

## Governance and Compliance Framework

### Document Control

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| <b>Policy Title</b>              | Governance and Compliance Framework                                                                                                                                                                                                                           |
| <b>Policy Number</b>             | Policy 1 of the Demi Education Group Consolidated Policy Suite                                                                                                                                                                                                |
| <b>Applies to</b>                | Demi Education Group and all subsidiary Registered Training Organisations, including Demi International Beauty Academy, Australasian Academy of Cosmetic Dermal Science (AACDS), International College of Queensland (ICQ), and Demi Apprentices and Trainees |
| <b>Policy Owner</b>              | Chief Executive Officer, Demi Education Group                                                                                                                                                                                                                 |
| <b>Policy Author / Custodian</b> | General Manager, Operations                                                                                                                                                                                                                                   |
| <b>Approval Authority</b>        | Chief Executive Officer                                                                                                                                                                                                                                       |
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| <b>Next Scheduled Review</b>     | Annually from effective date, or earlier if triggered by legislative or regulatory change                                                                                                                                                                     |
| <b>Version</b>                   | 1.0                                                                                                                                                                                                                                                           |
| <b>Status</b>                    | Final                                                                                                                                                                                                                                                         |
| <b>Publication</b>               | Published on the Demi Education Group website, included or referenced in the Student Handbook and Enrolment Contract, and provided to all staff and third parties through induction and the policy register                                                   |

## 1. Purpose

This policy is the foundational governance instrument of Demi Education Group (DEG). It sets out how DEG and each of its subsidiary Registered Training Organisations (RTOs) ensure compliance with all applicable Commonwealth and State or Territory laws, the conditions of their registration, and the contractual obligations attached to government-funded training. It also sets out how DEG drives continuous improvement, manages internal quality assurance, governs third-party arrangements, and conducts marketing and recruitment in an ethical, accurate and lawful manner.

The policy is written for both students and staff. Where the policy describes a right, protection or commitment, students can rely on it. Where the policy describes an obligation or expected practice, staff must follow it. Students and staff are encouraged to read the policy in full so that responsibilities, expectations and the operation of the underlying procedures are clearly understood.

## 2. Scope and Application

This policy applies group wide. It binds all entities, staff, contractors, agents, consultants and third parties that operate under, or on behalf of, Demi Education Group, and it applies to all students enrolled in any program delivered by any DEG entity, regardless of mode (face-to-face, online or blended), funding stream, location, or cohort.

In this policy, references to "DEG", "the Group" or "we" mean Demi Education Group and each of the following RTOs:

- Demi International Beauty Academy
- Australasian Academy of Cosmetic Dermal Science (AACDS)
- International College of Queensland (ICQ)
- Demi Apprentices and Trainees

Some obligations apply only to a defined cohort, funding stream or registration. Where this is the case, the policy explicitly identifies the applicable scope inline, including:

- CRICOS registered courses delivered to overseas students under the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), which applies to the RTO holding the relevant CRICOS registration and any DEG entity delivering on its behalf;
- VSL approved courses delivered to students approved for a VET Student Loan under the VET Student Loans Act 2016 (VSL Act) and the VET Student Loans Rules 2016 (VSL Rules);
- Queensland Smart and Skilled subsidised training delivered by a DEG entity that is approved as a Skills Assure Supplier (SAS) under the Career Start and Career Boost programs, in accordance with the SAS Policy 2025-2028, the SAS Agreement and applicable Program Schedules; and
- Apprenticeship and traineeship delivery undertaken by Demi Apprentices and Trainees as a Supervising RTO (SRTO) under the Further Education and Training Act 2014 (Qld).

## 3. Definitions

For the purposes of this policy, the following terms have the meanings set out below. Where a term is defined in legislation or in a regulatory instrument, the legislative definition prevails.

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|------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>AQF</b> | The Australian Qualifications Framework, the national policy for regulated qualifications in Australian education and training. |
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| <b>ASQA</b>             | The Australian Skills Quality Authority, the National VET Regulator.                                                                                                                                                                                                                                                                                                 |
| <b>AVETMISS</b>         | The Australian Vocational Education and Training Management Information Statistical Standard, the national data standard for collection and reporting of VET activity.                                                                                                                                                                                               |
| <b>CRICOS</b>           | The Commonwealth Register of Institutions and Courses for Overseas Students, established under the ESOS Act.                                                                                                                                                                                                                                                         |
| <b>DEG</b>              | Demi Education Group, the parent group encompassing the subsidiary RTOs listed in section 2.                                                                                                                                                                                                                                                                         |
| <b>Department (Qld)</b> | The Queensland Department of Trade, Employment and Training, which administers the Skills Assure Supplier Framework.                                                                                                                                                                                                                                                 |
| <b>Education agent</b>  | A person or organisation engaged by an RTO to formally represent it in the recruitment of overseas students, in accordance with Standard 4 of the National Code 2018.                                                                                                                                                                                                |
| <b>Inducement</b>       | Any gift, benefit or other incentive offered to a student, prospective student, employer or third party which is, or is likely to be, an improper influence on a decision to enrol. The benefits permitted to be offered in connection with VSL-eligible courses are limited to those specified in r 136 of the VSL Rules 2016.                                      |
| <b>Key personnel</b>    | Has the meaning given under the NVR Act 2011, the VSL Rules 2016 s 16, and the National Code 2018, and includes any person with responsibility for, or significant influence over, the strategic direction, financial management, or training operations of a DEG entity.                                                                                            |
| <b>Marketing</b>        | Any communication that promotes, advertises or invites enrolment in a DEG course, whether in print, electronic, social media, broadcast, paid advertising, agent communications, or any other public-facing form.                                                                                                                                                    |
| <b>PRISMS</b>           | The Provider Registration and International Student Management System administered by the Commonwealth Department of Education.                                                                                                                                                                                                                                      |
| <b>RTO</b>              | A Registered Training Organisation registered by ASQA under the NVR Act 2011.                                                                                                                                                                                                                                                                                        |
| <b>SAS</b>              | Skills Assure Supplier, an RTO pre-approved by the Department to deliver Queensland Government subsidised training under a funding program (including Career Start and Career Boost).                                                                                                                                                                                |
| <b>Standards</b>        | The 2025 Standards for Registered Training Organisations, as in force from time to time, that form part of the VET Quality Framework.                                                                                                                                                                                                                                |
| <b>Third party</b>      | Any entity, organisation or person that is not part of the DEG entity holding the relevant approval (i.e. not an employee or director of that entity), whether or not related by common ownership or key personnel, that provides services on behalf of, or in connection with, a DEG RTO. This includes but is not limited to subcontracted trainers and assessors, |

