



Standard Five: Protecting and Informing Learners

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Salisbury

Accountability: Marketing Manager

Communication: Marketing Manager, Operations manager

Clauses 5.1 – 5.4: Inform and protect learners

- Learners rights and responsibilities
- Enrolment processes
- ACC Advertising, Information, products and services (also see marketing policy)
- Learner support (Please see standard 1)
- Fee collection information

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:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - 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
 - any work placement arrangements.
- 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.
- the learner's rights, including:
- details of the RTO's complaints and appeals process required by Standard 6, and
- 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
- the learner's obligations:
- in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
- any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
- any materials and equipment that the learner must provide, and
- 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 of the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - 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.*

Policy

ACC provides clear information to prospective learners to enable them to decide if our RTO and course is suitable for them, taking into account their existing skills and knowledge and any specific needs. Prior to enrolment or commencement of training or assessment activities (in this context, assessment includes the collection or analysis of evidence for recognition of prior learning activities). Please see standard 1 learner support for additional information.

Prior to enrolment all learners receive the following documents to assist them make an informed decision:

1. Course information handbook
2. VET Student loans brochures and links to government website
3. ACC policy and Procedure handbook
4. Upon commencement of course -welcome booklet, Orientation meeting, first day checklist.

Course enquiries

Course enquires are referred to the marketing manager and operations manager to ensure consistency in information and to ensure the learners needs are identified and training options provided accurately. If ACC does not provide a course relevant to the learners needs they will refer them to another RTO.

Full course code and title

- To ensure prospective learners can research the course all materials identify code and full title of the training product as listed on the [National Register](#). This includes any relevant currency information, such as whether a qualification has been superseded or removed from a training package.

Venue, length and mode/s of delivery and/or assessment

- All learners receive Provide the prospective learner with clear information about where the training and/or assessment will be undertaken, how long it will take and mode/s involved.

Third party arrangements (if applicable)

- ACC elects to not have any third party arrangements.

- ACC elects to use a separate RTO for First aid with specialisation in this unit and the costs are covered in the course unless specified.

Entry requirements

- To ensure learners fully understand their obligations, our course information booklets clearly outline entry requirements and/or specific requirements they need to meet to successfully complete the program.
- All participants receive a copy of ACC participant handbook prior to enrolment
- You must also make it clear if the learner needs to provide any materials and/or equipment.
- Make it clear whether the training includes mandatory work placements. If mandatory work placements are part of the training, learners must be provided with clear information on who will arrange this.

Support services

- ACC provides a range of support services available to learners as part of course fees. If additional services are required ACC will give a quote to the learner via email before commencement or providing service. E.g. Travelling costs for interstate assessment, or additional assistance outside of (See standard 1)

Fee information

- All fee information is provided prior to enrolment. This includes:
 - all fees payable, clearly describing all costs involved with the course
 - how and when fees must be paid
 - how to request a refund, and
 - conditions under which a refund would be provided.
- Where a learner is being enrolled under any loan or delayed payment arrangement (including VET Student), the terms of the arrangement must be clearly stated, including any debt that may be incurred; when repayment is required and under what conditions; and any associated fees, indexation or interest.

Funding entitlements

- If learners access government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), provide this information prior to enrolment.

Consumer rights

- ACC agrees to inform prospective learners about their rights as a consumer, in accordance with state/territory laws.
- If state or territory laws where the course is being offered require a cooling-off period, ACC provides information about this.

- ACC also notifies learners when any change occurs that may affect the services you are providing them.

This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

Progress reports

- Learners receive progress reports every 4-6 weeks and on request to ensure that learners are aware of their progress.

Marking of assessments and competency based courses

- All assessments are marked competent or not yet competent in compliance with the philosophy of Competency based learning.
- ACC have elected to not use Satisfactory or unsatisfactory to maintain the motivation of learners
- ACC makes it clear to learners in assessment requirements including that competency in a written assessment does not signify competency in the unit.
- Learners are made aware of work place requirements for children services prior to enrolment.

This information is provided:

- Verbally
- Assessment guidelines
- Participant course information.
- Participant handbook

Code of conduct for staff and learners

A code of conduct is available for learners and staff which is signed and agreed upon on enrolment.

- It is also available prior to enrolment in Participant course information and Participant handbook

Documents

- Enrolment procedures
- VET Student Loans Website and regulations
- Website

- Participant course information
- Marketing brochures
- Moodle
- Welcome to children services and business services booklets.
- Availability of policies on Moodle
- Verbal communication