

Information Provision

The purpose of this policy is to ensure SRDITA provides clear, accurate, and accessible information to prospective and current students, stakeholders, and the public. This policy aligns with the *Standards for RTOs* and *Australian Consumer Law* to promote transparency and support informed decision-making.

This policy applies to all personnel, contractors, and third-party providers involved in the development, dissemination, and management of information related to SRDITA's courses, services, and policies. It encompasses all communication channels, including websites, marketing materials, the **Student Handbook**, course guides and verbal communications.

SRDITA is committed to providing clear, accurate, current and comprehensive information to its stakeholders. All information provided will be clear, relevant, and compliant with regulatory requirements, enabling students and other stakeholders to make informed decisions about the organisation's services.

The organisation ensures that students have access to clear and accurate information, including the ability to make informed decisions about the training product and the RTO. Students are made aware of changes that affect them, and they are treated fairly, properly informed, protected, and supported.

Rationale

SRDITA is committed to ensuring that prospective students receive clear, accurate, and timely information before enrolment, enabling them to make well-informed decisions about their training options. This policy aligns with regulatory requirements, including the *Standards for RTOs*, *Australian Consumer Law*, and the *ESOS framework* for overseas students, ensuring compliance and transparency in all student communications. By providing detailed course information, including entry requirements, fees, training support services, and assessment expectations, SRDITA ensures that students understand their obligations, rights, and the suitability of their chosen training program.

To uphold these standards, SRDITA implements a structured approach to information dissemination through multiple channels, including the RTO website, the Student Handbook, Course Guides, and direct consultation with student support personnel. The organisation prioritises accessibility and equity, making reasonable adjustments to ensure that information is available to diverse student cohorts, including those requiring additional learning support. The pre-enrolment process is designed to assess individual needs, allowing SRDITA to provide tailored guidance on course selection, study commitments, and available support services. This approach promotes ethical and responsible recruitment practices while protecting students from misleading or unclear enrolment expectations.

SRDITA ensures that any changes to course details, fees, duration, or third-party arrangements are promptly communicated to students. A quality assurance framework is in place to regularly review and update all pre-enrolment materials, ensuring they remain current, compliant, and reflective of industry standards.

Services Information

SRDITA is committed to ensuring that all prospective students receive clear, accurate, and relevant information before enrolment to make informed decisions about their training options, including deciding if SRDITA as a training organisation and the appropriate course service of interest is suitable for them, taking into account their existing skills and knowledge and any specific individual needs.

The RTO identifies the information needed by students through a strong understanding of the relevant student cohort, regulatory requirements, industry standards, and stakeholder feedback. Tailored information is provided to prospective students and other stakeholders, including details on course content, entry and admission requirements, fees, training and assessment arrangements, student support services, and potential employment outcomes.

To ensure accessibility and transparency, SRDITA communicates this information through multiple channels, including the RTO's website, marketing materials, **Student Handbook**, course guides, and direct consultation with student support personnel. Before enrolment, students are provided with a formal information package and are encouraged to participate in an information session or consultation with an RTO representative. This process ensures that all students are fully aware of their rights, obligations, and available support services before commencing their training.

SRDITA:

- Ensures information provision for all course services is accurate and conforms to the planned training and assessment described in SRDITA's training and assessment strategies.
- Has fair, easily understandable policies and procedures relating to course enrolment, government funding, subsidy or loan applications, fees and refunds.
- Ensures all information is visible and accessible to all students, including those who are vulnerable or require special assistance.
- Tailors communications to meet the needs of specific student target cohorts and those who are vulnerable or require special assistance.

The organisation **does not** guarantee, verbally or in writing, that:

- A student will successfully complete a training product within its scope of registration,
- A training product can be completed in a manner that does not meet the requirements of the *Standards for RTOs*, or
- A student will obtain a particular employment outcome that is outside the control of the RTO.

Client means a student, enterprise or organisation that uses or purchases the services provided by an RTO.

