

CLIENT INFORMATION POLICY

Revision 1.1 Nov 2017

PURPOSE

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

SCOPE

All prospective and enrolled students/trainee or clients. All relevant staff or contractors dealing with students/trainee or clients.

In this policy client refers to student/trainees or clients.

POLICY STATEMENT

MiTraining is committed to ensuring that current and prospective clients 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 training and assessment.

MiTraining provides clear information regarding:

- a) Courses offered; including services, course content and vocational outcomes, as per MiTraining scope of registration;
- b) Fees and charges, including payment terms, refund policy and exemptions (where applicable);
- c) Provision for language, literacy and numeracy assistance;
- d) Client support;
- e) Flexible learning and assessment options;
- f) Appeals and complaints processes;
- g) Recognition of prior learning and credit transfer arrangements;
- h) Arrangements with third parties;
- i) Funding and subsidy arrangements (as applicable);
- j) Industry licences or regulated outcomes (relevant to course offerings);
- k) Certification; and
- l) Course resource requirements (additional or supplied).

DEFINITIONS

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:

- 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 and other learners in accordance with access and equity;
- 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 and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) 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:

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

POLICY PRINCIPLES

Underpinning Principles

- a) MiTraining provides accurate, relevant and up-to-date information to clients and prospective clients, 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.
- b) MiTraining maintains an up-to-date website with full client information.
- c) Course brochures have been developed for each training program and are available to all current and prospective clients.
- d) All information provided to current and prospective clients:
 - a. Accurately represent the services being provided and training products on MiTraining scope of registration;
 - b. Makes reference to another person or organisation only if that person or organisation has given consent;
 - c. Includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;
 - d. Makes clear where a third party is recruiting prospective learners for the RTO on its behalf (if applicable);
 - e. Distinguishes where MiTraining is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party provider;

- f. Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;
 - g. Only advertises non-current training products while they remain on the MiTraining scope of registration;
 - h. Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
 - i. Does **NOT** guarantee that:
 - i. A client will successfully complete a training product;
 - ii. A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package;
 - iii. A client will obtain a particular employment outcome where this is outside the control of MiTraining.
- e) Information may be provided to current and prospective clients students in (but not limited to) (See Marketing Policy):
- a. MiTraining website
 - b. Policies and Procedures
 - c. Course Brochures
 - d. Student handbook
 - e. Course confirmation letters
 - f. Participant manuals
 - g. Assessment resources
 - h. Training Journals
- f) Where there are any changes to agreed services, MiTraining will advise clients as soon as practicable (including any changes in relation to a new third party arrangement, a change in ownership or changes to existing third party arrangements).

Client information includes:

- a) Information provided to clients and prospective clients will include, but is not limited to:
- a. RTO code;
 - b. Course outcomes and pathways;
 - c. Full code, title and currency of training product, as published in the national register;
 - d. Estimated duration of the course;
 - e. Expected course location;
 - f. Training and assessment arrangement, including modes of delivery available;
 - g. Enrolment and selection processes;
 - h. Name and contact details for third party providers;
 - i. Work placement arrangements (as relevant);
 - j. MiTraining obligations to the client, including quality assurance;
 - k. Certification;
 - l. Fees and charges, including deposits, payment options and obligations (specifically under government subsidy and financial support arrangements [as applicable]);
 - m. Refund policy and processes;
 - n. Provision for language, literacy and numeracy assistance and support;
 - o. Educational and support services;
 - p. Legislative and occupational licensing requirements (as relevant);
 - q. Flexible learning and assessment options;
 - r. Appeals and complaints procedures;
 - s. Recognition of Prior Learning and Credit Transfer;

- t. Participant responsibilities and expected standards of behaviour;
- u. Third party provider obligations and assurances;
- v. Materials and resources to be provided by the client.

RESPONSIBILITIES

The CEO, RTO Training Manager and Marketing Manager are responsible for ensuring compliance with this policy.

Legislation

Legislation applicable to this policy includes (See Legislation Compliance Policy):

- Competition and Consumer Act 2010
- Fair Trading Legislation and Regulations
- Trade Practices Legislation and Regulations

ACCESS AND EQUITY

The MiTraining Access & Equity Policy applies. (See Access & Equity Policy).

RECORDS MANAGEMENT

All documentation from client information processes is maintained in accordance with Records Management Policy. (See Records Management Policy).

MONITORING AND IMPROVEMENT

All client information practices are monitored by the CEO, RTO Training Manager and Marketing Manager and areas for improvement identified and acted upon. (See Continuous Improvement Policy).

CONTINUOUS IMPROVEMENT AND REVIEW OF POLICY

The Client Information Policy and accompanying procedures will be continuously implemented and assessed for areas of improvement and will be formally reviewed annually as part of the general continuous improvement process.

POLICY PUBLICATION

All policies and procedures that are applicable to prospective students/trainees and enrolled students/trainees and all relevant organisation staff/contractors are made available on request at all times, and form part of the induction and orientation for staff and students and are made available, via the website (where appropriate), student administration/management system and internal electronic systems.

NOTES

<i>Related Policies/Procedures:</i>	<i>Continuous Improvement Policy Management of RTO Policy Access and Equity Policy Marketing and Promotional Materials Policy</i>
<i>Related Documents/Forms:</i>	<i>Marketing Materials Checklist Marketing Procedures</i>
<i>Related Legislation:</i>	<i>Competition and Consumer Act 2010 Fair Trading Legislation and Regulations Trade Practices Legislation and Regulations</i>
<i>Guidelines:</i>	<i>N/A</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	