

ACT STATEMENT OF EXPECTATIONS (CARE)

The Statement outlines the expectations for RTO conduct in the provision of training in the ACT. The Statement recognises the contractual and compliance obligations for RTOs and identifies the specific responsibilities and ethical behaviours required. The Statement also applies to RTOs delivering funded training initiatives under a fee-for-service arrangement.

The Statement is structured around four key principles of professional conduct. These principles serve as a minimum benchmark for professional behaviour and ensure public confidence in the integrity of the VET sector in the ACT.



Principle 1: **Co-operative**

The RTO must act in a co-operative manner in all dealings with the ACT Government, students, employers and other stakeholders.

The RTO will:

- > exchange information with the ACT Government and relevant stakeholders as required
- > respond to ACT Government correspondence in a co-operative and timely manner
- > communicate professionally with the ACT Government, students, employers and other stakeholders.
- > have an appropriately established and maintained complaints and appeals process that is accessible to stakeholders.



Principle 2: **Accountable**

To ensure the ACT VET sector is high performing, the RTO must have accountable and effective governance arrangements.

The RTO will:

- > meet performance obligations under its registration, the *Training and Tertiary Education Act 2003*, and other governing legislation, standards, laws and regulations and funding arrangements
- > implement compliance and timely reporting frameworks to meet the ACT Government's requirements
- > identify and act to resolve instances of fraud, misconduct, maladministration, inappropriate use of public funds and any risks to health and safety or the overall welfare of students.



Principle 3: **Responsive**

The RTO must contribute to the flexibility of the ACT VET sector by remaining responsive to government and the needs of industry, current and prospective students and the broader ACT community.

The RTO will:

- > identify and respond to opportunities to support a relevant and responsive VET sector
- > establish and maintain relationships with industry to build their confidence in utilising VET pathways to integrate new and emerging skills needs
- > listen and respond to issues and concerns raised by students, employers and other stakeholders about training and RTO performance
- > work collaboratively to resolve issues and concerns raised by the ACT Government, students, employers and other stakeholders.



Principle 4: **Ethical**

The RTO must act ethically, fairly and honestly in the performance of its obligations.

The RTO will:

- > provide training, assessment and support services that enable students to gain the most from their training
- > use fair and transparent decision-making processes
- > keep true and accurate records relating to training and service delivery
- > accurately represent its products and services to prospective students and clients.