4.5 of the 2025 Standards for RTOs

REASONABLE ADJUSTMENT POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. adopts an inclusive approach in the provision of delivery and assessment and as such, will ensure its assessment process meets individual learner needs and apply reasonable adjustments where appropriate.

Procedure

Prior to enrolment or commencement of training, students will be advised regarding reasonable adjustment options to accommodate their learning needs via the Student Handbook or the relevant Course Handbook.

Students can declare a special need:
During enrolment
During the course

If a student has declared a special need, Industry Training Services Australia Pty Ltd. will approach the student in a sensitive and confidential manner and ask whether they may require any adjustment to training and/or assessment being delivered.

Before making an adjustment for the student, the CEO or the relevant Trainer/Assessor will consult with the student or an authorised representative of the student about:

Whether the adjustment is reasonable
The extent to which the adjustment would achieve the following aims:
The student will be able to participate in the courses or programs provided and use the facilities and services provided, on the same basis as a student without a special need.
The student will be able to participate in the learning experience of the course or program on the same basis as a student without a disability.
The student will be able to access support services on the same basis as a student without a disability
The rigour of the assessment process is not compromised
Adjustments do not compromise the validity and fairness requirements of the assessments

Relevant Documents

Student Handbook
Course Handbook
Training and Assessment Strategies
Assessments

Relevant Standard/s

Standards 1.3, 4.4 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 18 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

VALIDATION OF ASSESSMENT POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. takes a systematic and consistent approach to independent validation of its assessment system. Validation is the quality review process that confirms Industry Training Services Australia Pty Ltd.'s assessment system can consistently produce valid assessment judgments.

It is the policy of Industry Training Services Australia Pty Ltd. to ensure that at least two units from each training product will be reviewed once every 5 year or more frequently depending on factors such as the number of enrolments, the delivery format, learner cohort or the risk level of the qualification. The RTO will maintain a 5 yearly Assessment Validation Plan.

Procedure

Industry Training Services Australia Pty Ltd. will engage independent validators including industry experts to ensure maximum output in the validation process. RTO teaching staff may be allowed to participate in the validation meeting; however they cannot give their input into the recommendations for improvement, especially when they are involved in the development and delivery of the assessments being validated.

For the purpose of validation, Industry Training Services Australia Pty Ltd. will review a statistically valid sample of the assessments.

The outcome of each validation undertaken is recorded on the Validation Report and used to enhance the training and assessment system.

Industry Training Services Australia Pty Ltd. will engage validators who collectively satisfy the following requirements:
* Appropriate vocational competencies.
* Current industry skills and knowledge.
* An appropriate training and assessment qualification or assessor skill set.
* Current knowledge and skills in vocational training and learning.

Relevant Documents
Validation Calendar
Assessment Validation Report Form

Relevant Standard/s
Standards 4.6 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 19 of 43
RTO Code: 46067

COURSE DELIVERY POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. aims to ensure that training and assessments are delivered by appropriately qualified trainers and assessors using effective methods and compliant materials in accordance with the relevant training package guidelines. We will evaluate our delivery and use evaluations to improve delivery methods.

Procedure

The RTO will ensure the trainers and assessors
● are selected and inducted under the Staff Recruitment Policy
● have the relevant vocational competency at least to the level they are intending to deliver
● have relevant and current industry experience and skills required by the Training Package
● hold TAE40116 Certificate IV Training and Assessment or higher level vocational and adult qualification

The RTO will ensure the delivery Methods and Materials
● are appropriate to the audience and industry standard
● reflect the current industry practices and adhere to the relevant training package guidelines
● reasonably adjusted to suit individual learner's needs

Relevant Documents
Student Handbook
Course Handbook

Relevant Standard/s
Standards 4.1, 4.2 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 20 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

MONITORING OF STUDENT PROGRESS POLICY AND PROCEDURE

Policy Statement

It is the intent of Industry Training Services Australia Pty Ltd. that students will be supported throughout their studies and carefully monitored to maintain satisfactory course progress. The policy needs to be observed by the trainers/assessors, and the CEO.

