Staffing, Educational Resources and Facilities

1. Purpose

This policy specifies the way in which Be Qualified will adhere to the requirements of Standard 11.2.5 and 11.2.6 of the National Code and Standards 1.8 and 3.1 of Standards for RTOs 2025, ensuring the provision of sufficient resources, staff, and facilities to deliver high-quality education to its students. The policy ensures that the College's educational offerings are supported by appropriate infrastructure and resources to meet the needs of all learner.

2. Policy

The resource requirements for a training program are identified and documented during the development of the Training and Assessment Strategy, supported by input from industry.

Resource Adequacy

The College commits to regularly evaluating and determining the adequacy of staff, educational resources, facilities, equipment, learning and library resources, and premises necessary for delivering its courses effectively to students.

The College ensures that all learning resources, including virtual and physical facilities and equipment, are of high quality, up-to-date, fit for purpose and accessible to students, irrespective of their location or mode of study.

The College will maintain a continuous improvement process to enhance and update resources and facilities in alignment with evolving VET standards, technological advancements, and student needs.

Staff and Trainer Adequacy

The College ensures that it employs a sufficient number of qualified trainers and assessors who are experienced and competent to deliver training and assessment across all areas of registration, in line with the College's training and assessment strategies.

Regular professional development opportunities will be provided to staff to ensure they remain current with industry standards and academic advancements.

Student Capacity and Course Delivery

The College will ensure that the maximum number of overseas students enrolled in any course does not exceed the adequacy of staff, resources, and facilities available for delivering the course effectively.

Educational and Support Services

The College is committed to providing comprehensive support services to meet the diverse needs of its learner cohorts. The College will ensure that all learners, regardless of the mode of delivery or location, have access to the necessary learning resources to meet the requirements for each unit of competency.

3. Responsibility

CEO is responsible for overseeing the regular review and evaluation of resource adequacy and addressing any shortfalls.

Academic Manager is responsible for implementing this policy, ensuring compliance with the National Code and SRTO requirements

Trainers/Assessors are responsible for providing high-quality training and assessment to students and for engaging in continuous professional development to enhance their teaching and assessment practices.

Administration and student support staff must understand and implement this policy and maintain appropriate records.

4. Requirements

The College must in accord with Standard 11.2.5 and 11.2.6 of the National Code

- Determine that it has adequate staff and education resources, including facilities, equipment, learning and library resources and premises needed to deliver its courses to students
- Ensure that the maximum number of overseas students reflects the appropriateness of the staff, resources and facilities for the delivery of the course

Standard 1.8

Outcome Standard

(1) Facilities, resources and equipment for each training product are fit-for-purpose, safe, accessible and sufficient.

(2) An NVR registered training organisation demonstrates:

(a) how it identifies the facilities, resources and equipment required to deliver the training product, including how it identifies which facilities, resources and equipment will be provided by third parties, instead of the organisation;

(b) where facilities, resources and equipment are provided by the organisation or third parties – how the organisation ensures:

(i) that the facilities, resources and equipment are, and will continue to be suitable and safe for use by VET students; and

(ii) that VET students have access to the facilities, resources and equipment they need to participate in the training and assessment relevant to the training product; and

(c) it has documented strategies and procedures in place to identify and manage risks associated with VET students using facilities, resources and equipment when undertaking work-integrated learning, work placements, or other community-based learning as part of their training.

Standard 3.1

Outcome Standard

(1) The workforce is effectively managed to ensure appropriate staffing to deliver services.

Performance Indicators

(2) An NVR registered training organisation demonstrates:

(a) how it ensures the number of trainers, assessors and other staff are appropriate for the delivery of the services it offers;

Definition

Resources include, but are not limited to:

- trainers and assessors
- educational and support services
- learning resources
- facilities
- equipment
- assessment systems
- an (AVETMISS) compliant student management system or data entry tool.

(Source: ASQA Guidance Note: Resourcing requirements for applicants: Initial registration and change to scope)

5. Scope

This policy applies to all courses offered by the College for all students across all modes of delivery and locations.

6. Procedure

The College is committed to maintaining the highest levels of educational quality and integrity through the following measures and by providing support, advice or assistance during training to all students.

To ensure the quality delivery of training and assessment, the College, provides:

a. Staffing

Adequate staffing resources:

Trainer/Assessor to student ratio will not exceed 1 to 30. Practical training classes may have a lower trainer to student ratio as set out in the TAS.

Support staff to student ratio can vary, institution to institution. At present there is no formal determination for this ratio within the ESOS Act or National Code. The College has set the ratio at 1 full time equivalent Student Services Officer to 200 students.

Staff members are recruited as needed in accord with the TAS requirements and the Workforce Plan and are required to provide the following documentation as part of the selection process:

- Resume – signed and dated
- Training experience
- Relevant work experience
- Educational qualifications
- Two referees

In selecting staff, emphasis will be placed on the currency and relevancy of the applicant's work experience and educational qualifications.

New training staff members are required to undergo an induction process. The process is managed by the Academic Manager and Chief Executive Officer and encompasses the following areas:

- WH&S
- The College's policies and procedures
- VET sector background information
- CRICOS & ESOS information
- Other information relevant to the position and function

Non- training staff will also be required to undertake orientation according to their role and function within the College.

All training staff are required to maintain their vocational and industry currency and undertake professional development within their vocational area and in vocational education and training to ensure they meet the requirements of Standards for RTOs clauses 3.2 and 3.3 and the Credential Policy (See Professional Development Policy)

The College provides training and administrative staff with professional development opportunities through in-house training and by third party providers, such as webinars.