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|                              | education agents, marketing partners, recruitment brokers, and entities providing administrative or student-facing services.                                                                                                                                              |
| <b>VET Quality Framework</b> | The set of standards designed to achieve national consistency in registering and monitoring RTOs, comprising the 2025 Standards for RTOs, Fit and Proper Person Requirements, Financial Viability Risk Assessment Requirements, Data Provision Requirements, and the AQF. |
| <b>VSL</b>                   | VET Student Loan, an income-contingent loan under the VSL Act 2016 available for approved courses to eligible students.                                                                                                                                                   |

## 4. Roles and Responsibilities

Compliance is everyone's responsibility. The roles set out below describe formal accountabilities. Where a role is vacant or held by another title within a DEG entity, the equivalent function applies.

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Chief Executive Officer (CEO)</b>  | Holds ultimate accountability for the compliance of DEG and each subsidiary RTO with the VET Quality Framework, the ESOS Act and National Code 2018 (for CRICOS-registered RTOs), the VSL Act and VSL Rules (for VSL-approved courses), the Queensland Skills Assure Supplier Framework (for SAS-approved entities), and all other applicable legislation. Approves this policy and signs the annual compliance declaration to ASQA. Notifies the relevant regulator of material changes affecting compliance with conditions of registration. |
| <b>Leadership Team</b>                | Reviews compliance performance, continuous improvement outcomes, and risk reports; endorses substantial policy and procedural changes; approves third-party arrangements; and oversees the Internal Audit Schedule.                                                                                                                                                                                                                                                                                                                            |
| <b>General Manager, Operations</b>    | Maintains the Legislative Compliance Register, the Policy Register, the Continuous Improvement Register, the Feedback Action Log, and the Internal Audit Schedule. Monitors changes to legislation, standards and funding rules, communicates changes to staff and third parties, and coordinates internal audit activity. Acts as the primary point of contact for regulatory bodies in relation to compliance matters.                                                                                                                       |
| <b>Training Manager / RTO Manager</b> | Responsible for the operational compliance of training and assessment, student lifecycle processes, and the quality of teaching and learning across the relevant entity. Implements continuous improvements identified through validation, feedback and audit.                                                                                                                                                                                                                                                                                 |
| <b>Head of Marketing</b>              | Responsible for ensuring all marketing materials, agent communications, websites and recruitment activities meet the requirements set out in section 10 of this policy and the relevant legislation and funding rules. Approves all marketing collateral prior to publication and maintains a record of approval.                                                                                                                                                                                                                              |
| <b>Student Administration</b>         | Assists with monitoring legislative change, maintains accurate student and enrolment records consistent with data integrity and reporting                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                                                                                   | obligations, and supports compliance reporting (including AVETMISS and PRISMS).                                                                                                                                                                                                                             |
| <b>All staff (including trainers, assessors and support staff)</b>                | Comply with this policy, all DEG policies and procedures, and all legal and regulatory requirements that affect their duties. Identify and report compliance risks, non-compliances and improvement opportunities to the General Manager, Operations. Cooperate fully with internal and external audit.     |
| <b>Third parties (including education agents, subcontractors and consultants)</b> | Comply with this policy, the relevant Third-Party Agreement, and all legislation, standards and funding rules applicable to the services they provide. Notify DEG immediately of any matter that may affect compliance or the reputation of DEG.                                                            |
| <b>Students</b>                                                                   | Read and understand the rights, protections and commitments described in this policy and the Student Handbook. Provide honest feedback through surveys, complaints and other channels. Raise concerns promptly with student support, the Compliance Manager, or through the complaints and appeals process. |

## 5. Policy Statement

Demi Education Group will comply with all applicable Commonwealth and State or Territory legislation, with the conditions of each subsidiary RTO's registration, and with the terms of every funding agreement entered into by the Group or any subsidiary. We will operate ethically and with due consideration of the needs of learners, employers and industry. We will continuously improve the quality of our training products, our student experience and our operations, and we will hold ourselves and any party acting on our behalf to the same high standards.

As a student, you can expect that DEG will deliver training that is consistent with what we have advertised; that your enrolment, fees, results and personal information will be managed lawfully and respectfully; that you will be supported throughout your studies; and that you have a clear right to raise concerns and have them taken seriously. As a staff member, you must understand the legislation, standards and funding rules that affect your role, follow this policy and the related procedures, and raise any compliance concerns through the channels set out in section 13.

## 6. Legal and Regulatory Compliance

### 6.1 Compliance commitment

Each DEG RTO operates only within its approved scope of registration. DEG will not provide, advertise, assess, or purport to issue VET qualifications or statements of attainment for training products that fall outside the scope of registration of the RTO concerned. Doing so is an offence and a civil penalty provision under the NVR Act 2011.

## 6.2 Identification, monitoring and communication of legislative change

The General Manager, Operations monitors legislative and regulatory change on a continuous basis and undertakes a formal review at least every six months. The General Manager, Operations records every applicable instrument in the Legislative Compliance Register (see section 11.1), assesses the impact of any change on DEG policies, procedures, training products, marketing material and contracts, and ensures that affected staff and third parties are informed.

Methods for communicating change include written notice, email, updates to policies and procedures published on the DEG websites, the staff intranet, induction and refresher training, scheduled staff and management meetings, and updates to contractual partner documents.

As a student, you will be kept informed of any change that affects your enrolment, fees, course progression, or rights through the Student Handbook, your student email, the website, and where required, by direct written notice. As a staff member, you must complete any training assigned to you in connection with a legislative change and apply the updated requirements in your work.

## 6.3 Standards for Registered Training Organisations 2025

Each DEG RTO complies with the 2025 Standards for RTOs as a condition of its registration with ASQA. This includes the Outcome Standards for training products, the standards applicable to the VET workforce, engagement with industry, and the Compliance Requirements concerning governance, legislative compliance, marketing and recruitment, fees and refunds, information for students, complaints and appeals, third-party arrangements, certification, validation, and continuous improvement.

