

5.4.4 VET TRAINING PRODUCT MANAGEMENT POLICY AND PROCEDURE

Version 1.0

1.0 RATIONALE

This policy serves as an overarching framework for end-to-end training product management at Acknowledge Education (AE). This policy ensures that AE properly maintains and manages training products within its scope of registration in full compliance with the Outcome Standards 2025. In addition to compliance, this policy serves to provide transparency and promote a high-quality training experience for our students.

The AE scope of registration refers to the Vocational Education and Training (VET) qualifications, accredited courses, skill sets and explicit units of competency that AE is approved to deliver as listed on the scope of registration listed on training.gov.au.

For the purposes of this policy, the term “training product” refers to any qualification, accredited course, skill set and explicit unit of competency that AE is approved to deliver as listed on the scope of registration available at training.gov.au.

This policy does not replace existing policies in this area, rather it outlines each phase of the training product lifecycle and links to the existing policy and procedures, relevant legislations, standards, and internal procedures including roles and responsibilities.

In the event of contradiction between this and other policies, policy 5.4.4 will prevail save and except in matters of contradiction with the Acknowledge Education Constitution, Governance Framework or as per direction written instruction from the Head of VET, Head of Compliance & Risk or the Provost.

2. SCOPE

This policy applies to all staff, contractors and/or third parties involved in the scope management, design, facilitation, delivery, marketing, administration, oversight or management of training products as listed on the AE scope of registration.

3. REGULATORY CONTEXT

This policy is aligned with all relevant regulatory frameworks including but not limited to:

- *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) 2025*
- Standards for Registered Training Organisations Compliance Requirements (2025)
- Standards for Registered Training Organisations Credentials Policy (2025);
- Education Services for Overseas Students (ESOS) Framework; and
- any and all other relevant regulatory and contractual requirements applicable to the training product.

4. ROLES AND RESPONSIBILITIES

Specific duties, processes and their responsible officers are outlined below as per section 7. Procedure. The below table is not an exhaustive list of potential responsible parties that must adhere to and serves only to outline the overarching responsibilities and expectations of the specified officers. If a staff member, contractor or third party is unsure as to their responsibilities under this policy they should consult with the relevant Course Coordinator or the Head of VET.

Role	Responsibilities
Provost	<ul style="list-style-type: none"> Ensuring overall compliance with the policy. Providing guidance and support to faculty and staff in implementing the policy.
VET Quality and Compliance Committee	<ul style="list-style-type: none"> Review and approval of policy, procedure, and amendments. Provision of input and advice on other such matters as dictated by the relevant Terms of Reference in the Acknowledge Education Governance Framework
Risk and Compliance Committee	<p>Examine, review and make recommendations on matters of risk and compliance. This may include:</p> <ul style="list-style-type: none"> providing input and recommendations monitoring execution of agreed continuous improvement actions in relation to policies, processes; and other such matters as dictated by the relevant Terms of Reference in the Acknowledge Education Governance Framework
Head of VET	<ul style="list-style-type: none"> Policy owner and responsible officer. Implementation of the policy across VET operations. Addressing any concerns or issues related to compliance and quality.
Head of Quality and Risk	<ul style="list-style-type: none"> Ensuring that the policy is implemented and followed across all aspects of AE operations. Addressing any compliance related issues or concerns. Conduct periodic audits and evaluations to assess the policy's effectiveness and suggest revisions if required.
Course Coordinators	<ul style="list-style-type: none"> Complying with the policy guidelines and requirements Ensuring that the policy is being followed and implemented effectively. Providing guidance and support to faculty and staff in implementing the policy. Providing recommendations and feedback where applicable
VET Curriculum Designers	<ul style="list-style-type: none"> Complying with the policy guidelines and requirements Providing guidance and support to faculty and staff in implementing the policy. Developing and designing materials that meet the standards outlined in the policy. Integrating the policy into the learning and assessment process

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| | <ul style="list-style-type: none"> Collaborating with colleagues to ensure consistency in practices and standards. |
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5. RELATED POLICIES AND PROCEDURES

This policy must be read in conjunction with the following policies:

- Acknowledge Education Governance Framework (6.1.1)
- Validation Policies and Procedures (VET) (5.3.3)
- VET Assessment Design Policy and Procedure (5.3.4)
- Training and Assessment Strategy policy (3.1.2)
- Marketing Material Integrity and Compliance Policy (7.2.1)
- Engagement of Educational Agents Policy and Procedure (7.1.3)
- Guidelines for Engaging and Monitoring Educational Agent Partnerships (7.1.3)
- Framework for Student Recruitment (1.1.0)
- Admissions and Enrolment Policy and Procedure (1.1.1)

Where a policy listed above has been succeeded by another policy the successor will apply.

