



## Accurate and Accessible Information Policy and Procedure

**Australian College  
RTO91110**

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Responsible Officer	Australian College Marketing Manager
Approved by	CEO Australian College
Review by	Compliance
Last Reviewed	16/01/2021
Next Reviewed	16/01/2022
Approved and commenced	22/08/13

### REVIEW AND REVISION

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The policy and procedure will be revised annually or, amended following continuous improvement strategies implemented by the College.

[australiancollege.edu.au](http://australiancollege.edu.au)

## BACKGROUND

A Registered Training Organisation (“RTO”) is ultimately responsible for ensuring transparent and accurate information about its services and performances and that it is accessible to prospective and current learners and client of the RTO regardless of any arrangements to have this information distributed on behalf of the RTO.

Australian College ensures transparent and accurate information about its services and performances to enable prospective and current learners and clients to make informed decisions regarding their training and/or assessment needs.

## SCOPE

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This policy and procedure is applicable to all Australian College staff

## PURPOSE

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The purpose of this policy is to ensure:

- Learners can make informed choices about which RTO suits their training needs when clear and accurate information is available
- Employers seeking training for their staff benefit from clear and accurate information
- Providers benefit from fair competition in the market, knowing that they are operating in a level playing field

## POLICY

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Australian College will ensure information regarding services and performance, whether disseminated directly or indirectly is both accurate and factual and is available to inform prospective and current learners and clients.

## PROCEDURE

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- Ensure all information regarding services and performance accurately represents what we provide and the training products on our scope of registration.
- Includes our RTO Code
- Has the prior consent of a person or organisation when they are referred to in our marketing materials uses the NRT Logo only in accordance with conditions of use
- Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training delivered by Australian College

- Includes the title and code of any training products, as published on the National Register, referred to in that information
- Only advertises or markets that a training product that Australian College delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- Provide information regarding fees, RPL, Credit transfer, deferment of discontinuance
- Provide information on how to access support and assistance during training
- Email all students to inform them of any changes to services being delivered as well as update the website and Student Handbook
- Includes details about any FEE HELP, government funded subsidy or other financial support arrangements associated with Australian College's provision of training and assessment

## SMART AND SKILLED STUDENTS

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- AQF Certification documentation is issued to the student within 21 days of the learner being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to the College have been paid.

## GENERAL STUDENTS

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- AQF Certification documentation is issued to the student within 30 days of the learner being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to the College have been paid.
- Does not guarantee that:
  - A learner will successfully complete a training products on its scope of registration, or
  - A learner will obtain a particular employment outcome where this is outside the control of Australian College.