

CLIENT INFORMATION POLICY

PURPOSE

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

POLICY STATEMENT

The Academy 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.

The Academy provides clear information regarding:

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

DEFINITIONS

The following words and expressions have the following specific meaning, as in the SRTOs:

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counseling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency

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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:

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

POLICY PRINCIPLES

Underpinning principles:

- a) The Academy 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) The Academy 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:
 - i. Accurately represent the services being provided and training products on the Academy scope of registration;
 - ii. Makes reference to another person or organisation only if that person or organisation has given consent;
 - iii. Includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;
 - iv. Makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
 - v. Distinguishes where the Academy 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;
 - vi. Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;
 - vii. Only advertises non-current training products while they remain on the The Academy scope of registration;
 - viii. 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;
 - ix. Does NOT guarantee that :
 - a. A client will successfully complete a training product;
 - b. A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package;
 - c. A client will obtain a particular employment outcome where this is outside the control of the Academy.
- e) Information may be provided to current and prospective clients students in (but not limited to) (See Marketing Policy):
 - i. Academy website
 - ii. Policies and Procedures
 - iii. Course Brochures
 - iv. Student handbook

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- v. Course confirmation letters
 - vi. Participant manuals
 - vii. Assessment resources
 - viii. Training Journals
- f) Where there are any changes to agreed services, the Academy 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:
 - i. RTO code;
 - ii. Course outcomes and pathways;
 - iii. Full code, title and currency of training product, as published in the national register;
 - iv. Estimated duration of the course;
 - v. Expected course location;
 - vi. Training and assessment arrangement, including modes of delivery available;
 - vii. Enrolment and selection processes;
 - viii. Name and contact details for third party providers;
 - ix. Work placement arrangements (as relevant);
 - x. Academy obligations to the client, including quality assurance;
 - xi. Certification;
 - xii. Fees and charges, including deposits, payment options and obligations;
 - xiii. Refund policy, application form and processes;
 - xiv. Provision for language, literacy and numeracy assistance and support;
 - xv. Educational and support services;
 - xvi. Legislative and occupational licensing requirements (as relevant);
 - xvii. Flexible learning and assessment options;
 - xviii. Appeals and complaints procedures;
 - xix. Recognition of prior learning and Credit transfer;
 - xx. Participant responsibilities and expected standards of behaviour;
 - xxi. Third party provider obligations and assurances;
 - xxii. Materials and resources to be provided by the client.

LEGISLATION

Legislation relevant 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 Academy Access & Equity Policy applies. (See Access & Equity Policy)

RECORDS MANAGEMENT

All documentation regarding the provision of client information are maintained in accordance with Records Management Policy. (See Records Management Policy)

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MONITORING AND IMPROVEMENT

All provision of client information practices are monitored by the RTO Manager and areas for improvement identified and acted upon. [See Continuous Improvement Policy]

THE ACADEMY RESPONSIBILITIES

The RTO Manager is responsible for ensuring compliance with this policy.