

Summary of Services *Standards for NVR Registered Training Organisations*

Part 1 Preliminary

Division 1 Arrangements on commencement

SNR 1 Name of Standards

These Standards are the ***Standards for NVR Registered Training Organisations***.

SNR 3 Definitions

In these Standards, unless the contrary intention appears:

Act means the ***National Vocational Education and Training Regulator Act 2011***.

Access and equity means policies and approaches aimed at ensuring that vocational education and training are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Client services means the services provided by an RTO to clients in order to assist and support the successful achievement of learning outcomes.

Services include:

- (a) **Pre-enrolment materials;**
- (b) Study support and study skills programs;
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- (d) Equipment, resources and/or programs to increase access for learners with disabilities;
- (e) Learning resource centres;
- (f) **Mediation services or referrals to these services;**
- (g) Flexible scheduling and delivery of training and assessment;
- (h) **Counselling services or referrals to these services;**
- (i) Information technology (IT) support;
- (j) Learning materials in alternative formats, for example, in large print; and
- (k) Learning and assessment programs customised to the workplace.