The CEO will, in accordance with the conditions of registration, make any required annual declaration of compliance to ASQA. The declaration will be supported by:

- Internal audit results from the past 12 months;
- Outcomes of validation activities;
- Continuous improvement actions implemented;
- Feedback data from students, employers and industry; and
- Any external audit, regulatory engagement or notifiable event during the period.

## 6.4 National Vocational Education and Training Regulator Act 2011

DEG complies with the NVR Act 2011, including the conditions of registration in section 28, the scope of registration in section 23, and the offences and civil penalty provisions in Part 6. DEG will respond promptly and fully to any request from ASQA under Part 5 (investigative powers), including requests for information, documents or things, and will allow auditors access to its premises and records as required.

DEG will not engage in conduct prohibited under the Act, including providing or advertising training outside scope (ss 93-99), issuing VET qualifications without adequate assessment (s 103), or contravening conditions imposed during a period of suspension (ss 100-102).

## **6.5 VET Student Loans Act 2016 and VET Student Loans Rules 2016**

Where a DEG entity is an approved course provider under the VSL Act 2016, that entity complies with all provider requirements set out in the VSL Act and the VSL Rules 2016, including the requirements relating to financial viability, management and governance (VSL Rules Part 4, Division 1, Subdivision D), key personnel and advisers, insurance, and ongoing eligibility as a course provider.

Specific operational obligations for VSL-approved courses are set out in detail in Policy 4 (Finance and VET Student Loans). For governance purposes, the VSL approval is treated as a material approval. Any material change in ownership, control, key personnel, financial viability, or operations that may affect VSL approval will be notified to the Department of Employment and Workplace Relations and, where required, to ASQA, within the timeframes specified by the VSL Rules.

As a VSL student, you can expect that DEG will only enrol you in a VSL-approved course where you meet eligibility requirements, that you will receive a Statement of Covered Fees and Fee Notice before each census date, that your information will be handled lawfully, that you will be issued Commonwealth Assistance Notices in accordance with the VSL Rules, and that you have access to the re-credit and review of debt processes set out in Policy 4.

## **6.6 Education Services for Overseas Students Act 2000 and National Code 2018**

Where a DEG entity is a CRICOS-registered provider, that entity complies with the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the ESOS regulations, and all conditions of CRICOS registration.

Operational obligations under the ESOS framework are addressed across Policies 2 (Student Lifecycle) and 4 (Finance and VSL). At the governance level, the CRICOS-registered entity will:

- Maintain fit and proper persons in all key personnel positions and notify the regulator of any change as required (ESOS Act s 22);
- Comply with the conditions of CRICOS registration (ESOS Act s 21 and Part 5);
- Enter into a written agreement with each overseas student before accepting tuition fees (National Code 2018 Standard 3);
- Engage education agents only under a written agreement that meets the requirements of National Code 2018 Standard 4, monitor agent conduct, and take corrective action where required (see section 9.7);
- Use PRISMS appropriately and report all notifiable events within the required timeframes, including changes to a student's enrolment, completion or attendance, and any breach of student visa conditions; and
- Ensure marketing complies with Standard 1 of the National Code 2018 (see section 10.4).

## **6.7 Queensland Smart and Skilled funding (Skills Assure Supplier Framework)**

Where a DEG entity is approved as a Skills Assure Supplier (SAS) under the Career Start or Career Boost programs, that entity complies with the SAS Policy 2025-2028, the SAS Agreement, the Career Start Program Schedule, the Career Boost Program Schedule, the Skills Assure Supplier Evidence Requirements, any delivery schedules, and any program policies issued by the Department from time to time. This includes compliance with the eligibility and concession rules for funded students, fee disclosure and co-contribution obligations, reporting through AVETMISS and the Partner Portal, and the responsible marketing practices in Performance Standard 7 (see section 10.5).

The DEG SAS entity will cooperate fully with Departmental compliance monitoring, performance reviews and audits, and will retain evidence as required by the SAS Evidence Requirements. The SAS entity will not enter into third-party arrangements for the delivery of services under a SAS program except where this is expressly permitted and approved in writing by the Department (see section 9.9).

As a Smart and Skilled student, you can expect clear information about your eligibility, the co-contribution fee payable for your qualification, your obligations under the funding rules, and the support that is available to you. You can also expect that any concession evidence you provide will be handled in accordance with privacy obligations.

## **6.8 Work Health and Safety legislation**

DEG complies with the Work Health and Safety Act 2011 (Cth) and the Work Health and Safety Act 2011 (Qld), together with their regulations and any model codes of practice applicable to vocational training and to the industries in which DEG delivers training (including the beauty, dermal, cosmetic, hairdressing, makeup, and apprenticeship/traineeship environments).

Operational WHS arrangements (risk assessments, incident reporting, emergency procedures, equipment safety and facilities) are addressed in detail in Policy 5 (WHS and Facilities). At the governance level, DEG ensures that WHS responsibilities are embedded in management structures, that adequate insurance is maintained (including workers' compensation and public liability insurance), and that WHS performance is reviewed as part of the Internal Audit Schedule.

## **6.9 Privacy Act 1988 and the Australian Privacy Principles**

DEG complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Personal information is collected only for purposes connected to the delivery of training and assessment, the administration of enrolments, government reporting (including AVETMISS, USI, and where applicable, eCAF and PRISMS), and the operation of student support and complaints processes.

Detailed privacy obligations, the kinds of information collected, the circumstances in which information may be disclosed, and the rights of access and correction available to students are set out in Policy 2 (Student Lifecycle). At the governance level:

- DEG maintains an internal privacy framework that includes secure data storage, access controls, breach notification processes and staff training;
- Personal information is not disclosed to a third party (including parents, employers or agents) without written consent except where disclosure is required or authorised by law, is necessary to prevent or lessen a serious and imminent threat to life or health, or is consistent with the purpose for which the information was collected;
- DEG retains personal information only for as long as is required by law (including the retention obligations set out in the NVR Act 2011, the Student Identifiers Act 2014, the AQF, the VSL Rules, the National Code 2018, and applicable State legislation); and
- DEG will respond to data breaches in accordance with the Notifiable Data Breaches scheme under the Privacy Act.