Procedure

Students identified by their trainers of being at risk will be advised of appropriate measures to help them improve their learning outcomes in order to make satisfactory course progress.

Students may be considered at risk of not completing a course in the following circumstances:

● Failing to complete the designated learning content of a given unit/s online within expected duration
● Failing to submit the assessments of a given unit/s online within expected date range.

Trainer and Assessor will:

● Provide regular guidance, support, directions and monitor the training
● Encourage students to approach their trainer for support if required.

Support may be provided in one or more of the following formats:

● Language, Literacy and Numeracy (LLN) support
● Additional tutorials
● Extended time for submission of assessment

Relevant Documents

Student Handbook
Course Handbook
Support Form

Relevant Standard/s

Standards 1.3, 1.4 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 21 of 43
RTO Code: 46067

INDUSTRY ENGAGEMENT POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. will regularly consult with the industry to ensure its delivery and assessment practices accurately and adequately reflect the expectations of employers and therefore, the industry as a whole. This policy applies to all stakeholders of Industry Training Services Australia Pty Ltd. involved in the delivery, assessment, coordination and management of VET programs, and continuous improvement process related to all aspects of the RTO operations. CEO and CEO will be responsible for implementing this policy.

Procedure

Industry Training Services Australia Pty Ltd. will obtain industry input in a number of ways depending on the arrangements and environment in which the input is being sought. These will include employer satisfaction surveys, formal meetings with industry representatives, visiting workplaces, and general communication including participation in industry events. All types of communication will be recorded in Continuous Improvement Register and will be discussed in monthly staff meetings.

Employer Satisfaction Surveys

Employer Satisfaction Surveys will be sent to the students' nominated supervisors within one month of the completion of a VET course with Industry Training Services Australia Pty Ltd.. A follow up call will be made at a suitable time to ensure the supervisor has received the survey and to encourage them to provide their feedback.

Formal meetings with industry representatives

We will formally meet with industry representatives at least once a year to understand the current or changing practices in the industry, and any changes in relevant regulation to ensure the VET programs reflect industry benchmarks at all times. Meetings with industry representatives may be more frequent, particularly when the RTO needs to develop Training and Assessment Strategies for new learner cohort or delivery method or when such a development is necessitated by a new training package.

Visiting workplaces

Workplace visits will help the RTO management including the trainers/assessors to directly observe the current industry practices (including those that must observe confidentiality) including health and safety measures followed at a workplace. Such visits will be negotiated with the relevant workplace at a time that is most suitable for the workplace and their nominated supervisors.

General communication

General communication will take place on regular basis via email and phone to obtain information related to the delivery format including hours, choice of electives, use of specific equipment or resources etc. General communication will also extend to

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 22 of 43
RTO Code: 46067

participation in industry events or networking meetings including those organized by local city councils, industry groups e.g. Chamber of Commerce and ASQA and SSO briefing sessions.

Related Documents
- Training and Assessment Strategies
- Validation of Assessment Policy
- Continuous Improvement Policy and Procedure
- Continuous Improvement Register
- Complaints and Appeals Policy

Relevant Standard/s
Standards 4.2, 5.1 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 23 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

RTO Employees

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. supports equal employment opportunity principles and will not adopt any process that causes discrimination on the ground of race, religion, disability, age, marital status, and sexual orientation.

Procedure

Industry Training Services Australia Pty Ltd. intends its employment policy and procedures to positively reflect EEO principles by ensuring that people with equal skills and attributes have an equal opportunity of employment with the RTO. The RTO will ensure the implementation of this policy in all aspects of recruitment and talent management.

Job applicants who have met specified criteria for a position will not be treated unfairly compared with others because of their gender, carer responsibilities, ethnicity, marital status, disability, sexuality, transgender or age, or that any relative, friend or colleague.

Relevant Documents

Teacher Trainer Handbook
Teacher Trainer Application Checklist

Relevant Standard/s

Standards 6.1 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 24 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

STAFF RIGHTS AND RESPONSIBILITIES POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. aims to be a fair, equitable and supportive employer, meeting its financial, educational and other obligations to its employees promptly and efficiently.

