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# *NovaCore*

## *SRTO 2015 Document Set*

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### **Policies**

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Access and Equity Policy  
Appeals Policy  
Assessment Policy  
Audit Policy  
Client Information Policy  
Complaints Policy  
Continuous Improvement Policy  
Enrolments Policy  
Evaluation Policy  
Financial Management Policy  
Issuing Certification Policy  
Legislation Compliance Policy  
Management of RTO Policy  
Marketing Policy  
Partnering Policy  
Privacy Policy  
Recognition Policy  
Records Management Policy  
Refund Policy  
Staff Policy  
Training and Assessment Strategies Policy  
Training Delivery Policy  
Transition of Training Packages Policy  
Validation Policy  
Work Health and Safety Policy

### **Procedures**

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Appeals Procedures  
Assessment Procedures  
Audit Procedures  
Certification Issuance Procedures  
Complaints Procedures  
Continuous Improvement Procedures  
Enrolment Procedures  
Evaluation Procedures  
Legislation Compliance Procedures  
Management of RTO Procedures

Marketing Procedures  
Partnering Procedures  
Privacy Procedures  
Recognition Procedures  
Records Management Procedures  
Refunds Procedures  
Replacement Certification Issuance Procedures  
Training Delivery Procedures  
Transition of Training Packages Procedures  
Validation Procedures

## Forms

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Appeals Lodgement Form  
Appeals Progress Form  
Archive Register Form  
Assessment Outcomes Tracking Form  
Assessor Evaluation Form  
Certificate Issuance Authority Form  
Client Assessment Evaluation Form  
Client File Checklist Form  
Client File Note Form  
Complaints Lodgement Form  
Complaints Progress Form  
Continuous Improvement (CI) Request Form  
Corporate Client File Checklist Form  
Course Checklist Form  
Course Evaluation Form  
Course File Checklist Form  
Course Nomad File Form  
Course Withdrawal Amend Form  
Credit Transfer Application Form  
Direct Supervision Plan  
Direct Supervision Record Form  
Employer Questionnaire  
Enrolment Form  
Group Booking Enquiry Form  
Incident Report Form  
Induction Checklist  
Learner Questionnaire  
Near Miss Report Form  
Nomad File Visit Record Form  
Privacy Disclosure Form  
Privacy Photo Consent Form  
Professional Development Plan Form  
Refund Request Form  
Replacement Certificate Request Form  
RPL Application Form  
Staff File Checklist Form

Staff File Note Form  
Staff Induction Checklist Form  
Staff Induction Session Checklist  
Staff Personal Details Form  
Termination of Third Party Agreement Form  
Trainee Visit Form  
Trainer Competency Mapping Form  
Trainer Course Report Form  
Trainer Evaluation Form  
Trainer Observation Assessment Form  
Training Attendance Form  
Training Plan Form  
Transition Qualification Form  
Validation Form

## Manuals

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Client Handbook  
Staff Handbook

## Registers and Other

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Appeals Register  
Archive Register  
Assessments Received Register  
Assets Register  
Audit Schedule Register  
Business Support Suppliers Register  
Client Information Matrix Register  
Complaints Register  
Continuous Improvement Register  
Delivery Sites Register  
Legislation Register  
Mapping Document Template  
Marketing Materials Checklist  
MOA Partnering Agreement Template  
MOU Register  
Refund Request Register  
Suppliers Register  
TAS Template  
Trainer Professional Development Register  
Trainer Qualifications Register  
Training Resources Register  
Validation Register