

Risk Management Policy

1. PURPOSE

The purpose of this policy is to:

- Detail the risks to the JMC Academy RTO's operations
- Assess the likelihood and impact of any risks, and
- Specify control measures.

2. SCOPE

This policy applies to all operations, all activities and all students and those employed or engaged to support the provision of and provide training and/or assessment services to JMC Academy RTO.

3. DEFINITIONS

Please refer to *JMC Academy Glossary* for definitions.

4. POLICY

4.1. Risk management

- 4.1.1. Risk management at JMC Academy RTO is a structured, consistent and continuous process across the whole of JMC Academy RTO.
- 4.1.2. JMC Academy RTO will establish and maintain a contemporary risk management and internal audit system that involves all stakeholders in awareness, implementation and evaluation.
- 4.1.3. In particular, JMC Academy RTO will:
 - 4.1.3.1. Ensure that the risk management system includes clear documentation and support tools to enable all stakeholders to identify, assess, mitigate and manage risks, and
 - 4.1.3.2. Seek to implement a risk management that ensures that JMC Academy RTO receives minimal regulatory scrutiny system.

4.2. National Regulator for Vocational Education and Training

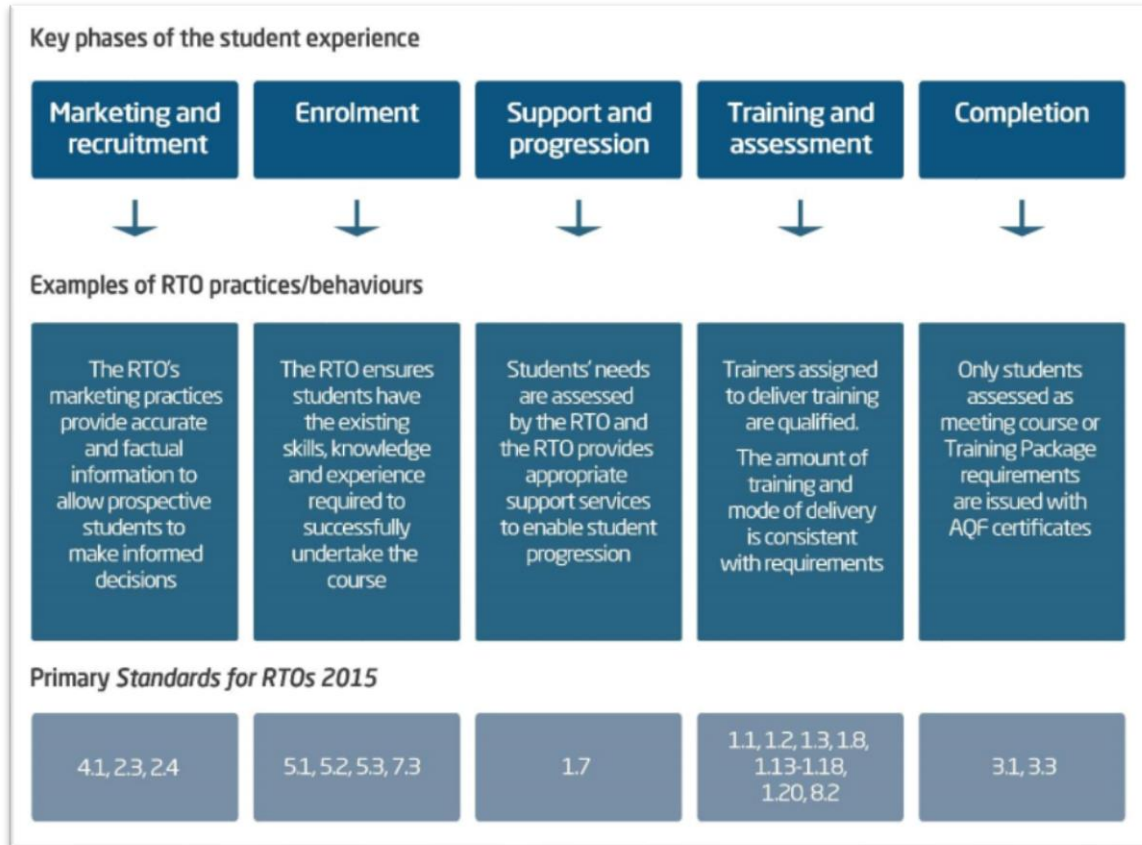
- 4.2.1. The Australian Government's Australian Skills Quality Authority (ASQA) was established in 2011 as the National Vocational Education and Training Regulator¹
- 4.2.2. According to ASQA its audit model:
... is a shift away from auditing compliance primarily against the Standards for RTOs 2015. The new approach is organised around RTOs' practices and behaviours in relation to 'key phases of the student experience', while still referencing the relevant Standards (ASQA n.d. p. 6).
- 4.2.3. ASQA's [audit model](#) is organised around five (5) key phases of the student experience, as illustrated in **Diagram 1 ASQA's Audit Model**, on the following page.

