

Governance and Accountability Policy

1. PURPOSE

This policy outlines the governance and accountability framework at Institute of Culinary Education Pty Ltd t/a Blue Ridge College, ensuring that its operations meet the requirements of the National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025, and guidance provided by ASQA's Practice Guide on Accountability.

2. SCOPE

This policy applies to all governing persons, such as the:

- Executive Officers and Senior Management
- High Managerial Agents
- Compliance Officers
- Staff with decision-making responsibilities impacting compliance or student outcomes

3. POLICY STATEMENT

Blue Ridge College is committed to strong and transparent governance. Blue Ridge College' governing body is primarily responsible for establishing the strategic direction of the RTO, ensuring compliance with legal and regulatory requirements, overseeing sound financial management, and promoting continuous improvement. The governing body closely monitors the quality of training and assessment, reviews student outcomes, and evaluates the organisation's performance against the Outcome Standards. We aim to ensure that our governance structure actively drives quality in training and assessment, regulatory compliance, ethical conduct, and continuous improvement.

4. GOVERNANCE FRAMEWORK

4.1 The governing body exercises effective leadership and strategic oversight of the RTO's operations, training, assessment services, and compliance.

4.2 Blue Ridge College maintains up-to-date records of all governing persons, including executive officers, high managerial agents, and other persons influencing the direction and operations of the organisation.

4.3 Fit and Proper Person Declarations are submitted promptly in accordance with ASQA requirements. Due diligence checks are conducted to ensure governing persons and staff are suitable and uphold public confidence in the VET sector.

4.4 The governance framework fosters a culture of accountability, fairness, transparency, and compliance. Governing persons are expected to model and communicate these values across all levels of the organisation.

4.5 The governing body is responsible for ensuring systems are in place to protect student rights, including the monitoring of complaints and appeals, certification accuracy and timeliness, and effective tuition assurance and refund processes.

4.6 Decision-making authority, accountability, and delegation are clearly documented, communicated, and understood throughout the organisation. These lines of accountability extend to third-party arrangements.

4.7 Blue Ridge College complies with all relevant laws and regulations and maintains:

- Public liability insurance to safeguard learners, staff, and the organisation against unforeseen incidents
- Annual Declaration on Compliance submitted to ASQA to confirm ongoing adherence to the Standards for RTOs

- Timely notification of material changes to ASQA (e.g., changes in ownership, scope of registration, or delivery locations) as required under regulatory obligations
- Documented and monitored third-party arrangements (Education Agents) to ensure delivery and assessment services meet all compliance requirements
- Pre-paid fee protection measures, such as fee caps or Tuition Protection Scheme (TPS) coverage, to safeguard student funds in the event of provider default

4.8 Governing persons play an active role in:

- Setting the vision, purpose, and ethical standards of the organisation
- Holding staff and third parties accountable for quality and compliance
- Accessing data and evidence to support informed decision-making
- Ensuring sufficient financial acumen exists within the executive team

5. CONTINUOUS IMPROVEMENT AND RISK MANAGEMENT

5.1 Blue Ridge College undertakes regular internal evaluations and external or peer reviews of its governance systems and practices to strengthen integrity and quality outcomes.

5.2 Feedback from students, staff, industry stakeholders, complaints and appeals, enrolment data, and review outcomes are analysed to inform governance decisions and drive improvement.

5.3 Staff and third parties (Education Agents) are encouraged and supported to:

- Proactively identify and report compliance risks, particularly those impacting student wellbeing or learning outcomes
- Raise areas for improvement in a safe and structured environment
- Participate in ongoing professional development to stay informed of changing regulatory requirements

The governing body regularly reviews the organisation's performance against the Outcome Standards by analysing a range of evidence, including student feedback and completion data, internal audit and validation reports, as well as findings from ASQA audits and any related rectification plans. Governance meetings are conducted on a scheduled basis, with all minutes and compliance-related decisions formally recorded and monitored to ensure accountability and continuous improvement.

6. THIRD PARTY (EDUCATION AGENTS) MONITORING

Blue Ridge College does not engage any third-party organisations to deliver services, however, Blue Ridge College does engage Education Agents for the purpose of recruiting international students. These agents are authorised to promote our courses and assist with the application process.

6.1 Where services are delivered through third parties, Blue Ridge College maintains robust monitoring and assurance processes. Third-party obligations under the Standards are clearly defined and documented.

6.2 Evidence is collected to confirm third-party compliance with regulatory standards. Non-compliance is addressed promptly through corrective action, up to and including termination of the agreement.

Refer to the Education Agent Kit for further information.

7. COMMUNICATION AND STAFF SUPPORT

7.1 All staff and third-party providers are made aware of their roles, responsibilities, and compliance obligations upon engagement and through ongoing training.

7.2 Blue Ridge College maintains clear systems to:

- Communicate regulatory and internal policy updates
- Provide professional support to uphold quality delivery and compliance
- Ensure staff understand and apply the Outcome Standards and Compliance Requirements

8. RECORD-KEEPING

8.1 Records relating to governance decisions, policy changes, stakeholder feedback, and staff responsibilities are securely stored and available for review.

9. REVIEW

This policy is reviewed annually by the governing body or in response to any changes in legislation, regulatory requirements, or organisational structure.