## 6.10 Equal Opportunity and Anti-Discrimination legislation

DEG complies with all applicable Commonwealth and State or Territory anti-discrimination and equal opportunity legislation, including the Sex Discrimination Act 1984, the Racial Discrimination Act 1975, the Disability Discrimination Act 1992, the Age Discrimination Act 2004, the Australian Human Rights Commission Act 1986, the Disability Standards for Education 2005, the Anti-Discrimination Act 1991 (Qld), and the Fair Work Act 2009 and Fair Work Regulations 2009 in employment matters.

As a student, you have the right to participate in our training free from discrimination, harassment and victimisation, and you have the right to reasonable adjustments to support your participation where you have a disability or other access need. As a staff member, you must treat students and colleagues with dignity and respect, identify and remove barriers to participation, and report any conduct that may breach this commitment. Operational details, including the access and equity statement, reasonable adjustments and student support, are set out in Policy 2 (Student Lifecycle).

## 6.11 Other applicable legislation

DEG also complies with the following legislation and instruments to the extent they apply to its operations and scope of registration:

- Australian Qualifications Framework;
- Student Identifiers Act 2014 and the Unique Student Identifier scheme;
- Fit and Proper Person Requirements;
- Financial Viability Risk Assessment Requirements;
- Data Provision Requirements (AVETMISS and total VET activity reporting);
- Higher Education Support Act 2003 (where historical VET FEE-HELP arrangements continue to operate);
- Competition and Consumer Act 2010 and the Australian Consumer Law;
- Copyright Act 1968;

- Working with Children (Risk Management and Screening) Act 2000 (Qld) and equivalent State and Territory legislation, where DEG delivers to students under 18 or where staff or contractors interact with children in the course of their duties;
- Further Education and Training Act 2014 (Qld), in relation to apprenticeships and traineeships;
- Health Act 1937 (Qld) and any relevant skin penetration / public health codes of practice applicable to beauty, dermal and cosmetic training and clinic operations;
- Corporations Act 2001;
- Workers' Compensation and Rehabilitation Act 2003 (Qld); and
- Crimes Act 1914 and the Criminal Code Act 1995.

## **6.12 Compliance reporting and declarations**

DEG will report compliance data to regulators, funding bodies and the Commonwealth as required, including AVETMISS data, total VET activity returns, VSL student progression and CAN data, PRISMS reporting for overseas students, and Quarterly or other reporting required by the Department under the SAS Agreement. The CEO will sign all required declarations and ensure that supporting evidence is retained in accordance with section 12.

## **7. Quality Assurance**

### **7.1 Quality framework**

DEG operates a self-assurance based quality framework. The framework integrates governance, internal audit, validation, feedback, complaints and continuous improvement so that risks to compliance and quality are identified and addressed in a timely manner. The General Manager, Operations coordinates the framework under the direction of the CEO and reports to the Leadership Team.

### **7.2 Internal audit**

DEG conducts internal audits in accordance with the Internal Audit Schedule (see section 11.6). Internal audits cover every Quality Area of the 2025 Standards for RTOs, each subsidiary RTO's scope of registration, and each material funding stream (VSL, CRICOS, Smart and Skilled, apprenticeships and traineeships). Audit findings are recorded, root causes identified, and corrective and preventive actions tracked through the Continuous Improvement Register until verified as complete and effective.

Internal audits are conducted by staff who are independent of the area under audit, or where appropriate, by external consultants engaged for that purpose. Audit reports are provided to the CEO and the Leadership Team and, where relevant, inform the annual compliance declaration to ASQA.

## 7.3 Validation of assessment

The validation of assessment is a core quality assurance mechanism and is the subject of detailed procedure in Policy 3 (Training and Assessment). At the governance level, DEG maintains a five-year Validation Schedule covering each training product on scope, updates the Schedule when scope is amended or when risk indicators warrant earlier validation, and uses validation outcomes to drive continuous improvement. Validation does not affect any individual student's existing result; it ensures that the assessment system is and remains valid, reliable, fair and flexible.

As a student, validation activity is part of how DEG protects the integrity of your qualification. If you want to understand more about how your assessments are validated, you can speak with your trainer or contact student support.

## 7.4 Records, data and reporting integrity

DEG maintains the integrity of student records and data and reports data consistently, accurately and on time. This includes ensuring that staff with responsibilities for data entry, system administration, AVETMISS reporting, PRISMS reporting and Partner Portal reporting are trained, that systems are secure, and that data quality is monitored as part of the Internal Audit Schedule.

# 8. Continuous Improvement

## 8.1 Continuous improvement commitment

DEG is committed to continuously improving the quality of its training products, support services and overall student experience. Continuous improvement is not a separate function; it is the way DEG operates day to day. This means regularly reviewing how we deliver our programs, listening to feedback, and making changes that benefit current and future students.

## 8.2 Sources of continuous improvement

Continuous improvement opportunities are identified from a range of sources, including:

- Student, employer, trainer/assessor and industry feedback (surveys, evaluations, focus groups, conversations, and formal feedback channels);
- Complaints, appeals and compliments;
- Validation, moderation and assessment review;
- Internal audit findings;
- Regulatory audit findings and regulator engagement;
- Third-party performance reviews;
- Changes in legislation, standards, funding rules and training packages;
- Incident reports, near-misses, WHS issues, data quality issues and data breaches; and
- Industry engagement, professional development of trainers and assessors, and benchmarking against the wider VET sector.

## 8.3 Feedback mechanisms

DEG provides multiple, accessible channels for students, staff, industry, employers and third parties to provide feedback. These include enrolment, mid-course and end-of-course surveys; trainer and unit evaluations; AVETMISS-required learner and employer satisfaction surveys; complaints and compliments forms; informal conversations with trainers, support staff and management; and dedicated feedback inboxes on the DEG website. The Feedback Action Log (see section 11.4) captures every formal piece of feedback and the action taken in response.

As a student, your voice matters. You are encouraged to complete all surveys and feedback requests honestly, to speak up if something is not working for you, to share ideas that could improve the learning experience for others, and to let us know when something is working well. Your input helps shape a better experience for everyone.

## 8.4 Continuous Improvement Register and action tracking

All identified continuous improvement items, whether from internal review, audit, validation, complaint, appeal, feedback, or external review, are recorded in the Continuous Improvement Register (see section 11.3). Each item is allocated an owner, a target completion date, and an action plan. Items are tracked through to closure and verified for effectiveness. The General Manager, Operations reports continuous improvement status to the Leadership Team on a scheduled basis and, where relevant, to the Department under the SAS reporting framework.

