



## **BADT POL-11**

### **Student Information Policy**

#### **PURPOSE**

RTO Standard 5: Each student is properly informed and protected.

#### **SCOPE**

Applies to:

- All VET Students
- All VET Trainer/Assessors (including contractors)
- Admin Staff

#### **POLICY**

BADT ensures that all VET students are properly informed and protected through the enrolment and training process.

Through the process, the RTO ensures that all VET students have been provided with sufficient advice and information regarding the appropriateness for them of the qualification and/or accredited courses they would like to be enrolled in (as per Standard 5.1). The advice takes into account each student's existing skills and knowledge prior to the finalisation of subject selection to ensure that students are able to make informed decisions before undertaking training in a VET qualification or accredited unit/course.

The RTO is committed to completing the training and assessment once students have started study in their chosen qualification/s or course/s from the course start date.

The Manager of the RTO is ultimately responsible for ensuring that students are provided with the required information prior to enrolment, including the services they are to receive, their rights and obligations and the RTO's responsibilities.

The RTO has a separate Complaints and Appeals procedure.

#### **Student Information Procedure**

The RTO Manager has responsibility and authority for the VET student information systems (under the delegation from the Director) including:

- Liaising with the Director and vocational training areas regarding student information documentation, as well as subject selection and course information.
- Responsibility for ensuring all students have been adequately informed about the appropriateness of the qualification or accredited course and whether it meets students' needs.
- Responsibility for ensuring all students have been advised regarding their rights and obligations and the RTO's responsibilities.
- Responsibility for ensuring that the information is provided in print and/or electronic copy.
- Responsibility for advising students about any changes to agreed services (including third-party arrangements).
- Ensuring that the provision of educational services is monitored to cater for student needs.

BADT RTO Policies and Procedures - [..\..\..\04 Document Library\Policies - Procedures - Plans\BADT](#)

#### **Student Information**

Students will have access to the following information, prior to enrolment, via website links, email, face to face or via phone.

- Relevant Policies and Procedures.
- Course information for each qualification prior to their enrolment specifying:
- Fee information (amount, terms/conditions, deposits, refunds).

Documents issued during training are

- Work-like activities.
- Competency-based training.
- Competency standards/assessments, which are an industry-determined specification of performance that sets out the skills, knowledge and attitudes required to operate effectively in employment.

Student's rights if the RTO or a third party delivering training on its behalf ceases to deliver any part of the qualification that a student is enrolled in.

For example:

The RTO is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date (including delivery by a 3rd party on the college RTO's behalf).

In the event of losing the specialist trainer, and the RTO being unable to obtain a suitable replacement or 3rd party school will not be able to continue delivery, the RTO will, if possible, arrange for agreed training and assessment to be completed through another RTO. (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, the RTO will gain a written agreement for a subject/course transfer from the student.

VERSION	DATE	CREATED/AMENDED BY	COMMENTS/AMENDMENTS	RESPONSIBLE PERSON
0	01-04-19	RTO Mgr	Policy created	Admin
1	03-07-20	RTO Mgr	Document reviewed refer to IR-200048	RTO Manager
V2	16-05-24	RTO Admin	Removed sections, updated, clarified	RTO Mgr