6. POLICY

6.1 Training Product Concept and Proposal

Training product proposals must be supported by industry or workforce needs, market viability, and operational feasibility. New training product proposals must be properly risk assessed and must consider AE's capacity to deliver quality training and assessment before any scope or implementation activity commences.

6.2 Scope of Registration, Regulatory Approval and Professional Accreditation

- AE will only advertise, deliver and issue credentials for training products listed on its scope. Any amendments or changes to AE's scope must be approved through the ASQAnet portal prior to implementation.
- Prior to the addition of a new training product to scope, AE will ensure that it is properly resourced and has the necessary workforce to meet the requirements of the training product and all units of competency contained therein.
- Where a training product is aligned to a licensing or regulatory authority, AE will obtain approval from the relevant authority prior to delivery and will retain approval throughout all delivery locations. In the instance of approval being withdrawn by a relevant licensing or regulatory authority, AE will cease delivery until such time as approval has been reinstated for the relevant training product. In such cases, AE will ensure timely and transparent communication Students regarding any potential impacts on them.

- d) Where applicable, AE may deliver a training product with or without professional accreditation. Where a training product is subject to professional accreditation requirements by a recognised external body (e.g., ANMAC, Engineers Australia, Community Work Australia), AE will ensure that delivery and assessment are conducted in accordance with all applicable accreditation standards and conditions.

Where a student is enrolled in a training product that holds professional accreditation, AE will maintain compliance with the relevant accreditation requirements for the duration of delivery.

In the event of any change to the professional accreditation status of a training product, AE will ensure timely, accurate and transparent communication to students and relevant stakeholders regarding any potential impacts and will manage any related transition in accordance with applicable regulatory and contractual requirements.

6.3 Training Product Design and Development

6.3.1 Training & Assessment Strategy

- a) For all training products on its scope, AE will develop and maintain a Training and Assessment Strategy (TAS) which will reflect appropriate training structures, delivery periods, modes of delivery and industry placement (where applicable) as per Standard 1.1. (*Outcome Standards for NVR Registered Training Organisations 2025*)
- b) The TAS will document how the assessment systems in place are fit for purpose and comply with the Principles of Assessment and Rules of Evidence (Standard 1.3 & Standard 1.4), and how AE will ensure quality assurance of the assessment system by appropriately credentialled staff (Standard 1.5).
- c) The TAS will clearly detail processes for Recognition of Prior Learning (RPL) and Credit Transfers (Standard 1.6 and 1.7).
- d) The TAS will clearly detail how students will access necessary facilities, resources and equipment as well as any additional accessibility or risk mitigation resources (Standard 1.8)

6.4 Industry Engagement

- a) AE utilises multiple sources of industry engagement in the design and continuous improvement of its training product delivery. Industry engagement committees for training product industry areas meet at least four (4) times per year to review TAS development, validation schedules, training materials, industry developments, policies, procedures and other matters relevant to the continuous improvement and further development of training products.
- b) Feedback from industry partners is continuously gathered and analysed to improve assessment strategies and resources.
- c) Industry experts may contribute to training delivery provided they can demonstrate vocational competency and current industry skills. They are not required to hold training

and assessment credentials unless they are determining assessment outcomes, in which case they must hold a training and assessment credential as per the Standards for Registered Training Organisations Credentials Policy (2026).