## 8.5 Student role in continuous improvement

DEG recognises that continuous improvement is a shared responsibility. Students are invited to participate in continuous improvement through completing surveys honestly, raising concerns early, contributing to focus groups when invited, and using the complaints and appeals process where appropriate. No student will be disadvantaged for providing genuine feedback or raising a concern.

# 9. Third-Party Arrangements

## 9.1 Definition and scope

A third-party arrangement exists wherever any service in connection with the delivery of training and assessment, the recruitment of students, or any related student-facing function, is provided by a person or entity that is not an employee or director of the DEG RTO concerned. This includes subcontracted trainers and assessors, education agents, recruitment brokers, marketing agencies, training partners, workplace placement hosts where they assess on behalf of DEG, and entities providing administrative services that touch student records or compliance functions.

Each DEG RTO remains fully responsible for the services delivered under any third-party arrangement and for compliance with the Standards, the ESOS framework, the VSL framework, the SAS Framework, and any other applicable laws.

## 9.2 Selection and due diligence

Before entering into a third-party arrangement, the relevant DEG RTO will undertake due diligence proportionate to the nature, scope and risk of the arrangement. Due diligence includes:

- Verifying the legal identity, ABN, and authority of the proposed third party;
- Confirming the relevant qualifications, experience, fitness and propriety of key personnel of the third party;
- Where the third party will deliver training or assessment, verifying trainer and assessor credentials and currency in accordance with the VET workforce requirements of the 2025 Standards;
- Verifying that the third party holds appropriate insurances;
- Checking publicly available information for any history of regulatory non-compliance or unethical conduct;
- Confirming any necessary regulatory approvals (for example, for SAS arrangements, written approval from the Department under section 9.9); and
- Assessing whether the arrangement could affect financial viability, data integrity, student experience, or the reputation of DEG.

## 9.3 Written agreement and contracting

All third-party arrangements must be documented in a written agreement that uses the DEG Third-Party Agreement Template (see section 11.5), as adapted to the nature of the services. The written agreement must, at a minimum, specify:

- The services to be provided and the training products or cohorts in scope;
- That the DEG RTO is responsible at all times for compliance with the 2025 Standards for RTOs, and where applicable, the ESOS Act and National Code 2018, the VSL Act and VSL Rules, the SAS Policy and Agreement, and all other applicable laws;
- The requirements DEG places on the third party in representing or providing services for DEG, including conduct, accuracy of information given to students, confidentiality and conflict of interest obligations;
- The arrangements for monitoring and reporting on third-party performance;
- The corrective action that may be taken if the third party does not meet its obligations;
- The grounds and process for termination, including immediate termination for false or misleading conduct;
- The circumstances in which information about the third party may be disclosed to regulators or other Commonwealth, State or Territory agencies;
- Privacy and data handling obligations consistent with the Privacy Act 1988 and the APPs; and
- Records, audit and access rights, including the right of DEG and any regulator to access premises, records and information.

## 9.4 Monitoring and oversight

DEG actively monitors each third-party arrangement to ensure that services are being delivered in accordance with the written agreement and applicable laws. Monitoring activities include scheduled performance reviews; review of student feedback, complaints and outcomes attributable to the arrangement; sample checks of training, assessment, recruitment or marketing materials; site visits where the third party delivers face-to-face; and an annual review of the arrangement.

Findings from monitoring are recorded and any required corrective action is tracked through the Continuous Improvement Register. Where issues are material, DEG will report to the relevant regulator and, where required, to the Department under the SAS Agreement.

## 9.5 Reporting and notification obligations

DEG will notify each relevant regulator of third-party arrangements in accordance with applicable obligations. This includes:

- Maintenance of education agent details in PRISMS (National Code 2018 Standard 4.1);
- Notification to ASQA of any third-party arrangement to deliver any training and assessment services on behalf of the RTO, in accordance with the 2025 Standards for RTOs;
- Reporting on any approved third-party arrangement under the SAS Agreement to the Department in accordance with any Variation conditions; and
- Notification to the Department of Employment and Workplace Relations of any matter that materially affects VSL approval (where the arrangement affects a VSL-approved course).

## 9.6 Termination and corrective action

Where a third party fails to meet its obligations, DEG will take immediate corrective action, up to and including termination of the arrangement. Termination is mandatory where DEG becomes aware, or has reason to believe, that a third party has engaged in false or misleading conduct, in dishonest recruitment practices, or in any conduct that places students at risk.

## 9.7 Education agents (CRICOS)

This section applies only to the CRICOS-registered DEG entity and its delivery partner where applicable. An education agent will only be engaged under a written agreement that complies with Standard 4 of the National Code 2018. The written agreement will, in addition to the matters listed in section 9.3, require the education agent to:

- Declare in writing and take reasonable steps to avoid conflicts of interest with its duties as an education agent of the DEG RTO;
- Observe appropriate levels of confidentiality and transparency in dealings with overseas students or intending overseas students;
- Act honestly and in good faith, and in the best interests of the student;
- Have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics; and

- Not provide migration advice unless authorised under the Migration Act 1958.

Where DEG becomes aware that an education agent has engaged in false or misleading recruitment practices, DEG will immediately terminate the relationship with the agent, or require the agent to terminate its relationship with any employee or subcontractor who engaged in those practices. DEG will not accept students from an education agent it knows or reasonably suspects of dishonest recruitment, of facilitating non-compliance with student visa conditions, or of using PRISMS to create CoEs for students who are not bona fide.

## **9.8 Intra-group arrangements**

Where one DEG RTO delivers training or assessment on behalf of another DEG RTO (for example, the delivery of training and assessment for international students enrolled with International College of Queensland by Demi International), the arrangement remains a third-party arrangement for the purposes of the Standards and is documented in a written agreement consistent with this policy.

As a student affected by such an arrangement, you will be informed of the arrangement prior to enrolment. The arrangement does not reduce the obligations owed to you. Both entities operate under the same executive management team, share consistent policies and procedures, and are governed by the same quality assurance framework, so your training meets all regulatory requirements and is delivered to the same high standard, regardless of which entity provides the service. Full details of the arrangement will be provided to you prior to enrolment, including in your written agreement (for overseas students), in the Student Handbook, and in any pre-enrolment information.

