



PP24 – Staff Roles and Responsibilities Policy

1. Purpose

This policy ensures that all staff and third parties working on behalf of Austra College clearly understand their roles, responsibilities, and regulatory obligations. It supports accountable, consistent operations and ensures compliance with Outcome Standard 4.2 of the Standards for RTOs 2025.

2. Scope

This policy applies to all staff, contractors, consultants, and third-party providers involved in the delivery of services for Austra College.

3. Definitions

Term	Definition
Staff	Anyone employed or engaged by Austra College, including administration, trainers, assessors, and support staff.
Third Party	External organisations or individuals delivering services (e.g., training, assessment, recruitment) on behalf of Austra College.
Regulatory Instruments	Includes the Standards for RTOs 2025 and any other legislative instruments made under section 185 of the NVETR Act.
Staff Matrix / Org Chart	A visual and documented summary of staff roles, reporting lines, and key functions.

4. Legislative and Regulatory References

- Standards for RTOs 2025 – Outcome Standard 4.2
- National Vocational Education and Training Regulator Act 2011
- Relevant contract terms and service agreements with third parties

5. Policy Statement

Austra College is committed to clearly defining and communicating all staff and third-party responsibilities to:

- Promote regulatory compliance;
- Avoid confusion and duplication of tasks;
- Support clear communication and decision-making;

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- ✚ Ensure third parties uphold the same quality standards as Austra College.

6. Procedure – Step-by-Step

Step	Action	Responsible Person
1	Develop and Maintain Position Descriptions: Create clear and detailed position descriptions for each role, outlining purpose, daily duties, compliance obligations under the Standards for RTOs 2025, and role-specific KPIs.	CEO
2	Provide Regulatory Induction: Deliver formal induction to all staff and third parties covering Austra College's obligations under the Standards for RTOs, NVETR Act, and other legislative instruments relevant to the role.	RTO Manager
3	Maintain Organisation Chart: Ensure a current and accurate organisational chart is maintained showing all roles, reporting lines, and which staff or third parties are engaged for which functions.	RTO Manager
4	Document Third-Party Roles: Establish and maintain a Third-Party Service Agreement that clearly defines each third party's services, responsibilities, compliance accountabilities, and delivery scope.	CEO
5	Update Staff on Regulatory Changes: Promptly communicate any changes to regulations, training packages, or organisational procedures via email, internal notices, or LMS alerts to ensure ongoing compliance.	RTO Manager
6	Confirm Staff Understanding: Ensure all staff sign off on their role responsibilities and acknowledge regulatory expectations after induction and when significant updates occur.	CEO
7	Conduct Annual Role and Compliance Review: Review and confirm that each staff member still meets their role requirements, understands their compliance obligations, and update documentation accordingly.	RTO Manager
8	Monitor Third-Party Operations: Conduct regular monitoring (e.g. site visits, compliance checks) of all third parties to ensure their services align with Austra College obligations and that they meet contract terms.	RTO Manager

7. Continuous Improvement

- ✚ Non-compliance with assigned responsibilities is reviewed through internal audits or staff feedback.
- ✚ Changes in regulations trigger immediate review of relevant role documents and third-party agreements.
- ✚ Feedback on unclear responsibilities is logged in the Continuous Improvement Register.

8. Related Documents

- ✚ Position Descriptions (All Staff)
- ✚ Organisation Chart

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-  Third-Party Service Agreement Template
-  Staff Induction Checklist
-  Regulatory Update Memo Template
-  Continuous Improvement Register

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9. Flow chart

Staff Roles and Responsibilities Process



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