6.5 VET Workforce Readiness

- a) Acknowledge Education ensures that all trainers and assessors comply with the requirements set out in the 2025 Standards for RTOs. Our trainers and assessors possess:
 - i. Vocational competencies at least to the level being delivered and assessed
 - ii. Current industry skills directly relevant to the training and assessment being provided
 - iii. Current knowledge and skills in vocational training and learning that informs their training and assessment.
- b) Our trainers and assessors hold the necessary credentials as specified in the *Outcome Standards and Credential Policy in the 2025 Standards for RTOs* and undergo regular professional development to maintain their skills and knowledge in both their industry area and vocational education and training.
- c) Evidence of qualifications, current industry skills, and professional development is maintained in each trainer/assessor's profile, stored securely in the Trainer Profiles.
- d) As above, industry experts may be engaged from time to time and will be supervised by appropriately qualified staff using a risk-based approach. Industry experts will not be permitted to make assessment judgements without appropriate credentials as per the *Outcome Standards and Credential Policy in the 2025 Standards for RTOs*.

6.6 Marketing, Recruitment & Enrolment

6.6.1 Marketing

- a) AE undertakes ethical marketing and promotional practices of its training products in compliance with the Marketing Material Integrity and Compliance Policy (7.2.1), its related policies and relevant successors.
- b) In accordance with Part 2, Division 1 of the *Standards for Registered Training Organisations Compliance Requirements (2025)* Students will not be given guarantees as to employment outcomes or training product completion.
- c) AE will only advertise training products explicitly listed on its scope and will provide accurate information to prospective students as to fees, delivery modes, possible accreditation outcomes, LLND requirements and program facilities.

6.6.2 Recruitment

- a) Throughout student recruitment prospective students will be given transparent and comprehensive information including but not limited to fees, program requirements, accreditation status and available support services.
- b) Educational Agents recruiting students on behalf of AE are required to do so ethically and responsibly, ensuring students are appropriately qualified and informed as to the program of study they are undertaking. Educational Agent recruitment is to be completed in compliance with all applicable policies and frameworks.

6.6.3 Enrolment

- a) Enrolments are processed as per AE's Admissions and Enrolment Policy and Procedure (1.1.1). Students are informed of their rights and obligations prior to completion of the enrolment process. AE undertakes consistent and appropriate assessment of entry requirements and will not accept enrolments from students who are unable to meet these entry requirements.
- b) Enrolment processes and admission requirements are periodically reviewed by AE through the academic board and/or appropriate quality compliance committee as and as required.
- c) AE ensures that the enrolment of overseas students is conducted in accordance with the requirements of the ESOS Framework and associated legislative and regulatory obligations.

6.7 Training Product Design, Delivery & Continuous Improvement

AE Training Products are designed, delivered and overseen by qualified personnel as per Part 3 and 4 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) 2025. AE VET training products are subject to oversight by quality committees and course advisory committees as per the AE Governance Framework.

6.8 Training Product Transitions, Teach-Out and Retirement

AE Training Products are monitored for currency and impending supersession to ensure timely and well-communicated transition and teach-out arrangements. Training product retirement processes ensure that all stakeholders are properly informed as to impending training product closures and informed as to any necessary alternative arrangements and deadlines.

6.8.1 Determination of final intake period

The timing of the decision to disestablish a course will impact on how quickly an intake can be ceased. Intakes should be ceased at the earliest possible time while honouring commitment and representations made by Acknowledge Education.

- 6.8.2 Programs that have formal articulation pathway agreements (either internal or external) will need to be consulted to determine the final date of intake for the course allowing sufficient notice periods for the pathway programs. In such cases, memoranda of understanding and contractual agreements will be in place and these documents outline the processes to be followed should the course be withdrawn from offer.
- 6.8.3 It may be possible to offer an alternative pathway for the term of any such agreements as a transition arrangement or a new agreement may be explored. These pathways may be with Acknowledge Education or with another provider. The student experience must be given priority when planning teach-out or transition.
- 6.8.4 Students must be advised that an offer of a place in the final course intake cannot be deferred. Additionally, any offers from another institution that have been established as part of this policy are at the discretion of that institution.

7. PROCEDURE

7.1 Training Product Addition to Scope

New Training Products are added to scope on the ASQAnet portal by the Head of VET at the instruction of the Provost. Any subsequent changes to delivery details will be made on the ASQAnet by the Head of VET.