## **9.9 Subcontracting in Queensland funded programs**

Under the Skills Assure Supplier Framework, DEG SAS entities are not permitted to engage or allow a third party to deliver training or assessment services, market a SAS-funded program, or recruit students except where the Department has provided prior written approval through a Variation. Where the Department approves a third-party arrangement, DEG will enter into a Memorandum of Understanding with the third party containing the terms specified by the Department, will report on the arrangement as required, and will not allow the third party to access the Partner Portal.

For Career Boost (Program Schedule 4), no third-party arrangements are permitted for the delivery of services under the program. DEG SAS entities will not enter into any arrangement that would breach this prohibition.

# **10. Marketing and Recruitment**

## **10.1 Ethical marketing principles**

DEG markets its courses and services honestly, accurately and ethically. All marketing must reflect what the relevant DEG RTO actually delivers, be consistent with its scope of registration, the conditions of any other approval (CRICOS, VSL, SAS), and the Australian Consumer Law. DEG

does not engage in false, misleading or deceptive conduct, including by omission, and does not engage in high-pressure or aggressive sales tactics.

## 10.2 Required disclosures in marketing

All marketing of any DEG course will, at a minimum, prominently include:

- The name of the DEG RTO and any registered or trading business name under which the course is offered;
- The RTO's National Provider Number / registration code (and, where applicable, CRICOS provider code);
- The accurate name and national code of the qualification, skill set or course as recorded on training.gov.au or under the relevant approval;
- The mode of delivery and the location(s) at which the course is delivered;
- Any prerequisites or entry requirements, including English language requirements for overseas students;
- Total tuition fees and any non-tuition fees, including incidental or material fees and refund arrangements;
- Information about any third-party arrangement that is material to the delivery of the course;
- Information about any work placement or work-based component; and
- Where applicable, the availability of government funding (VSL, Smart and Skilled, or other) with the disclosures required by the relevant funding rules.

## 10.3 VSL marketing requirements

In any marketing of a VSL-approved course, the relevant DEG RTO will, in accordance with the VSL Rules 2016:

- Prominently mention the RTO's name and any registered or trading business name, and the RTO's registration code;
- Ensure that the maximum tuition fees for the course are prominently mentioned and that those fees have been published on the RTO's website in a way that is readily accessible by the public, and have been provided to the Secretary;
- Where the marketing mentions the possible availability of a VET Student Loan, prominently mention that VET Student Loans will not be approved for students who do not meet eligibility requirements, that a VET Student Loan gives rise to a VETSL debt that continues to be a debt due to the Commonwealth until repaid, and present this information in a font size approximately the same as the surrounding marketing material;
- Present the required information on the same webpage as any online marketing of the course; and
- Use the VET Student Loans logo only in accordance with the style guide published by the Department.

Marketing through social media that mentions VSL must comply with r 143 of the VSL Rules.

Where there are character or space limitations, links to the required information must be prominent

and the disclosures required by r 142 must be made before any sign-up or expression of interest is captured.

## **10.4 CRICOS marketing requirements**

For the CRICOS-registered DEG entity, all marketing and promotion in connection with the recruitment of overseas students, including through an education agent, will:

- Not be false or misleading and be consistent with the Australian Consumer Law;
- Not provide any false or misleading information on any arrangement with other persons or organisations for the delivery of the course, work-based training, prerequisites including English language proficiency, or any other matter relevant to the course or its outcomes;
- Not claim to commit to secure a migration outcome from undertaking a course, and not guarantee a successful education assessment outcome;
- Include the CRICOS registered name and registration number of the RTO in any written or online material disseminated or made publicly available for the purposes of providing or offering to provide a course to an overseas student, inviting a student to undertake or apply for a course, or indicating an ability or willingness to provide a course to overseas students; and
- Not actively recruit a student where this conflicts with the obligations under Standard 7 of the National Code 2018 (Overseas student transfers).

## **10.5 Queensland Smart and Skilled marketing requirements**

Only a DEG SAS entity that has been approved to deliver training under a specific funding program may market or advertise that program, and only from the approved start date confirmed in writing by the Department. Marketing will clearly publish, on a dedicated webpage on the relevant DEG website:

- The approved SAS logo;
- Accurate program details using the correct and full name of each funding program (for example, Career Start or Career Boost);
- Each qualification or skill set approved for delivery under the program, including the relevant training pathway (general, apprenticeship or traineeship);
- Approved delivery locations; and
- The total co-contribution fees (concessional or Participation Priority Group and non-concessional) for each qualification or skill set approved for delivery.

In all marketing and advertising of a SAS program, the DEG SAS entity will:

- Include the information set out above;
- Only advertise free or fee-free training when this is expressly mandated under the SAS Policy or Schedules for the relevant student cohort;
- Not market, advertise or offer any gift or benefit to a student, prospective student, employer or other person which is, or is likely to be, an inducement to enrol; and
- Not make references to government funding that are false or misleading.

## 10.6 Inducements

DEG will not offer any inducement to a student, prospective student, employer or other person to enrol. For courses approved under the VSL Act, the only benefits that may be offered are those specified in r 136 of the VSL Rules 2016: the content and quality of the course; the amount of the tuition fees for the course; the availability of a VET Student Loan for the course; and marketing merchandise up to the total value of \$30 per person.

For SAS programs, no gift or benefit may be offered to a student, prospective student, employer or other person which, in the Department's reasonable opinion, is an inducement or likely to influence a person to enrol with the SAS.

## 10.7 Use of third-party contact lists and brokers

For VSL-approved courses, DEG will not contact a prospective student using personal information obtained from a third party unless the student has provided express consent in the manner required by r 138 of the VSL Rules 2016. Express consent requires, among other things, that the request was prominent, that the student was able to give consent in a separate optional tick box from other consents, that the request was not a required field, that there was no default tick, that the provider was named, and that any referral fee or benefit was disclosed.

DEG does not engage with brokers or lead generators that do not meet these standards and reserves the right to terminate any arrangement with a broker that fails to maintain these standards.

## 10.8 Pre-enrolment information

All prospective students will be provided with sufficient and accurate information before enrolment to allow them to make an informed decision about whether to enrol. This information includes, at a minimum: the requirements for acceptance into the course (including academic suitability, educational qualifications, or work experience); the course duration, content, modes of study and assessment methods; tuition and non-tuition fees, including payment terms, deposits and refunds; eligibility for any funding (and, where the student does not meet eligibility, that VSL or SAS funding will not be approved); campus locations and a description of facilities, equipment, learning and support resources; satisfactory academic progress requirements; any work placement arrangements; learner obligations such as specialised resource requirements; information about the issuance of AQF certification documentation; and information about any third-party arrangement.