Procedure
Industry Training Services Australia Pty Ltd. will ensure:
- It observes its duty of care to the employees and complies with employment and contract laws.
- The work environment is clean and safe for employees.
- The RTO is free of all forms of harassment and discrimination and maintains zero tolerance to such activities
- Staff records are stored securely in accordance with our policies
- Staff members receive fair and honest appraisals of their professional performance and an opportunity to respond to feedback
- They are able to complain through appropriate channels.

Employees are responsible for:
- Carrying out their role with diligence and efficiency, in accordance with their job description
- Ethical practice toward students and other staff members. Staff members will not attempt to sell goods or services to unless they have been identified and promoted as a legitimate course cost. Staff members will respect the privacy of students. They will not keep contact details for students unless they have been given freely by the student
- Compliance with policies and procedures relevant to their position
- Treating others with dignity, fairness and openness
- Maintaining a clean, orderly and safe working environment

Relevant Documents
Teacher Trainer Handbook

Relevant Standard/s
Standards 6.1, 6.2 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 25 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

PROFESSIONAL DEVELOPMENT POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. aims to provide professional development opportunities to enable staff including its trainers and assessors to improve the quality of their work performance.

Procedure
Professional development includes induction of new staff members, regular staff, trainer meetings, webinars, and access to any of the RTO's classes where vacancies exist, by negotiation with management. Trainers and assessors will be invited to attend both formal and informal professional development programs related to their industry sector as well as vocational education and training. Such programs may be delivered face to face or online, depending on the staff roster and other factors such as pandemic situation.

Staff members will be asked, once a year, to list the professional development they have attended in the year. The list will be added to the staff members file including the trainer/assessor matrix.

Relevant Documents
Teacher Trainer Handbook
Trainer and Assessor Matrix

Relevant Standard/s
Standards 6.2, 6.3 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 26 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

STAFF DISMISSAL POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. aims to comply with relevant legislation in its dealings with staff, including at time of dismissal.

Authority to Dismiss
The CEO has the authority to dismiss staff who fail to comply with the RTO policies and procedures.

Procedure

Employees may be dismissed for the following reasons:
- Absenteeism
- Abandonment of position
- Criminal conduct
- Misconduct
- Incompetence
- Incompatibility
- Redundancy
- Illness
- Assessed a low risk or higher under Child Protection procedure

Dismissal can be immediate for serious misconduct.

Relevant Documents

Teacher Trainer Handbook
Job Descriptions

Relevant Standard/s

Standards 6.1 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 27 of 43
RTO Code: 46067

MANAGEMENT

GOVERNANCE AND RISK MANAGEMENT POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. (ITSA) recognises that effective governance and proactive risk management are foundational to delivering high-quality vocational education and maintaining compliance with the Standards for RTOs 2025. This policy outlines ITSA's commitment to ethical leadership, financial viability, strategic oversight, and risk mitigation across all operational areas.

The CEO is responsible for ensuring that the organisation operates within its legal and regulatory obligations, maintains financial sustainability, and continuously improves its services.

Risk management is embedded into ITSA's planning and review cycles. Risks are identified, assessed, and monitored through a formal framework that includes strategic, operational, financial, reputational, and compliance risks. ITSA maintains a Risk Register and conducts quarterly reviews to ensure emerging risks are addressed and mitigated effectively.

This policy applies to all staff, contractors, and stakeholders involved in the governance, management, and delivery of ITSA's training and assessment services.

Procedure

- The CEO is responsible for overseeing governance, financial viability, and strategic direction.
- ITSA maintains a Strategic Plan reviewed annually to align with regulatory and market changes.
- Risk assessments are conducted quarterly and documented in the Risk Register.
- Financial viability is monitored through monthly reports and annual audits.
- Governance meetings are held quarterly to review compliance, performance, and strategic risks.
- Any significant risk (e.g. trainer loss, system failure, regulatory breach) triggers an immediate review and mitigation plan.

