Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. These services result in qualifications or statements of attainment recognised and accepted by industry and other educational institutions throughout Australia. There are currently around 3000 RTOs in Australia.

**Regulatory Requirements**
- **Questions to Ask**
  - Is the RTO regulated to deliver the qualifications you are interested in?
  - Are all regulatory fees included in the course price?
  - What is the refund policy?

**Check with the Licensing Authority or Regulatory body**
- **Questions to Ask**
  - Is the course accepted in my state?
  - Are there any additional requirements if you wish to apply for an occupational (work) licence?

**Industry/Employer Requirements**
- **Questions to Ask**
  - Is the course relevant to your current industry knowledge, experience and qualifications?
  - Is this the right course to complete for the occupational (work) licence you need?

**Course Requirements**
- **Questions to Ask**
  - How will the RTO ensure their trainers have current industry knowledge, experience and qualifications?
  - Does the RTO have additional information about training providers?

**Support Services**
- **Questions to Ask**
  - What are the technological requirements?
  - Are there any hidden fees such as additional software?

**Student Agreement**
- **Questions to Ask**
  - What qualifications are available in the course?
  - Is online training an option?

**Personal Requirements**
- **Questions to Ask**
  - How many hours of attendance per week?
  - Are you eligible for a Government subsidy?

**Student Feedback**
- **Questions to Ask**
  - What student feedback or reviews have you received?

**Assessment Information**
- **Questions to Ask**
  - Is there helpdesk support for technical issues?
  - Is the website payment online secure?

**Online Services**
- **Questions to Ask**
  - Is the training delivery flexible?
  - Is the course accepted in your state?

**Course Information**
- **Questions to Ask**
  - What are the technological requirements?
  - What level of computer literacy is required?

**RTO Feedback**
- **Questions to Ask**
  - How do you ensure that the person undertaking training and assessment activities is suitably qualified?

**Information regarding online RTO's**
- **Questions to Ask**
  - What is the refund policy?
  - What computer and software will be needed?

**Course Requirements**
- **Questions to Ask**
  - What is the duration of the course?
  - What learning support services are provided?

**Institutional Requirements**
- **Questions to Ask**
  - Are you a registered training/education provider?
  - Do you have to provide any of your own resources?

**Industry/ Employer Requirements**
- **Questions to Ask**
  - Can the course be completed on a mobile device?
  - What level of computer literacy is required?

**Personal Requirements**
- **Questions to Ask**
  - How do you ensure that the person undertaking training and assessment activities is suitably qualified?
  - Is there helpdesk support for technical issues?

**Support Services**
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