Skills First Quality Charter

Preamble

Through the *Skills First* program, the Victorian Government is committed to providing high quality training that aligns with industry and community demands and workforce needs. *Skills First* sets a high benchmark for training quality, and is aimed at supporting the courses that are most likely to lead to employment**.**

Skills First is underpinned by rigorous requirements in the VET Funding Contract. The accountability requirements within the VET Funding Contract are aimed at guaranteeing value for money in taxpayer-funded training. The *Skills First* Quality Charter (the Charter) must be read in conjunction with the VET Funding Contract.

This Charter is intended to help Training Providers understand the Department's expectations of the provision of key aspects of Training Services. The Charter sets out what the Training Provider must do to satisfy the Department's expectations. The Training Provider must comply, at all times, with all parts of the Charter (including this Preamble). The Charter will be updated from time to time.

For the purposes of the Charter:

- terms have the same meaning as in the VET Funding Contract; and
- a 'student' means, as and when the case requires, an individual considering enrolling in or undertaking government subsidised training or an Eligible Individual.

Principle 1	**Commitment to serving the public interest**
Objective	**The Training Provider delivers training to students that is consistent with the objectives of the VET Funding Contract and promotes confidence in the training and TAFE system.**
Training Provider Obligations	The Training Provider must:
Provide relevant training	a. deliver training services that are of high quality and relevant to industry and employers; b. provide access to high quality courses and qualifications that will enable students to: i. obtain the required skills to make them job-ready; ii. undertake further education; and/or iii. access training if they are disadvantaged learners
Focus on students	c. provide training services that are in the best interests of students, taking into account their diverse social, cultural and special learning needs.
Link to industry	d. make all reasonable efforts to work and communicate effectively with, and maintain the confidence of, all stakeholders, including maintaining strong and regular links to industry.
Be ethical	e. promote and deliver training in a manner that: i. demonstrates the highest ethical standards ; ii. does not damage or bring into disrepute your organisation, the training and TAFE system, or the *Skills First* program; iii. is transparent and honest.

Principle 2	**Accountable and Effective Governance**
Objective	**The Training Provider makes proper use of the position of trust placed in its expenditure of public money.**
Training Provider Obligations	The Training Provider must:
Be accountable	a. comply with all aspects of the Government's policies in the *Skills First* program and the VET Funding Contract and at all times be accountable to the Department for its performance under the VET Funding Contract
Comply with law and policies	b. ensure that appropriate compliance, reporting and auditing frameworks, controls and systems are in place and cooperate with the Department to verify compliance. c. comply with relevant state and national laws that in any way affect or are applicable to the provision of Training Services and act appropriately and promptly when known or suspected breaches of any policies or laws are identified or reported.
Be professional	d. maintain and develop professional skills and knowledge across the organisation's workforce to contribute to a high quality training and TAFE system. e. ensure that details of the qualifications and industry experience of all *Skills First* Teachers are maintained in the Register of Trainers and Assessors.
Principle 3	**Informed choice of course and provider and awareness of essential training entitlement**
Objective	**The student makes an active and informed choice of both course and provider.**
Training Provider Obligations	The Training Provider must:
Inform	a. provide information and support to and for each student, including: i. how the Training Provider's training products, programs, pathways and delivery options will affect the individual's training outcome; and ii. all fees, costs and requirements of undertaking the program, including in accordance with the Statement of Fees;
Be accurate	b. ensure the information provided is clear, accurate, full and relevant; c. ensure the support provided is reasonable and accessible; and
Explain	d. ensure each student is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of the full effect of any dual enrolment on the student's lifetime Entitlement to Funded Training.
Be transparent	e. publish in a prominent place on its website: i. standard fees and any other fees; ii. a list of any brokers used; iii. its online service standards.

	f. ensure that each student who receives training and assessment under a subcontract arrangement is aware that they are enrolled with the Training Provider, not the subcontracted party.
Principle 4	**Deliberate planning of training program**
Objective	**The student's training program is suitable for their individual needs.**
Training Provider Obligations	The Training Provider must ensure the student's training program is suitable, where suitable means the training program:
Individualise	a. meets the individual's needs;
Link to outcomes	b. links to likely job, participation and/or further study opportunities;
Add value	c. is vocationally relevant and reflects industry requirements and the workplace setting; and
Document	d. minimises duplication of the individual's existing competencies, as: i. determined and documented through a thorough an individual Pre-Training Review; and ii. ultimately, reflected in the Training Plan.
Principle 5	**High quality delivery of training and assessment**
Objective	**The student's training and assessment meets regulatory standards and is delivered by experts in a manner appropriate for their individual needs and in a learning environment that is conducive to the success of students.**
Training Provider obligations	The Training Provider must ensure:
Meet Training Provider standards	a. the student's training and assessment is delivered to Regulatory Standards; b. the student's training and assessment is delivered in an appropriate manner, including that: i. the student is provided reasonable and accessible support to facilitate their participation in training and attainment of skills; and
Train enough	ii. the Volume of Learning, Amount of Training, Duration, delivery modes, materials, facilities and equipment are sufficient: A. to meet the student's needs, including as identified through the Pre-Training Review;
Train for long enough	B. for the student to consolidate skills and produce job-ready competencies; and C. to meet the requirements and guidance in the Australian Qualifications Framework, training packages and accredited courses,
Use the right resources	as documented through: D. an appropriately tailored Training and Assessment Strategy; and/or E. the Training Plan;

Document *Be expert*	c. for each learner cohort, where the Training and Assessment Strategy is structured so as to be completed in a shorter time period than the minimum described in the Australian Qualifications Framework, the Training Provider describes and documents within the Training and Assessment Strategy, using a rationale based on the previous skills and knowledge and the needs of learners, how a specific learner cohort: **i.** has the characteristics to achieve the required rigour and depth of training, and **ii.** can meet all of the competency requirements in a shorter timeframe. d. for each student undertaking a Practical Placement, a written agreement is in place between the Training Provider and the host organisation; e. where training is delivered and/or assessed partly or wholly online, or in a workplace, the training must reflect and respond to the unique requirements of that type of delivery; and f. the student's training and assessment is delivered by a *Skills First* Teacher.
Principle 6 **Objective** **Training Provider Obligations** *Listen* *Be open* *Respond and resolve* *Improve*	**Responsive feedback systems** **The student can provide feedback on their training experience and the Training Provider responds and improves adequately.** The Training Provider must: a. have and maintain a complaints and appeals process compliant with Regulatory Standards; b. publish on its website its complaints and appeals process; c. respond to and co-operate with any complaints mechanism or process established by the Department; and d. participate in performance improvement initiatives as determined by the Department.