7.2 Training & Assessment Strategy (TAS) - Design, Approval and Reviews

- a) Training and Assessment Strategies (TAS) are designed and developed collaboratively with assistance from the Head of VET, relevant Course Coordinator and VET Curriculum designer/s. TAS development is undertaken as per the Training and Assessment Strategy Policy (3.1.2) or its successor.
- b) The TAS must be created using a template as approved by the Head of VET. Adjustments to this template must only be made with the approval of the Head of VET.
- c) Training and Assessment Strategies are subject to initial review and approval by the VET Quality and Compliance Committee (VET-QCC) as per AE's Governance Framework.
- d) Subsequent amendments are overseen by the Head of VET with assistance from the relevant Course Coordinator. Minor amendments are approved by the Head of VET, and major amendments are reviewed and approved by the VET-QCC as per AE's Governance Framework.

7.3 New and/or Amended Training Product Marketing Materials

- a) Marketing materials for new and/or amended training products are developed by the Marketing team in collaboration with the relevant Course Coordinator, Head of VET and Head of Quality and Risk.
- b) The Head of VET, or a Course Coordinator under the direction of the Head of VET will make requests as to the creation or amendment of marketing materials. These materials will then be reviewed by the Course Coordinator, Head of VET and/or the Head of Quality and Risk for approval.

7.4 Assessment & Learning Resource Design

Assessment and learning resources are designed by the VET Curriculum Designer in consultation with the Course Coordinator and under the oversight of the Head of VET. Assessment design is undertaken in accordance with the VET Assessment Design Policy and Procedure (5.3.4) or its successor. Assessment practices are overseen by the VET Quality and Compliance Committee, which may provide guidance and advice from time to time.

AE may utilise training and assessment resources developed internally or procured from third-party providers. Where third-party resources are used, AE will ensure that all materials are systematically reviewed, contextualised, and aligned to the requirements of the relevant Training and Assessment Strategy (TAS), unit requirements, and the needs of the identified learner cohort prior to implementation.

All training resources, whether developed internally or sourced externally, must undergo a documented quality review process conducted by the VET Curriculum Designer and, where required, internal or external Subject Matter Experts to ensure vocational relevance and accuracy. Outcomes and recommendations arising from the quality review process must be addressed and implemented prior to delivery.

All assessment tools, whether developed internally or sourced externally, must undergo a Pre-Training Review in accordance with the Standards for RTOs and internal policy requirements. This review will confirm that assessment tools meet the principles of assessment and rules of evidence and are fit for purpose. Any recommendations or required amendments identified through the Pre-Training Review must be implemented prior to use in delivery.

These review processes apply equally to all assessment and learning resources regardless of origin to ensure consistency, quality, and compliance across all AE training products.

7.5 Validation, Moderation & Continuous Improvement

Pre-use review, moderation and validation are undertaken as per the Validation Policies and Procedures (VET) (5.3.3) or its successor. This process is coordinated by the Course Coordinator with oversight by the Head of VET, with support and consultation from the VET Quality and Compliance Committee.

7.6 Enrolment & Entry Requirements

- a) The Admissions and Marketing teams will be informed of entry requirements for new training products by the Head of VET or by the relevant Course Coordinator at the direction of the Head of VET. The Marketing team will oversee the publication of these entry requirements on the AE website and other marketing materials. The Admissions team will integrate and oversee the assessment of these entry requirements into the enrolment process for the training product. Guidance as to the appropriate assessment of a student's ability to satisfy entry requirements may be given where appropriate under the AE Governance Framework and other policies and procedures by the Course Coordinator, Head of VET, members of the Quality & Risk team and/or the VET-QCC.
- b) Revisions to entry requirements for a training product will be advised to the Admissions and Marketing teams by the Head of VET or by the relevant Course Coordinator at the direction of the Head of VET. The Marketing team will oversee the publication of the amended entry requirements on the AE website and within other marketing materials. The Admissions team will integrate and oversee the assessment of the amended entry requirements into the enrolment process for the training product. Guidance as to the appropriate assessment of a student's ability to satisfy entry requirements may be given where appropriate under the AE Governance Framework and other policies and procedures by the Course Coordinator, Head of VET, members of the Quality & Risk team and/or the VET-QCC.
- c) Enrolment processes are undertaken in accordance with the Admissions and Enrolment Policy and Procedure (1.1.1) This process is led day-to-day by staff under the charge of the Head of Student Administration with additional support from the Head of VET and Head of Quality & Risk.
- d) At a minimum students will be provided with the following information at enrolment:
 - i) Unit and course codes and titles
 - ii) Delivery mode and location
 - iii) Program and indicative scheduling
 - iv) Work placement requirements (if applicable)
 - v) Entry Requirements, Language, Literacy, Numeracy and Digital (LLND) assessment and Inherent Requirements (if applicable).
 - vi) Fee information
 - vii) Credit Transfer and Recognition of Prior Learning information
 - viii) Resource requirements
 - ix) Student support services
- e)