## 10.9 Recruitment conduct

Recruitment staff and education agents act ethically, honestly and in the best interests of the student. They do not engage in high-pressure or aggressive sales tactics, do not enrol students into courses for which they are unsuited, and do not guarantee outcomes that they cannot deliver. Where a recruitment interaction reveals that the prospective student may not be suited to the course, the recruiter must counsel the student accordingly and direct them to alternative options or external advice if appropriate.

Where a student appears to require special assistance to make an informed decision (for example, because of language, age, disability or other vulnerability), additional support will be provided and, where appropriate, a parent, guardian or trusted support person will be involved consistent with the student's wishes and applicable law.

## **10.10 Marketing approval and review**

All marketing collateral, websites, agent communications and recruitment scripts must be reviewed and approved by the Marketing Manager (and where it concerns a regulated funding stream, by the Compliance Manager) before publication. A record of approval is retained. The Compliance Manager periodically samples published marketing materials as part of the Internal Audit Schedule to test ongoing compliance with this section.

# **11. Supporting Procedures and Registers**

This policy is supported by the procedures, registers and templates set out below. Each supporting tool is governed by this policy. The Compliance Manager is the custodian of each register unless otherwise stated.

## **11.1 Legislative Compliance Register**

**What it is:** A centralised register that records every piece of Commonwealth and State or Territory legislation, regulation, standard, code and funding instrument that applies to DEG and to each subsidiary RTO, including the version in force, the date of the most recent review, the impact assessment, and the actions taken in response to any change.

**Why it exists:** To demonstrate that DEG identifies, understands and complies with all applicable legal and regulatory requirements, and that it monitors and responds to legislative change. It provides direct evidence of compliance with the Compliance Requirements of the 2025 Standards for RTOs, the conditions of registration in s 28 of the NVR Act 2011, the governance requirements of the VSL Rules 2016, the conditions of CRICOS registration, and Performance Standard 6 of the SAS Policy 2025-2028.

**Who maintains it:** The General Manager, Operations. Each subsidiary RTO contributes any entity-specific instruments. Review by the Leadership Team occurs at least annually.

**How often it is reviewed:** Reviewed at least every six months by the General Manager, Operations; updated immediately upon notification of any material legislative or regulatory change.

**How it feeds into governance:** Findings from the register inform internal audit planning, training material content, contract review, the annual compliance declaration to ASQA, and any communication to students or staff.

## **11.2 Policy Register**

**What it is:** A centralised register of every policy and procedure in force across DEG, including this Policy 1 and the other four overarching policies (Student Lifecycle; Training and Assessment; Finance and VSL; WHS and Facilities), together with their supporting procedures, templates and

forms. Each entry records the policy owner, the approval authority, the effective date, the date of the most recent review, the next scheduled review, and the version.

Why it exists: To ensure that DEG operates from a single, current and consistent set of policies and procedures across all RTOs, that nothing is missed, and that students, staff and third parties are working from the current version.

Who maintains it: The General Manager, Operations, with input from each policy owner. Each subsidiary RTO and each function (Education, Finance, Marketing, Administration, Student Support) is responsible for notifying the General Manager, Operations of proposed changes.

How often it is reviewed: Reviewed continuously as policies are amended; full reconciliation undertaken at least annually.

How it feeds into governance: The register is used to plan the annual policy review cycle, to identify any gaps, and to provide evidence to regulators and auditors of the policy framework in operation.

### **11.3 Continuous Improvement Register**

What it is: A register that records every continuous improvement item identified across DEG, including from validation, audit, complaints, appeals, feedback, regulator engagement, third-party performance review, and incident reports. Each item records its source, description, allocated owner, target completion date, action plan, status, evidence of closure and verification of effectiveness.

Why it exists: To evidence that DEG identifies, prioritises and acts on opportunities for improvement and that improvements are sustained. It satisfies the continuous improvement requirements of the 2025 Standards and is used in the annual declaration to ASQA.

Who maintains it: The General Manager, Operations, with input from every functional area. The owner of each item is responsible for progressing actions and providing evidence of closure.

How often it is reviewed: Reviewed at every scheduled Leadership Team meeting and at the quality and self-assurance meeting. Items are reviewed individually based on their target completion dates.

How it feeds into governance: Outcomes are reported to the Leadership Team, fed into policy and procedure review, and where applicable, included in reporting to the Department under the SAS KPI framework.

### **11.4 Feedback Action Log**

What it is: A dedicated log that captures every formal piece of feedback received from students, employers, industry, trainers, assessors, third parties and other stakeholders, regardless of channel (survey, evaluation form, conversation, email, complaint, compliment). Each entry records the source, the substance of the feedback, the response provided to the contributor (where appropriate), and the action taken or to be taken. Continuous improvement items arising from feedback are linked to corresponding entries in the Continuous Improvement Register.

Why it exists: To ensure that feedback is actively captured, acknowledged and converted into action where required, and to evidence the operation of feedback loops required by the 2025 Standards and the SAS framework.

Who maintains it: The General Manager, Operations. Functional managers feed feedback received in their area into the log.

How often it is reviewed: Reviewed on a rolling basis; collated for trend analysis at least quarterly.

How it feeds into governance: Trends and recurring issues are reported to the Leadership Team. Material themes are referenced in the annual compliance declaration to ASQA and inform policy and procedure review.

## **11.5 Third-Party Agreement Template**

What it is: A standard written agreement template used by DEG for all third-party arrangements, adapted to the nature of the services. The template contains all of the matters set out in section 9.3 of this policy and includes specific schedules for: education agent arrangements (National Code 2018 Standard 4); third-party delivery arrangements approved under the SAS Framework (Memorandum of Understanding terms specified by the Department); and any arrangement that touches a VSL-approved course.

Why it exists: To ensure that every third-party arrangement is documented in writing, that the mandatory content required by the various regulatory regimes is captured, and that DEG can demonstrate effective oversight and the right to take corrective action.

Who maintains it: The General Manager, Operations, with legal review as required.

How often it is reviewed: Reviewed at least annually and whenever the relevant legislative, standards or funding rules change.

