



# COLLECTIVE TRAINING GROUP

## ***Informed and Protected Learners Policy 2018***

## VERSION CONTROL

<b>CURRENT VERSION</b>	<b>REVIEW DATE</b>	<b>PERSONS INVOLVED</b>	<b>NEW VERSION</b>	<b>AMENDMENTS</b>
V1.0 / MARCH 2018	SEPTEMBER 2018	B. GREEN		Creation of policy for RTO audit

## INTRODUCTION

The Collective Training Group (CTG) has developed the *Informed & Protected Learners Policy 2018* to ensure compliance with The Standards for Registered Training Organisations (RTOs) 2015, specifically:

### STANDARD 5

#### **Each learner is properly informed and protected**

##### *Clause 5.1*

*Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.*

##### *Clause 5.2*

*Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:*

*a) the code, title, and currency of the training product to which the learner is to be enrolled, as published on the National Register;*

*b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:*

*i) estimated duration;*

*ii) expected locations at which it will be provided;*

*iii) expected modes of delivery;*

*iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and*

*v) any work placement arrangements.*

*c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.*

*d) the learner's rights, including:*

*i) details of the RTO's complaints and appeals process required by Standard 6; and*

*ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;*

*e) the learner's obligations:*

*i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;*

*ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and*

*iii) any materials and equipment that the learner must provide; and*

*f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.*

### *Clause 5.3*

*Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:*

*a) all relevant fee information including:*

*i) fees that must be paid to the RTO; and*

*ii) payment terms and conditions including deposits and refunds;*

*b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;*

*c) the learner's right to obtain a refund for services not provided by the RTO in the event the:*

*i) arrangement is terminated early; or*

*ii) the RTO fails to provide the agreed services.*

#### *Clause 5.4*

*Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.*

## **ADVICE TO PROSPECTIVE LEARNERS REGARDING APPROPRIATE TRAINING PRODUCTS**

Factual and accurate information is available to prospective Learners prior to enrolment, or commencement of training and assessment, whichever comes first. This information is available on the Respect the Risk website ([www.respecttherisk.com.au](http://www.respecttherisk.com.au)) or can be emailed directly to the prospective Learner upon enquiry.

## **CONSIDERATION OF EXISTING SKILLS AND COMPETENCIES**

The CTG is required to take into consideration the prospective Learners' existing skills and competencies prior to enrolment. It is mandatory for all prospective Learners to read and understand the *Language, Literacy and Numeracy (LLN) Policy 2018* and also complete the associated assessment task prior to acceptance of enrolment.

Completion of the LLN assessment will indicate to the CTG whether the prospective Learner has the required existing skills and experience to enrol in a training product, and also if additional support is required.

## **INFORMATION PROVIDED TO ENSURE LEARNERS ARE INFORMED**

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides in print or through referral to an electronic copy, current and accurate information that enables the Learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following:

### **a) Code, title, and currency of training product**

The CTG lists the unit code, accurate title of each unit including information about the currency of each unit on the Respect the Risk website. This information is also available in the *Learner Information Book 2018* issued to all Learners via email prior to enrolment.

### **b) Estimated duration, training locations, modes of delivery, names, and contact information of third party providers and work placement arrangements**

The CTG provides this information on the Respect the Risk website as well as within the *Learner Information Book 2018* issued to all Learners via email prior to enrolment.

**c) CTG's obligations to the Learner, including responsibility for the quality of the training and assessment in compliance with the Standards 2015 and the issuance of AQF certification documentation**

Prospective Learners are encouraged to read and understand the *Learner Information Book 2018* which details CTG's obligations to each Learner.

Prospective Learners are encouraged to read and understand the *Secure Certification Policy 2018* which details information regarding the correct issuance of AQF certificates.

**d) Learner's rights including details of the CTG's complaints and appeals process, details regarding cessation of training products Learners are enrolled in**

Prospective Learners are encouraged to read and understand the following policies which provide details of the above:

- Learner Information Book 2018
- Complaints & Appeals Policy 2018
- Fee Payment & Refund Policy 2018

**e) The Learners' obligations in relation to the repayment of any debt incurred under the VET FEE HELP scheme, CTG requirements of Learners' to enter chosen area of study, information on the implications for the Learner of government training entitlements and subsidy arrangements in relation to the delivery of services.**

The CTG is not approved to accept enrolments from Learners who are seeking VET FEE HELP government assistance.

For all other information related to the above, Learners are encouraged to read and understand the *Learner information Book 2018*.

**f) Information on the implications for the Learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.**

The CTG is not approved to accept enrolments from Learners who are seeking VET FEE HELP government assistance. Information pertaining to the implications for the Learner receiving government entitlements is the responsibility of the Learner, CTG will not engage with Learners seeking government funding to pay for education services.

## FEES

Where CTG collects fees from individual Learners, either directly or through a third party, CTG provides or directs the Learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

**a)** All relevant fee information including fees that must be paid to the CTG and payment terms and conditions including deposits and refunds.

Learners are encouraged to read and understand the following policies for detailed information in relation to the above:

- Learner Information Book 2018
- Fee Payment & Refund Policy 2018
- Complaints & Appeals Policy 2018

**b)** *Learners rights as a consumer, including information about cooling off periods if they apply.*

Learners are encouraged to read and understand the Learner Information Book 2018 for details related to the above.

**c)** *The Learners rights to obtain a refund for services not provided by the CTG due to early termination or failure to provide agreed services.*

Learners are encouraged to read and understand the following policies for detailed information in relation to the above:

- Learner Information Book 2018
- Fee Payment & Refund Policy 2018
- Complaints & Appeals Policy 2018