

# LEARNER INFORMATION POLICY

## 1. Purpose

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

## 2. Scope

This policy applies to any learner and all employees of FIT College. Due diligence by all involved in the FIT College is crucial in minimising risk to the company.

## 3. Policy Statement

FIT College is committed to ensuring that current and prospective learners are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make an informed decision about undertaking training and assessment. FIT College provides clear information regarding:

- Courses offered; including services, course content and vocational outcomes, as per FIT College scope of registration;
- Fees and charges, including payment terms, refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assistance;
- Learner 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).

## 4. Definitions

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

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;

- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

**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:

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

## 5. Policy Responsibilities

Responsible Officer	Responsibilities
Operations Manager	<ul style="list-style-type: none"> <li>• Responsible for ensuring compliance with this policy.</li> <li>• Responsible for ensuring all staff comply with this policy.</li> </ul>

## 6. Learner Information

FIT College provides accurate, relevant and up-to-date information to learners and prospective learners, 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. FIT College ensures:

- FIT College maintains an up-to-date website with full learner information.
- Course outlines have been developed for each training program and are available to all current and prospective learners.
- All information provided to current and prospective learners:
  - a) Accurately represent the services being provided and training products on FIT College scope of registration;
  - b) Makes reference to another person or organisation only if that person or organisation has given consent;
  - c) Includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;
  - d) Makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
  - e) Distinguishes where FIT College 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;
  - f) Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;
  - g) Only advertises non-current training products while they remain on the FIT College scope of registration;
  - h) 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;
  - i) Does NOT guarantee that:
    - i. A learner will successfully complete a training product;
    - ii. A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package;

iii. A learner will obtain a particular employment outcome where this is outside the control of FIT College.

- Information may be provided to current and prospective learners students in (but not limited to) (See Marketing Policy):
  - FIT College website
  - Policies and Procedures
  - Course Brochures
  - Student handbook
  - Course confirmation letters
  - Participant manuals
  - Assessment resources
  - Training Journals
- Where there are any changes to agreed services, FIT College will advise learners 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).

### 6.1. Learner information includes:

Information provided to learners and prospective learners will include, but is not limited to:

- RTO code;
- Course outcomes and pathways;
- Full code, title and currency of training product, as published in the national register;
- Estimated duration of the course;
- Expected course location;
- Training and assessment arrangement, including modes of delivery available;
- Enrolment and selection processes;
- Name and contact details for third party providers;
- Work placement arrangements (as relevant);
- FIT College obligations to the learner, including quality assurance;
- Certification;
- Fees and charges, including deposits, payment options and obligations (specifically under government subsidy and financial support arrangements);
- Refund policy and processes;
- Provision for language, literacy and numeracy assistance and support;
- Educational and support services;
- Legislative and occupational licensing requirements (as relevant);
- Flexible learning and assessment options;
- Appeals and complaints procedures;
- Recognition of prior learning and Credit transfer;
- Participant responsibilities and expected standards of behaviour;
- Third party provider obligations and assurances;
- Materials and resources to be provided by the learner.

## 7. Access & Equity

The FIT College Access & Equity Policy applies (see Access & Equity Policy).

## 8. Records Management

All documentation regarding the provision of learner information is maintained in accordance with the Records Management Policy (see Records Management Policy).

## 9. Monitoring and Improvement

All provision of learner information practices is monitored by the Operations Manager of FIT College and areas for improvement identified and acted upon (see Continuous Improvement Policy).

## 10. Document Control

Version	Date	Description	Author
1.0	02/05/2018	Policy Generated	RTO Manager
1.1	10/05/2018	Policy Updated	Taylor Worth
1.2	28/05/2020	Policy Updated	HR Officer
1.3	20/09/2021	Policy Reviewed	Education Manager