How it feeds into governance: Use of the template is a control point in the approval of any new third-party arrangement. Executed agreements are filed and indexed and form part of the evidence of third-party oversight.

## **11.6 Internal Audit Schedule**

What it is: A rolling schedule (typically 12 to 24 months forward) that sets out the internal audit activity to be undertaken across DEG. The Schedule covers every Quality Area of the 2025 Standards for RTOs, each subsidiary RTO, each funding stream (VSL, CRICOS, SAS, apprenticeships and traineeships), and each high-risk operational area (student records, marketing, third parties, fees, complaints, validation, WHS, privacy). Each audit has defined scope, criteria, evidence requirements, lead auditor, target date and reporting expectations.

Why it exists: To deliver structured self-assurance, identify non-compliance and improvement opportunities, and provide evidence to ASQA, the Department of Employment and Workplace Relations (DEWR), and the Department (Qld) under their respective audit and monitoring frameworks.

Who maintains it: The General Manager, Operations, with approval from the CEO. Audits may be conducted by independent internal staff or external consultants.

How often it is reviewed: Reviewed at least annually and adjusted in response to risk indicators (for example, new training products, regulator activity, complaint volumes, validation findings, third-party performance).

How it feeds into governance: Audit findings, root causes, and corrective and preventive actions are recorded in the Continuous Improvement Register; material findings are reported to the Leadership Team and inform the annual compliance declaration to ASQA.

## **12. Records Management and Retention**

DEG manages records in accordance with the retention requirements of the NVR Act 2011 and the Standards, the Student Identifiers Act 2014, the VSL Act and VSL Rules, the ESOS Act and National Code 2018, the SAS Evidence Requirements, the Privacy Act 1988, and applicable State or Territory law. As a general guide, learner records of attainment of units of competency and qualifications are retained for 30 years; written agreements with overseas students and receipts are retained for at least 2 years after the person ceases to be an accepted student; records relevant to a SAS audit are retained for the period specified in the SAS Evidence Requirements; and records relevant to VSL claims are retained for the periods set out in the VSL Rules. Where retention periods conflict, the longest applicable period prevails.

## **13. Breach Reporting and Notifiable Events**

Staff and third parties must report any actual or suspected breach of legislation, regulation, standard, condition of registration, funding agreement, or DEG policy to the Compliance Manager as soon as the matter is identified. The Compliance Manager assesses each report, determines whether a notifiable event has occurred, and ensures that any notification to a regulator or funding body is made within the required timeframe.

Examples of notifiable events include:

- Material changes to an RTO's operations, ownership, control or key personnel;
- Material changes to financial viability;
- Changes to a student's enrolment, status or visa compliance reportable through PRISMS;
- Tuition Protection Service triggers under the VSL or ESOS framework;
- Eligible data breaches under the Notifiable Data Breaches scheme;
- Serious incidents involving students or staff (including child safety concerns); and
- Any matter that may bring DEG or the Queensland Government or its programs into disrepute.

As a student, you may report a concern or suspected breach by speaking with your trainer, contacting student support, or using the complaints and appeals process in Policy 2. You will not be disadvantaged for raising a genuine concern in good faith.

## 14. Monitoring, Review and Continuous Improvement of this Policy

This policy is reviewed at least annually, and at any earlier time triggered by legislative, regulatory, funding, or organisational change. Review is led by the General Manager, Operations and approved by the CEO. Material changes are communicated to staff and third parties through the channels described in section 6.2 and are reflected in the Student Handbook where relevant to students. Continuous improvement items arising from review are recorded in the Continuous Improvement Register.

## 15. Related Policies and Documents

This policy operates together with the following DEG documents:

- DEG Student Handbook
- Policy 2 - Student Lifecycle
- Policy 3 - Training and Assessment
- Policy 4 - Finance and VET Student Loans
- Policy 5 - WHS and Facilities
- Legislative Compliance Register
- Policy Register
- Continuous Improvement Register
- Feedback Action Log
- Third-Party Agreement Template (and Education Agent Schedule, SAS MOU Schedule, VSL Schedule)
- Internal Audit Schedule
- Validation Schedule (Policy 3)
- Risk Register (Policy 5)
- Privacy Statement and Collection Notice

## 16. Legislative and Regulatory References

This policy is informed by, and demonstrates compliance with, the following instruments (as in force from time to time):

- National Vocational Education and Training Regulator Act 2011 (Cth)
- 2025 Standards for Registered Training Organisations
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements
- Australian Qualifications Framework

- Student Identifiers Act 2014 (Cth)
- VET Student Loans Act 2016 (Cth)
- VET Student Loans Rules 2016 (Cth)
- VET Student Loans (Charges) Act 2016 (Cth)
- Higher Education Support Act 2003 (Cth) (in respect of historical VET FEE-HELP arrangements)
- Education Services for Overseas Students Act 2000 (Cth)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (Registration Charges) Act 1997 (Cth)
- Tuition Protection Service framework
- Migration Act 1958 (Cth) and Migration Regulations 1994
- Privacy Act 1988 (Cth) and the Australian Privacy Principles
- Notifiable Data Breaches scheme (Part IIIC of the Privacy Act 1988)
- Competition and Consumer Act 2010 (Cth) and the Australian Consumer Law
- Copyright Act 1968 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Fair Work Act 2009 (Cth) and Fair Work Regulations 2009
- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Act 2011 (Qld) and Work Health and Safety Regulation 2011 (Qld)
- Workers' Compensation and Rehabilitation Act 2003 (Qld)
- Anti-Discrimination Act 1991 (Qld)
- Further Education and Training Act 2014 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld) (Blue Card framework)
- Health Act 1937 (Qld) and applicable public health / skin penetration codes of practice
- Skills Assure Supplier Policy 2025-2028 (Queensland Department of Trade, Employment and Training)
- Skills Assure Supplier Agreement
- Career Start Program Schedule
- Career Boost Program Schedule
- Skills Assure Supplier Evidence Requirements

- Corporations Act 2001 (Cth)
- Crimes Act 1914 (Cth) and Criminal Code Act 1995 (Cth)
- Australian International Education and Training Agent Code of Ethics (referenced in National Code 2018 Standard 4)
- Independent Tertiary Education Council Australia (ITECA) Code of Ethics and Code of Practice, where DEG is a member