

# Client Information Policy

## 1. Purpose

Wade Vocational Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Wade Vocational Training is required to make available accurate and accessible information about the RTO, its services and performance to prospective and current students.

## 2. Policy Statement

Wade Vocational Training is committed to ensuring that current and prospective students are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make informed decision about undertaking their course of choice.

Wade Vocational Training provides clear information regarding:

- Courses offered; including services, course content and vocational outcomes, as per Wade Vocational Training scope of registration;
- Fees and charges, including payment terms, refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assistance;
- Student support;
- Flexible learning and assessment options;
- Appeals and complaints processes;
- Recognition of prior learning and credit transfer arrangements;
- Certification; and
- Course resource requirements (additional or supplied).

## 3. Definitions

**3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.**

**Educational and support services** may include, but are not limited to:

- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;

- counselling services or referrals to these services;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency.

**Mode of delivery** means the method adopted to deliver training and assessment, including online, distance, or blended methods.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- provide assessment resulting in the issuance of AQF certification documentation by the RTO.

## 4. Policy Principles

### 4.1 Underpinning Principles

- Wade Vocational Training provides accurate, relevant and up-to-date information to students and prospective students, prior to enrolment or commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.
- Wade Vocational Training maintains an up-to-date website with full client information.
- A Course Information pack has been developed for each training program and are available to all current and prospective students.
- All information provided to current and prospective students:
  - > Accurately represent the services being provided and training products on Wade Vocational Training scope of registration;
  - > Makes reference to another person or organisation only if that person or organisation has given consent;
  - > Includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;
  - > Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;
  - > Only advertises non-current training products while they remain on the Wade Vocational Training scope of registration;

- > Does NOT guarantee that :
  - A client will successfully complete a training product;
  - A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package;
  - A client will obtain a particular employment outcome where this is outside the control of Wade Vocational Training.
- a) Information may be provided to current and prospective students in (but not limited to) the following: (See Marketing Policy):
  - Wade Vocational Training website
  - Policies and Procedures
  - Course Brochures
  - Student handbook
  - Course confirmation letters
  - Assessment notifications
  - Vocational Placement Journals
- b) Where there are any changes to agreed services, Wade Vocational Training will advise students as soon as practicable (including any changes in relation to a new third party arrangement, a change in ownership or changes to any third party arrangements).

#### **4.2 Client information includes:**

- a) Information provided to students and prospective students will include, but is not limited to:
  - RTO code;
  - Course outcomes and pathways;
  - Full code, title and currency of training product, as published in the national register;
  - Estimated duration of the course;
  - Expected course location;
  - Training and assessment arrangement, including modes of delivery available;
- Enrolment and selection processes;
- Work placement arrangements (as relevant);
- Wade Vocational Training obligations to the client, including quality assurance;

- Certification;
- Fees and charges, including deposits, payment options and obligations (specifically under government subsidy and financial support arrangements [as applicable]);
- Refund policy and processes;
- Provision for language, literacy and numeracy assistance and support;
- Educational and support services;
- Flexible learning and assessment options;
- Appeals and complaints procedures;
- Recognition of prior learning and Credit transfer;
- Participant responsibilities and expected standards of behaviour;
- Materials and resources to be provided by the client.

## **5. Wade Vocational Training Responsibilities**

The CEO Wade Vocational Training is responsible for ensuring compliance with this policy.

## **6. Access & Equity**

The Wade Vocational Training Access & Equity Policy applies. (See Access & Equity Policy)

## **7. Records Management**

All documentation regarding the provision of client information are maintained in accordance with Records Management Policy. (See Records Management Policy)

## **8. Monitoring and Improvement**

All provision of client information practices are monitored by the CEO Wade Vocational Training and areas for improvement identified and acted upon. (See Continuous Improvement Policy)