Relevant Documents

- Strategic Plan
- Risk Register
- Financial Audit Reports
- Governance Meeting Minutes

Relevant Standard/s

Clauses 7.1, 7.2, 7.4 of Standards for RTOs 2025

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 28 of 43
RTO Code: 46067

DIGITAL DELIVERY AND CYBER SECURITY POLICY

Policy Statement

Industry Training Services Australia Pty Ltd is committed to delivering high-quality online training while safeguarding learner data and digital infrastructure through robust cybersecurity measures.

This policy outlines ITSA's approach to digital delivery, including platform selection, trainer capability, learner engagement, and data protection. ITSA ensures that the digital platform used for training are secure, user-friendly, and compliant with relevant privacy and cybersecurity legislation. Trainers are equipped with the skills and tools to facilitate engaging and inclusive online learning experiences.

Cybersecurity is managed through a layered approach that includes antivirus protection, firewalls, secure authentication, and regular system audits. ITSA maintains a Data Breach Response Plan and ensures that any breach is promptly investigated and resolved in accordance with legal obligations.

This policy applies to all staff, contractors, and learners engaged in online training and assessment activities.

Procedure

- All online platforms used for training must be secure, encrypted, and regularly updated.
- Trainers are trained in digital facilitation and online engagement strategies.
- Learner access is authenticated via secure login credentials and monitored for integrity.
- ITSA uses antivirus and firewall protection across all systems.
- Cybersecurity audits are conducted annually and documented.
- Any data breach or system compromise is reported to the CEO within 24 hours and managed under the Data Breach Response Plan.

Relevant documents

- Data Breach Response Plan

Relevant Standard/s

Clauses 1.1, 1.3, 1.8, 7.4 of Standards for RTOs 2025

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 29 of 43
RTO Code: 46067

DATA PRIVACY AND RECORDS MANAGEMENT POLICY

Policy Statement

ITSA is committed to protecting the privacy of all individuals whose personal information it collects, stores, and uses in the course of delivering nationally recognised training and assessment services. This policy outlines ITSA's approach to data privacy, secure records management, and compliance with relevant legislation including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Student Identifiers Act 2014.

ITSA ensures that personal information is collected lawfully, stored securely, used appropriately, and disclosed only where permitted or required by law.

This policy applies to all staff, contractors, and third-party providers who access or manage learner, staff, or organisational data.

Scope

- Covers all forms of personal, sensitive, and confidential information including:
- Learner enrolment data
- Unique Student Identifiers (USIs)
- Assessment records
- Staff employment records
- Financial and health-related information
- Digital communications and system logs

Procedure

1. Collection of Personal Information

- ITSA collects personal information directly from individuals via enrolment forms, online portals, email, and phone.
- Information collected is limited to what is necessary for training delivery, compliance, and support services.
- Learners are informed of the purpose of data collection and their rights via the Student Handbook and Privacy Notice.

2. Use and Disclosure

- Personal information is used only for:
    - o   Enrolment and certification
    - o   Training and assessment
    - o   Compliance reporting (e.g. AVETMISS, USI)
    - o   Student support and communication
- Disclosure occurs only:
    - o   With written consent
    - **O**   As required by law (e.g. ASQA, NCVER)
    - o   In emergencies or to prevent serious harm

3. Records Management

- All records are version-controlled and stored securely in ITSA's Student Management System and protected cloud storage.

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 30 of 43
RTO Code: 46067

- Physical records are stored in locked cabinets with restricted access.
- Records are retained for:
    - 30 years for AQF certification documentation
    - 7 years for financial and administrative records
    - 2 years for marked assessments from the date of issuing certification
    - As required for staff employment and compliance records
- Disposal of records follows secure destruction protocols (e.g. shredding, digital wiping).

4. Data Security Measures
- ITSA implements:
    - Password-protected systems
    - Role-based access controls
    - Antivirus and firewall protection
    - Encrypted backups
- Staff are trained annually on data privacy and cybersecurity protocols.
- Breaches are managed under the Data Breach Response Plan and reported to the Privacy Officer.

5. Access and Correction
- Individuals may request access to their personal information by contacting the Privacy Officer.
- Requests are responded to within 10 working days.
- Corrections are made promptly if information is inaccurate, incomplete, or outdated.