7.7 Training Product Transitions, Teach-Out and Retirement

The procedures provide direction on matters that must be considered when planning to teach out a course. A sample action plan is attached as Appendix A.

7.7.1 Transition & Teach-Out

- a) Training product currency will be overseen by the Head of VET.
- b) Notification as to the impending superseding of a training product will be given by the Head of VET to the Provost, Course Coordinator and VET Curriculum Designers.
- c) The Head of VET in collaboration with the relevant Course Coordinator will:
 - i. Identify all effected stakeholders;
 - ii. Identify the effected training products including units and qualifications as applicable;
 - iii. Develop an operational plan for either ensuring on time completion of current students or transition to a new training product;
 - iv. Consult with the VET Curriculum Design team as to the amendment or creation of any new assessments, learning resources and/or student information materials;
 - v. Liaise with the marketing team as to impending necessary updates to marketing collateral.
 - vi. Communicate any incoming changes to entry requirements to the Admissions team.
- d) The Head of VET or Course Coordinator under the direction of the Head of VET will communicate impending changes to Trainers and Students, advising of the impending changes and timelines.
- e) The Head of VET will oversee the teach-out of the superseding training product and transition of students to the new training product with the assistance of the Course Coordinator.
- f) Any necessary changes to AE's scope will be actioned by the Head of VET via the ASQAnet portal.
- g) Any necessary communications with accrediting bodies will be led by the Head of VET.

7.7.2 Determination of anticipated completion dates

- a) Review all enrolments per year level, including the estimated final intake cohort. An achievable end date should then be determined based on the nature of the student cohort, the pattern of enrolment and the structure of the course.
- b) Based on the course length and the pattern of enrolment for the student cohort, forecast the estimated enrolment pattern for the teach-out period.
- c) Detailed mapping for each cohort (domestic, international, pathway, etc.) must be completed and approved before communicating to stakeholders.
- d) Communication to Stakeholders
- e) Notify all relevant stakeholders regarding the teach-out, including all students, relevant governing bodies, the registrar, and the marketing department.
- f) Develop communication strategies with students, including notifying them of alternative courses and other options they may have.

7.7.2 Training Product Retirement

Retirement of training products may be initiated at the direction of the CEO, Board of Directors, or Provost, and actioned by the Head of VET.

- a) Notification as to the impending retirement of a training product will be given by the Head of VET to the Course Coordinator and VET Curriculum Designers.
- b) Once a training product has been selected for retirement the Head of VET in collaboration the relevant Course Coordinator will:
 - i. Identify all effected stakeholders;
 - ii. Identify the effected training products including units and qualifications as applicable;
 - iii. Develop an operational plan for either ensuring on time completion of current students or referral to another comparable training product or provider;
 - iv. Liaise with the marketing team as to impending necessary updates and eventual retirement of marketing collateral
 - v. Communicate the impending retirement to the Admissions team and inform them of an enrolment closure date.
- c) The Head of VET or Course Coordinator under the direction of the Head of VET will communicate impending retirement to Trainers and Students, advising as to timelines and options for incomplete students.
- d) The Head of VET with assistance from the Course Coordinator will oversee the completion of feasible students and the referral of unfeasible students to other providers where necessary
- e) Any necessary changes to AE's scope will be actioned by the Head of VET via the ASQAnet portal.
- f) Any necessary communications with accrediting bodies will be led by the Head of VET.