Before enrolment, SRDITA provides clear, accurate, complete and timely information to prospective clients on each specific course via the **Course Guide**, designed to enable them to make informed decisions, including information about the following:

- The training product code and title,
- Any relevant currency information, such as whether a training product has been superseded or removed from a training package,
- Duration,
- Mode(s) of delivery,
- Location,
- Any face-to-face work placement and/or assessment requirements, including:
 - o the number of hours required,
 - o When placement will occur,
 - o who organises placement, and
 - o How placement will ensure that the assessment methods are met.
- Commencement dates,
- Scheduling,
- Any requirements to commence or complete the training product, including:
 - o assessment requirements, or
 - o whether any licensing or occupational licence requirements apply,
- Details of any third-party arrangements,
- The training support services and wellbeing support services that are available, and how to access them,
- Any limitations regarding access to educational and support services and resources,
- Any fees and costs payable by the student, including:
 - o payment terms and conditions,
 - o refund policies, and
 - o the availability of any relevant government training entitlements and subsidy arrangements
- The student's obligations or liabilities, including:
 - o any obligations relating to work placements, materials, equipment or IT, costs,
 - o processes associated with student withdrawal, and
 - o Obtaining a Unique Student Identifier
- How and when a trainer and assessor will contact students during the course,
- Expected response times for answering queries and assessment turnaround times,
- Which parts of the course apply to each unit of competency, where one-to-one mapping between units of competency, clustered unit topics and/or units of study is not adopted,
- That SRDITA is responsible for the quality of the training and assessment during all course services in compliance with the *VET Quality Framework* and the *Standards for RTOs*, and
- Since SRDITA is responsible for issuing AQF certification documentation, the student is entitled to, as course services are undertaken.

Course Guides are available on the SRDITA website, provided via email, and also in hard copy upon request.

Course Resources

Where access to course learning and assessment resources will be terminated or revoked following the end of students' enrolment, SRDITA makes this clear before they enrol. SRDITA provides students with a means to save or keep copies of their assessment, 'in-app' communications, enrolment records and training materials. This allows students and graduates to access a comprehensive history of their training, assessment, and communication, as well as refer to their course materials.

Enrolment Termination

All applicants are advised that, if a student's behaviour, progress or engagement doesn't meet the standards set by SRDITA, the organisation may elect to terminate their enrolment. At all stages, students are provided the opportunity to express their concerns before any decisions are made. All decisions are reviewable using SRDITA's **Appeals** arrangements.

Third-party Arrangements

XTZ RTO makes clear where services are being delivered by a third party on the RTO's behalf, including distinguishing where:

- A third party is recruiting prospective students on the RTO's behalf,
- A third party is delivering training and assessment on the RTO's behalf, and
- Another RTO is delivering training and assessment on behalf of the RTO.

When a third-party is involved in providing training and/or assessment services, SRDITA ensures that clients have clear information regarding this engagement through the **Course Fees Agreement**.

SRDITA provides the name and contact details of any third party involved in the provision of training and/or assessment services, or related educational and support services on its behalf to the client. Clients can contact both SRDITA and the third-party at any time.

When third-party providers are involved in delivering training or student services, SRDITA implements strict oversight and contractual agreements to ensure that all external communications align with the RTO's quality and compliance standards. Students are notified of any significant changes that may impact their enrolment or study pathway.

Consumer Rights

SRDITA informs prospective clients about their rights as consumers in accordance with relevant state and territory laws. This includes information on cooling-off periods where appropriate. Please refer to the **Consumer Protection Policy** for further details.

SRDITA informs prospective clients about its complaints and appeals processes that may be relevant for course services and other business activities. These processes include provisions for lodging a complaint or appeal against any relevant third-party engaged by SRDITA and are outlined in the SRDITA **Student Handbook** and on the organisation's website.

Course Changes, Cancellation or Provider Closure

SRDITA is committed to providing timely and transparent communication to students regarding any changes that may impact their training experience. SRDITA notifies clients as soon as practical possible after any change occurs that may affect the course services being provided. This includes changes of significant impact, including:

- Contact details for the RTO,
- Course details, cost or duration,
- Modifications to the training product they are enrolled in (e.g. superseded units, transition arrangements),
- Services offered (including support services),
- Ownership of the RTO,
- Changes to third-party arrangements, and
- Unexpected events impacting delivery.

All service changes are communicated through appropriate channels, including direct email notifications, updates on the RTO website, Learning Management System (LMS) announcements, and where necessary, formal meetings or webinars.

Where changes significantly affect a student's enrolment or learning pathway, SRDITA provides personalised support, including guidance on alternative options, transition arrangements, and any applicable student rights. This ensures that students are well-informed and can make necessary adjustments to their study plans with minimal disruption.

In the event of course cancellation or provider closure, SRDITA is committed to acting ethically and fulfilling its responsibilities to all affected students. It has implemented fair and clearly understandable policies and procedures relating to course cancellation and tuition protection. In the event of a course cancellation or provider closure, the organisation:

- Informs all affected students about all arrangements,
- Makes available to each student an accurate and complete record of their progress towards each competency in their course, including the issuance of any relevant AQF certification documentation, and
- Deals with or resolves any matter that arises during, or that relates to, the period of course or provider operations.