6. Unique Student Identifier (USI) Compliance
- USIs are collected and verified before enrolment.
- ITSA does not include USIs on testamurs, in accordance with the Student Identifiers Act 2014.
- USI-related documents are stored securely and accessed only with written consent.

Relevant Documents
- Student Handbook
- Enrolment Form
- Data Breach Response Plan
- Privacy Notice

Relevant Standards and Legislation
Standards for RTOs 2025 – Clauses 3.6, 7.4
Privacy Act 1988 (Cth)
Student Identifiers Act 2014
Australian Privacy Principles (APPs)

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 31 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

DATA COLLECTION POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. aims to improve the quality of its services and will regularly collect data about our operations from students, employers, trainers and other stakeholders.

Procedure
Industry Training Services Australia Pty Ltd. will collect data using the following mechanisms:
- Trainer and staff feedback surveys
- AQTF Learner Questionnaire
- AQTF Employer Questionnaire
- Data from consultation with learners and industry
- Records of staff/planning meetings and agreed actions
- Records of complaints and appeals and their resolution
- Internal audit reports
- Staff performance-appraisal reports.

AQTF Learner Questionnaire and Employer Questionnaire will be issued within two weeks of the completion of a course. Learner Questionnaire will be sent to the students via email, requesting them to return the completed questionnaire within 7 days from the date of receipt. Employer Questionnaire will be sent to the nominated supervisor via email, requesting them to return the completed questionnaire within 7 days.

Data collected will be analysed by the CEO in consultation with the CEO to improve the quality of our training and assessment, our services to students and our management systems. In analysing the quality indicator data, the college will particularly see the expected or unexpected findings, and the RTO's overall performance in the provision of training and assessment services from the survey feedback.

The CEO in consultation with the CEO will then identify the areas of improvement, formulate an improvement plan and implement the corrective actions for the areas of improvement. The CEO will monitor the corrective actions to see if the planned performance indicators are being achieved. As part of the monitoring process, the CEO will regularly consult with the relevant stakeholders e.g. trainers/assessors and the students either via email or phone.

As part of the Data Provision Requirements, Industry Training Services Australia Pty Ltd. will provide an Annual Summary Report of performance against learner engagement and employer satisfaction quality indicators to ASQA via email to qidata@asqa.gov.au by 30 June each year for the previous calendar year.

Relevant Documents
AQTF Learner Satisfaction Survey
AQTF Employer Satisfaction Survey

Relevant Standard/s
Standards 5.2, 5.3 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 32 of 43
RTO Code: 46067

CONFLICT OF INTEREST POLICY

Policy Statement
ITSA is committed to maintaining the highest standards of integrity and impartiality in all aspects of its operations. All personnel must avoid situations, where personal interests conflict with professional responsibilities. Where conflicts arise, they must be disclosed and managed transparently and effectively. Failure to disclose or manage a conflict of interest may result in disciplinary action and compromise ITSA's compliance with the Standards for RTOs 2025.

Definition of Conflict of Interest
A conflict of interest occurs when personal, financial, or other interests could improperly influence—or appear to influence—professional judgment or actions.
Types:
- Actual Conflict – A direct conflict exists
- Potential Conflict – A situation could develop into a conflict
- Perceived Conflict – A third party might reasonably believe a conflict exists

Procedure
- All personnel must assess their roles and relationships for potential conflicts.
- Common triggers include family relationships with learners, financial interests in partner organisations, or dual roles in assessment and validation.
- Complete a Conflict of Interest Declaration Form upon induction, annually, and whenever circumstances change and submit the form to the CEO.
- The CEO reviews the declaration and assesses the risk level.
- Consultation may occur with relevant supervisors or governance representatives.
- Depending on the nature of the conflict, ITSA may:
    o Reassign duties or remove the individual from the affected process
    o Appoint an independent reviewer or validator
    o Implement oversight mechanisms
- The register is reviewed quarterly.
- Trends and risks are analysed as part of ITSA's self-assurance and continuous improvement framework.
- Policy effectiveness is reviewed annually.
- All declarations and management actions are securely stored.
- Records retained for a minimum of five years.
- The Conflict of Interest Register is maintained by the Compliance team.