8. Record-Keeping and Evidence

The staff member completing the process is responsible for ensuring required records are created and saved in the approved location. The Course Coordinator, Head of VET, Head of Quality and Risk, and VET Quality and Compliance Committee may review records as part of monitoring, internal audit, review or continuous improvement activities.

Records created through this procedure must be accurate, complete, and stored in accordance with AE recordkeeping requirements.

9. Policy and Procedure Review Request Process

Staff and/or Students may request the review of a VET Department process where they identify that the process may be unclear, inefficient, inconsistent, difficult to implement, no longer fit for purpose, or may present a compliance, quality or student-experience risk. Staff and Students can raise requests for policy and procedure reviews with the relevant Course Coordinator who will refer the request to the Head of VET for further review at their discretion.

10. Definitions

Terms in the document are defined as per the VET Standing Definitions.

11. Policy Information

Policy name:	Training Product Management Policy and Procedure
Document number:	5.4.4
Version number:	1.0
Purpose:	This policy serves as an overarching framework for end-to-end training product management at Acknowledge Education (AE)
Audience:	x Staff x Students x Public
Date approved:	6 July 2026
Date of last approval:	6 July 2027
Effective date:	6 July 2026
Next review date:	6 July 2028
Approving authority:	VET Quality & Compliance Committee
Responsibilities:	VET Quality & Compliance Committee, Head of VET

12. Change Log

Date	Version	By	Notes
May 2026	1.0	Eilannin Harris-Black and Megan Newcomb	Policy Creation

Appendix A: Sample Action Plan

STUDENT COHORT TEACH OUT STRATEGY – CURRENTLY ENROLLED STUDENTS

Please outline the teach out and transition strategy for students at different levels, using the example strategies below as a guide.

Student Cohort	Headcount	Transition Strategy (Transfer to replaced award course with credit transfer Continue enrolment in existing award course, Not required – This cohort will graduate in existing award course)
2020		
2019		
2018		

1. STUDENT COHORT TEACH OUT STRATEGY – PENDING STUDENTS

Please show the transition arrangements for each cohort.

Student Cohort	Headcount	Year of commencement	Transition Strategy
Deferred Enrolments			
Students with CoE			
Students on pathways or linked courses			
Students who have deferred, are on probation/suspension, or otherwise not enrolled			



2. COURSE DELIVERY MAPPING

Show the projected year and semester of all units still to be delivered in the existing course and anticipated headcount. If applicable, the projected delivery in the replacement course. Student enrolment patterns and their requirements should dictate how many times each unit is offered before the course is closed. It is essential that students are provided with the opportunity to complete their intended course of study in their expected timeframe.

The example below is provided as a guide only.

								Delivery of replacement course (if applicable)							
	2021				2022			NOT APPLICABLE							
Units	T1	ST	T3	T4	T1	T2	T3	T1	T2	T3	T4	T5	T6	T7	T8
PBD101	6				0										
MAN101	7				0										
AIS101	4				0										
MRK101		5				0									
BCA102		8				0									
PTD102		3				0									
PFS102			5				0								
AIS102			6				0								

3. COURSE AND STUDENT MAPPING (DOMESTIC, INTERNATIONAL ONSHORE AND OFFSHORE)

Prepare a mapping table (using the model below) showing for each enrolled (not pending) student their status against each unit. **This should include ALL units that the student would have expected to need in order to complete their course of study.**

Student Id [Not name]	Student type (Intl, dom)	Unit code	Unit name	Completed (Yes/No)	Next planned delivery of unit (if not)	Summary
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					complete d)		
Example provided, not an actual student						Units comple e	Units remainin g
ID # 123456	Intl	PBD10 1	Practical Accounting for Business Decisions	YES			
		MAN10 1	Introduction to Management	YES			
		AIS101	Business Information Systems for Accountants	YES			
		MRK10 1	Introduction to Marketing	NO	S2, 2021		
		BCA10 2	Business Communicatio n for Accountants	YES			
		PTD10 2	Preparation of Tax Documentatio n	NO	S3, 2020		
		PFS102	Practical Preparation of Financial Statements	YES			
		AIS102	Accounting Information Systems	NO	S2, 2021		