¹ ASQA was established on 1 July 2011 through the enactment of the:

- [National Vocational Education and Training Regulator Act 2011](#)
- [National Vocational Education and Training Regulator \(Consequential Amendments\) Act 2011](#)
- [National Vocational Education and Training Regulator \(Transitional Provisions\) Act 2011](#).

Diagram 1

ASQA's Audit Model



Source: https://www.asqa.gov.au/sites/default/files/asqas_new_audit_model.pdf

- 4.2.4. To support JMC Academy RTO in maintaining compliance, an Educational Compliance Strategy has been developed (please refer to Schedule 1).
- 4.2.5. The strategy sets out control measures and risk ratings for meeting each of the *Standards for RTOs 2015*.
- 4.2.6. Risks, unless controlled, will be evident in a change of indicators, including:
 - 4.2.6.1. Student feedback; trainer and/or assessor feedback
 - 4.2.6.2. Complaints and grievances; requests for refund of tuition fees
 - 4.2.6.3. Student data (applications, enrolments; progression, attrition, retention, completion, request for withdrawals; deferrals)
 - 4.2.6.4. Incomplete trainer/assessor files and/or matrices
 - 4.2.6.5. Insufficient suitably qualified trainers and/or assessors to deliver and assess
 - 4.2.6.6. Financial ratios

Please refer to **Schedule 1 JMC Academy RTOs Risk Matrix**, attached.

5. COMPLAINTS and APPEALS

JMC Academy RTO staff may access the Grievance Handling Policy to appeal against any decisions made under this Policy.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY

- CEO
- Director of Education
- VET C&DC
- Supervisor/Trainer and Assessor
- Senior Management

7. RELATED DOCUMENTS

- Tuition Fee Refunds and Removal of FEE-HELP Debts Domestic Students
- JMC Academy Glossary

8. RELATED LEGISLATION

This Policy supports JMC Academy RTO's compliance with the following legislation:

- Standards for Registered Training Organisations (RTOs) 2015 (Cth)
- Data Provision Requirements 2012
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for NVR Registered Training Organisations 2012 (Cth)

9. POLICY REVIEW DATE

10th September, 2022

10. VERSION CONTROL

Title	<i>Risk Management Policy</i>			
Maintained By	CEO and Director of Education			
Approving Authority	CEO			
Approved Date	03/06/2020			
Version Number	Modified By	Modifications Made	Date Modified	Status
2.0	S Stanford	Ensure currency; review and update Risk Schedule/Matrix	22/05/2020	Approved

References and Acknowledgments

ASQA's new audit model (as at 21.08.2018)

https://www.asqa.gov.au/sites/default/files/asqas_new_audit_model.pdf?v=1539231343

Risk Element		Mitigating activities	Relevant Standards for RTOs 2015
INACCURATE AND/OR MISLEADING MARKETING/RECRUITMENT PRACTICES		Marketing Director signs off on all marketing and communications prior to publication Recruitment/Student Admissions is a standing item at each Senior Management Meeting Supervisor/Trainer and Assessor conducts regular systemic audit against Standards <i>See below</i>	Clauses 2.3, 2.4 and 4.1
<i>Likelihood</i>	Unlikely		
<i>Impact</i>	Moderate		
<i>Risk Rating</i>	Medium		
INELEGIBLE STUDENTS ENROLLED/STUDENTS WITH LITTLE OR NO DEMONSTRABLE CHANCE OF SUCCESS ENROLLED		Recruitment is a standing item at each Senior Management Meeting Campus Manager/Student Services Team Leader signs off on student file Supervisor/Trainer and Assessor conducts regular systemic audit against Standards	Clauses 2.3, 2.4 and 4.1 Clauses 5.1, 5.2, 5.3 and 7.3
<i>Likelihood</i>	Unlikely		
<i>Impact</i>	Moderate		
<i>Risk Rating</i>	Medium		
POOR LEVELS OF STUDENT SATISFACTION WITH SUPPORT PROVIDED AND/OR TRAINING AND ASSESSMENT PROVIDED		The Education Team survey each cohort (all campuses) The Supervisor/Trainer and Assessor collects and analyses data and presents findings at next scheduled meeting of the VET C&DC for action Grievances and Complaints is a standing item on the agenda for the VET C&DC The Chair of the VET C&DC Committee reports to the next scheduled meeting of Senior Management	Clause 1.7 Clauses 1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20, 8.2
<i>Likelihood</i>	Unlikely		
<i>Impact</i>	Moderate		
<i>Risk Rating</i>	Medium		
INSUFFICIENT SUITABLY QUALIFIED AND EXPERIENCED TRAINERS AND/OR ASSESSORS		Supervisor/Trainer and Assessor and Campus Managers are responsible for ensuring sufficient suitably qualified and experienced trainer/s and assessor/s are engaged to deliver all training products being offered	Clauses 1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20, 8.2
<i>Likelihood</i>	Possible		