Relevant Documents
Conflict of Interest Register

Relevant Standard/s
Outcome Standards 4.1 and 4.3 of the 2025 Standards for RTOs
ACCESS AND EQUITY POLICY

Policy Statement

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 33 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

ITSA is committed to providing inclusive, equitable, and accessible vocational education and training services to all learners, regardless of their background, identity, or circumstances. This policy ensures that every individual has the opportunity to participate in and benefit from training and assessment on the same basis as others.

Access and equity at ITSA mean removing barriers to learning, promoting diversity, and actively supporting learners who may experience disadvantage due to factors such as disability, language, literacy and numeracy (LLN), cultural background, gender identity, age, socioeconomic status, or geographic location.

This policy applies to all learners, staff, contractors, and third-party providers (if any) engaged in the delivery, support, or management of ITSA's training and assessment services.

Equity Groups Recognised

ITSA recognises and supports learners who may belong to one or more of the following groups:

- Aboriginal and Torres Strait Islander peoples
- People with disability
- People from culturally and linguistically diverse backgrounds
- People with LLN challenges
- Women in non-traditional trades
- Mature-age learners
- People from rural or remote areas
- People experiencing financial hardship

Implementation Strategies

Pre-enrolment Support: Provide clear, accessible course information and offer LLN screening tools.
Reasonable Adjustment: Apply adjustments to training and assessment without compromising competency standards.
Cultural Safety: Ensure materials and interactions are respectful of diverse values and beliefs.
Staff Training: Deliver regular PD on inclusive practices, unconscious bias, and equity legislation.
Feedback Mechanisms: Encourage learners to report barriers or concerns via the Complaints and Appeals process.

Related Documents

- Student Handbook
- Reasonable Adjustment Policy
- Complaints and Appeals Policy
- LLN Screening Tools
- Continuous Improvement Register

Legislative and Standards Alignment

Standards 1.1, 1.3, 1.8, 5.1, 5.2 of the 2025 Standards for RTOs
Disability Discrimination Act 1992

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 34 of 43
RTO Code: 46067

Equal Opportunity Act 2010 (Vic)
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Privacy Act 1988

ADMINISTRATION

TRANSITION POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. will manage the transition from a superseded training package within 12 months of their publication on training.gov.au or within teach out period as advised by Australian Skills Quality Authority (ASQA).

Procedure

The CEO will conduct a meeting with the CEO and the relevant Trainer/Assessor to initiate the transition process and will develop a project plan in consultation with these stakeholders.

CEO will consult with one or more suitable industry representatives regarding the selection of electives, proposed delivery format, learner cohort, resources required to deliver and assess competency, and language, literacy and numeracy requirements of undertaking the new version of qualification.

CEO, in consultation with the industry and relevant Trainer/Assessor, will develop a Training and Assessment Strategy for the new qualification and source and purchase the most suitable learning resources in the market.

CEO will validate the assessment tools to ensure they reflect the needs of the RTO's target audience and make any adjustments made in consultation with the relevant industry expert.

CEO will approve the new TAS and advice the CEO to apply to ASQA to add the qualification to the RTO's scope (if not equivalent to the superseded qualification).

All learners' training and assessment is completed within teach out period and relevant AQF certification is issued or learners are transferred into the new version of the qualification.

For non-superseding and non-current qualifications, all learners' training and assessment will be completed and relevant AQF certification will be issued within a period of two years from the date the qualification was removed or deleted from training.gov.au. One year rule will apply in the same case for skill set, unit of competency or accredited short course. New students will not be enrolled into the superseded qualification during teach out period.

Relevant Documents

Document Control PROCEDURE
Training and Assessment Strategy

Relevant Standard/s

Standards 4.7 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 36 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

SYSTEMATIC MONITORING AND EVALUATION POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. is committed to ensuring that the quality of the training and assessment is maintained and that they are able to respond to changes in the marketplace or stakeholder expectations. The RTO will ensure quality development, implementation, monitoring and evaluation of training and assessment strategies and practices that meet training packages and VET accredited course requirements. The data from this monitoring is used to implement changes to improve strategies and practices.

