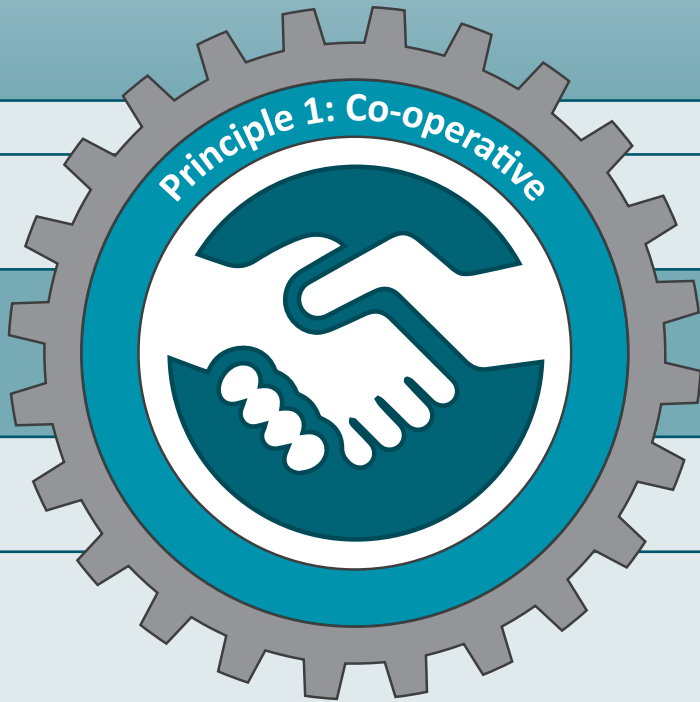


ACT STATEMENT OF EXPECTATIONS

SCHEDULE TO THE ACT FUNDING AGREEMENT



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.

To ensure the ACT VET sector is high performing, the RTO must be accountable for all aspects of its operations and performance.

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.



ACT STATEMENT OF EXPECTATIONS

SCHEDULE TO THE ACT FUNDING AGREEMENT

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 flexible and responsive training sector
- establish and utilise relationships with industry 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.



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.