Risk Element		Mitigating activities	Relevant Standards for RTOs 2015
<i>Impact</i>	High		
<i>Risk Rating</i>	High		
AQF QUALIFICATIONS ARE ONLY ISSUED TO STUDENTS WHO HAVE MET ALL REQUIREMENTS OF TRAINING PRODUCT AND HAVE PRODUCED AN USI			
<i>Likelihood</i>	Possible	Supervisor/Trainer and Assessor and Campus Managers are responsible for ensure that all assessments are stored as per requirements, and that grades are recorded accurately and promptly in the student management system	Clauses 1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20, 8.2 Clauses 3.1, 3.3
<i>Impact</i>	High		
<i>Risk Rating</i>	High		
UNSATISFACTORY COMPLETION RATES			
<i>Likelihood</i>	Unlikely	Student progression monitored Student satisfaction monitored Assessment validation and moderation	Clauses 1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20, 8.2 Clauses 3.1, 3.3
<i>Impact</i>	Low		
<i>Risk Rating</i>	Low		
REDUCED ENROLMENTS			
<i>Likelihood</i>	Possible	Recruitment/Student Admissions is a standing item at each Senior Management Meeting <ul style="list-style-type: none"> Applications, enrolments, commencing, retention, attrition and completion tracking 	
<i>Impact</i>	High		
<i>Risk Rating</i>	High		

Risk Element		Mitigating activities	Relevant <i>Standards for RTOs 2015</i>
LOSS OF RESOURCES OUTSIDE OF RTO'S CONTROL (FIRE, FLOOD, ROBBERY ETC.)		Critical Incident Policy and Procedure Insurances Back to base alarms 24-hour video surveillance Off campus storage of digital records	
<i>Likelihood</i>	Unlikely		
<i>Impact</i>	Low		
<i>Risk Rating</i>	Low		
LEGISLATION CHANGE		Constant review of appropriate legislation Communication of changes to Owner, CEO, VET C&DC and Senior Management Adaptation strategies designed and implemented	
<i>Likelihood</i>	Possible		
<i>Impact</i>	Low to High		
<i>Risk Rating</i>	(potentially) High (dependant on the scope of changes/time to adjust)		

Risk Matrix				
		Impact		
		Low	Moderate	High
Likelihood	Likely	Medium	High	High
	Possible	Low	Medium	High
	Unlikely	Low	Medium	Medium

Risk Assessment	
Likelihood: The likelihood that each adverse event will take place can be defined as;	
Likely	Failure to achieve required outcome is almost certain
Possible	Failure to achieve required outcome is possible
Unlikely	Failure to achieve required outcome not expected to occur
Impact: All identified risks shall be assessed to determine the overall Impact of the risk. The impact of risks can be defined as	
High	Significant disruption/inconvenience for number of students or long-term damage to the reputation of JMC Academy RTO; ASQA would be involved
Moderate	Disruption/inconvenience for number of students; ASQA may be involved
Low	Little disruption/inconvenience for students and little, if any, damage to reputation of JMC Academy RTO (ASQA would not be involved)

Risk Rating	
Rating	Possible responses
High	Action expected of ASQA of a type determined appropriate by ASQA. Immediate action required by Senior Management to reduce/eliminate risk/s
Medium	No immediate action expected by ASQA of JMC Academy RTO. Nonetheless mitigation strategies must be carried out to reduce/eliminate risk/s.
Low	Tolerable risk; no specific activity required by ASQA of JMC Academy RTO. JMC Academy RTO to manage as part of normal continuous improvement.