Procedure

The RTO will conduct a regular review of its training and assessment, using a range information. This data will be used to inform changes to current strategies or practices as needed. Reviews will be conducted in conjunction with industry engagement activities.

The CEO will:
- Conduct annual internal audit and record outcomes on the Continuous Improvement Register.
- Collect and collate feedback from trainers and assessors at regular VET staff meetings.
- After completion of their studies issue students a Quality Indicator survey.
- Review results from quality indicator surveys, validation feedback and trainer feedback; and revises systems and practices where needed.
- Collect and retain evidence of the review process including:
    - Delivery and performance data.
    - Client feedback.
    - Employer feedback
    - Trainer and assessor feedback.
    - Validation outcomes.
    - Information from complaints and appeals.

In case of any issues raised about training or assessing, the RTO will complete the following:
- Discuss any issues raised about a particular trainer or assessor with the trainer/assessor.
- Discuss any issues raised about the learner materials with the publisher of those materials
- Discuss any issues raised about the delivery format with the CEO
- Make changes to the Training and Assessment Strategy (TAS) that will improve training, assessment or other related areas.
- Record changes to made in the Continuous Improvement Register.

Relevant Documents

Continuous Improvement Policy
Continuous Improvement Register
Training and Assessment Strategy

Relevant Standard

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 37 of 43
RTO Code: 46067

Standards 5.2, 5.3 of the 2025 Standards for RTOs

CERTIFICATION POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. is committed to maintaining integrity and transparency in issuing AQF certification documentation. The RTO will only issue certificate to a learner who has been assessed as meeting the requirements of the training products as specified in the relevant training package or VET accredited course.

Procedure
Before issuing a certification documentation, the CEO will ensure the student has met all course requirements and has a verified USI. Students who have met all the course requirements i.e. successfully completed assessments for all the required units of competency and have been deemed competent in those units of competency, will receive an AQF certification documentation within 30 calendar days of the learner begin assessed as meeting the course requirements.

Issuing of certificate must meet the other requirements e.g. full payment of agreed fees.

Industry Training Services Australia Pty Ltd. will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

- The name, RTO code and logo of the issuing organisation.
- The code and title of the awarded AQF qualification.
- The NRT Logo in accordance with the current conditions of use contained in Schedule 4.
- An embossed RTO seal as an anti-fraud mechanism.

A student's USI will not be included to their testamur consistent with the Student Identifier Act 2014.

The RTO will:
- Retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued.
- Retain records of AQF certification documentation issued for a period of 30 years.
- Provide reports of Records of qualifications issued to ASQA when required.

Relevant Documents
Continuous Improvement Policy
Continuous Improvement Register
Training and Assessment Strategy

Relevant Standard
Standards 4.8 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 38 of 43
RTO Code: 46067

STUDENT IDENTIFIER POLICY

Policy Statement
Industry Training Services Australia Pty Ltd. is committed to adhering to Student Identifier Act 2014 by collecting and verifying the Unique Student Identifier from individual learner before enrolling them into a VET program.

Procedure
Industry Training Services Australia Pty Ltd. will:
- Provide information about USI requirements prior to enrolment and will make it available on the Student Handbook
- Assist Students to apply for USI on a student's behalf when the student provides written consent to the RTO to do so
- Not access the student's USI registry either for searching or verifying their USI without a written consent
- Not enrol a student into any VET program without obtaining and verifying the USI of the student
- Not issue an AQF certificate without obtaining a validated USI
- Store student's USI information on the RTO Student Management System in a secured manner
- Securely store all USI related documents

Relevant Documents
Certificate Issuing Policy
Enrolment Form

Relevant Standard
Standards 4.9 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 39 of 43
RTO Code: 46067

PUBLIC LIABILITY POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. will maintain a Certificate of Currency for Public Liability Insurance throughout the whole duration of its registration with Australian Skills Quality Authority (ASQA).