Trainer/Assessors are required to provide a yearly professional development summary each January and supply evidence of professional development undertaken. The Academic Manager is responsible for monitoring and maintaining a Staff & Trainer/ Assessor Register of professional development completed and planned. The register will be audited on an annual basis or as required as part of the Continuous Improvement strategy.

b. Educational Resources

The Academic Manager in consultation with Trainers and Assessors will ensure that the College has sufficient, relevant and appropriate educational resources to support student learning. Facilities, resources and equipment for training and assessment are included in the Training and Assessment Strategy.

At the beginning of each year the Academic Manager or delegate will undertake a review of requirements for all educational resources for all courses. The Academic Manager or their delegate at the end of each term will audit the available resources, including consumables, to ensure sufficient materials are available for the next term. The Administration Manager is responsible for ensuring there is sufficient consumable resources available for each term for both students and staff.

Student learning resources will be reviewed annually and up-dated as required to ensure they are current, relevant and sufficient. Students are provided with soft copies of all necessary learning resources.

Trainers are provided access to training and assessment materials through the College or for work placement situations, the Host Employer will provide specified and verified training facilities, equipment and resources.

Access to resources may include:

- Trainer/assessor guides
- Assessment tools
- Relevant online resources
- Training and Assessment Strategies
- Equipment and resources, as outlined in the training product
- Equipment and processes used by the industry
- Learner tools, including textbooks, workbooks and/or other resources

All students are enrolled at Orientation in the NSW State Library that provides them with free online access to a variety of databases and additional learning materials.

c. Premises

The CEO ensures that its administration facilities are appropriate for the size and scope of its operations, and that the services it provides are easily accessible to students.

Note: Relocation of Head Office/Administration location is the responsibility of the Chief Executive Officer. The CEO will inform ASQA in writing (using the major changes form) of any intention to change/relocate training or administration facilities at least 20 working days prior to the relocation. Students will be notified verbally and via email messaging at least 20 working days prior to the relocation

d. Training Facilities

The CEO will ensure that its training facilities are appropriate for the size and scope of its operations, and that it provides the student a safe learning environment, ease of access, and has all required amenities.

The Administration Manager will ensure that:

- Occupancy is secured by lease/ or written agreement;
- A WH&S site report is conducted at least annually;
- Random site inspections are conducted;
- Student feedback on training facilities and resources is collected at the end of each term and a report prepared for the Management Team;
- Trainer/assessor feedback on training facilities and resources is collected at the end of each semester and a report prepared for the Management Team.

The Academic Manager will review the training facilities at the beginning of each term to ensure that they meet the requirements in relation to student numbers and other needs.

Where students are attending a host employer for work placement or using the facilities of a third party provider the college will verify the availability of all necessary resources through a Facility Suitability Checklist prior to student attendance.

Procedure Summary Table

Step	Procedure	Responsible Party	Notes
Staffing **A1**	Maintain trainer/assessor ratio not exceeding 1:30; lower ratios apply for practical training as per TAS.	Academic Manager	Per TAS requirements.
A2	Maintain support staff ratio of 1 FTE Student Services Officer to 200 students.	CEO	Current institutional benchmark.
A3	Recruit staff as per Workforce Plan and TAS requirements.	HR / Academic Manager	Document qualifications and referees.
A4	Conduct staff induction for training and non-training staff.	CEO / Academic Manager	Covers WH&S, policies, CRICOS, etc.
A5	Ensure trainers maintain currency and complete annual PD summary with evidence.	Trainers / Academic Manager	Per Clauses 1.13, 1.14, 1.16 – Standards 2025.
A6	Audit the Staff & Trainer/Assessor Register annually.	Academic Manager	Part of Continuous Improvement Strategy.
Educational resources	Review and update student learning resources annually.	Academic Manager	Ensure relevance and sufficiency.

B1			
B2	Conduct audit of educational and consumable resources each term.	Academic Manager / Admin Manager	To ensure term readiness.
B3	Provide trainers with access to training and assessment materials.	Academic Manager	Includes tools, strategies, guides.
B4	Ensure students are enrolled in NSW State Library (free) for additional resources.	Student Support	Completed at orientation.
Premises **C1**	Ensure administration premises suit operations and are accessible.	CEO	Notify ASQA and students 20 days prior to any relocation.
Training Facilities **D1**	Ensure training facilities meet operational and student needs.	CEO / Academic Manager	Support WH&S, accessibility.
D2	Secure occupancy through lease or agreement.	Admin Manager	Maintain written evidence.
D3	Conduct WH&S site report annually; random inspections termly.	Admin Manager	Log inspections and outcomes.
D4	Collect and report student and trainer feedback on facilities.	Admin Manager	Reported to Management Team.
D5	Verify host or third-party facilities using Facility Suitability Checklist.	Academic Manager	Prior to student attendance.

7. Policy Implementation

This policy will be made available to all staff members and stakeholders through the internal communication channels.

8. Review and Continuous Improvement

This Policy and Procedure will undergo an annual review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.

Document Control

Version number:	V1	Approved by:	CEO
Approval date:	01/06/2025	Review date:	01/06/2026
Standards: Standard 2025 1.8, 3.1 & NC 11.2.5, 11.2.6			

Version Control

Version #	Changes	Approval By	Approval Date
1.0	Original Version	CEO	01/06/2025

Associated documents

Facility Suitability Checklist
Professional Development Policy and Procedure
Trainer Induction Checklist
Trainer and Assessor Recruitment and Induction Policy and Procedure
Workforce Plan