Fee Information

Before enrolment, before any fees are required to be paid, SRDITA provides written information to prospective students about the agreed training to be provided, the amount of any costs to be paid by the student, and the student's obligations. This information is provided via the **Course Fees Agreement**.

The organisation:

- Makes all reasonable efforts to ensure students are aware of their responsibilities, obligations, and rights concerning their course and financial arrangements, including any loan arrangements, and that they understand what they are agreeing to.
- Makes all reasonable efforts to seek relevant information from students that could impact their ability to pay their fees using any government funding, subsidy or loan arrangement, such as having accessed support for the same course with another provider.

Please refer to the **Fees, Charges and Refunds Policy** for further information.

Overseas Students Engagement Before Enrolment

Before accepting an overseas student or intending overseas student for enrolment in a course, SRDITA makes comprehensive, current and plain English information available to the overseas student or intending overseas student on:

- The requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable,
- The *Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)* course code, course content, modes of study for the course, including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods,
- Course duration and holiday breaks,
- The course qualification, award or other outcomes,
- Campus locations and facilities, equipment and learning resources available to students,
- Details of any arrangements with another provider, person or business who will provide the course or part of the course,
- Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the SRDITA's cancellation and refund policies,
- The grounds on which the overseas student's enrolment may be deferred, suspended or cancelled,
- The *Education Services for Overseas Students (ESOS) framework*, including official Australian Government material or links to this material online,
- The policy and process the SRDITA has in place for approving the accommodation, support and general welfare arrangements for younger overseas students, and
- Accommodation options and indicative costs of living in Australia.

All relevant information is provided to students before they acknowledge acceptance (signed or otherwise) of the offer of a study place.

Supplementary Courses Exempt from the ESOS Act

The *Education Services for Overseas Students (Exempt Courses) Instrument 2021* exempts specific courses from the definition of course under the *Education Services for Overseas Students Act 2000* (ESOS Act). This exemption enables SRDITA to deliver particular courses to overseas students without requiring them to be registered on CRICOS.

Exempt courses include those that:

- Students can attend in addition to their full-time main course of study, without jeopardising the attendance or progress of this course (which would breach visa requirements).
- Pursue personal interests while the student is studying to enhance the quality of the students' Australian experience, or
- May be required before attending a workplace component approved as part of a substantive qualification or for employment consistent with their student visa requirements, up to forty (40) hours a fortnight.

These courses are typically short in duration and low cost, such as first aid, infection control, construction white cards, or responsible service of alcohol courses. For a full listing of exempt courses, please refer to the Supplementary Course Instrument: <https://www.legislation.gov.au/F2021L00877/latest/text>

Specific to SRDITA operations, the following courses are exempt:

- <<Insert List>>

Exemption from these supplementary courses is only where the requirements of the course consist of one or a combination of any of the units of competency specified, and where the course does not lead to a qualification recognised under the *Australian Qualifications Framework*.

The exemption includes a later version of, or a superseding unit, of the listed units of competency.

NSW Smart & Skilled Student Information

SRDITA ensures that all students considering enrolling in *NSW Smart & Skilled* subsidised training receive, or are aware of how to access, certain information, either electronically or in hard copy form, before enrolment, which is designed to make these students aware of policies relating to their training, including their rights and responsibilities and avenues for complaint.

The student information provided before enrolment includes:

- Fee information,
- Information regarding Recognition of Prior Learning, Credit Transfer, deferring or discontinuing subsidised training (including any implications on fees),
- Student Loans Program Information (if applicable),
- Consumer protection information,
- Subcontractor information (if applicable),
- What the enrolled student should do if they want to defer or discontinue their training,
- How to access support and assistance during the training, and
- Contact details for various support services within SRDITA.

Monitoring and Evaluation

SRDITA has established robust quality assurance mechanisms to regularly review, update, and validate all pre-enrolment and course-related information.

All student information, including marketing materials, course guides, website content, **Student Handbook**, and third-party communications, undergoes a formal review process to ensure compliance with current training package requirements, regulatory standards, and organisational policies. Regular audits, feedback mechanisms, and compliance checks are conducted to verify that information is up-to-date and clearly presented.

SRDITA monitors and evaluates marketing and student recruitment processes to ensure performance is effective and outcomes are met.

A process of performance monitoring, evaluation, and reporting has been established and implemented.



The organisation continually improves the effectiveness and efficiency of processes. Process performance and outcomes are regularly audited to identify and remove causes of existing and potential problems, as well as to uncover any opportunities for improvement.

Please refer to the **Quality Policy** for further information on the monitoring and evaluation process.