Procedure

Industry Training Services Australia Pty Ltd. will retain evidence that the RTO holds public liability insurance by keeping a copy of a certificate of currency. The evidence provides:

- Identifies that the RTO is covered by the policy for up to 10 million dollars
- Confirms that the training and assessment activities are covered, or that there are no restrictions on the activities covered

Relevant Documents

Student Handbook
Strategic Plan 2023 - 2025

Relevant Standard

Standards 7.1 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 40 of 43
RTO Code: 46067

FEE PROTECTION POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. is committed to protecting students from financial loss and ensuring transparent, ethical management of all fees paid in advance.

Procedure

Industry Training Services Australia Pty Ltd. will adhere to this policy by informing students of the instalment arrangements in the marketing materials where the total course fee (paid as prepay) will remain under $1500.

All course fees, payment schedules, and refund conditions are published on the ITSA website and marketing materials and reviewed annually for accuracy. Receipts are issued for every payment, and all fee transactions are recorded in the Student Management System.

Fee protection practices are reviewed annually.

Relevant Documents

Student Handbook

Relevant Standard

Standards 1.7 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 41 of 43
RTO Code: 46067

FIT AND PROPER PERSON POLICY

Policy Statement

Industry Training Services Australia Pty Ltd. will be operated by people of integrity and good character who do not have any criminal history and adhere to the highest level of ethical standards at all times when running the RTO.

By engaging a person of high ethical and moral character, the RTO ensures the clients have full confidence in our ability and suitability to deliver and assess national qualifications. It is therefore essential that the organisation is managed by fit and proper persons who ensure compliance. A person, by whatever name called and whether or not a director of the organisation, who is concerned in, or takes part in, the management of the organisation is deemed to be a manager and will need to meet the RTO Fit and Proper Person Requirements.

Procedure

Industry Training Services Australia Pty Ltd., in its capacity as a Registered Training Organisation, complies with the Fit and Proper Person Requirements in the following manner:

- The CEO meets the Fit and Proper Person Requirements.
- The CEO will complete a Fit and Proper Person Requirements declaration when and as required.
- If the CEO is replaced by a new office bearer, then s/he would be required to submit a Fit and Proper Person declaration immediately.
- The RTO ensures that only persons who meet the Fit and Proper Persons Requirements can hold a managerial position within the organisation.
- The CEO will ensure the RTO always maintains compliance with the 2025 Standards for RTOs.
- Fit and Proper Person status is monitored continuously, especially when key personnel change or material risks emerge.
- Declarations are stored in a secured place.

Relevant Documents

Affects all RTO documents

Relevant Standard

Standards 7.2 of the 2025 Standards for RTOs

Version: V1.1
Review Date: 31/06/2026
Approved by: Chief Executive Officer

Issue Date: 01/07/2025
Page 42 of 43
RTO Code: 46067

Industry Training Services Australia Pty Ltd.

CONTINUOUS IMPROVEMENT

Policy Statement
Industry Training Services Australia Pty Ltd. aims to comply with the standards relating to continuous improvement in order to improve the quality of our services to students and the wider community.

Procedure
The RTO will review data collected from students, staff, employers and other stakeholders at trainer and management meetings to improve the overall RTO operations.

Internal audits will be conducted once a year. All trainers and staff will be provided with professional development opportunities at least once a year. Professional development events will entail but not limited to –

a) Organisational governance
b) RTO registration compliance
c) Government contract management
d) Delivery of specialist student support services
e) Training to support industry regulations (e.g. WHS, Child Protection, EEO etc.)
f) Training design and delivery
g) Assessments, recognition of prior learning and assessment validation
h) Industry collaboration
i) Adopting to new and emerging technologies

Trainers and assessors must provide evidence of participation in PD events, either producing a Certificate of Attendance (if any) or evidence of registration and participation (where a certificate is not available).

Relevant Documents
Teacher Trainer Handbook
Student Handbook
Continuous Improvement Register

Relevant Standard
Standards 5.2, 5.3 of the 2025 Standards for RTOs

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Page 43 of 43
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