

Client Information Policy

Purpose

This policy ensures AA Academy provides prospective and current students with clear, accurate, and timely information to make informed decisions about their training. It establishes our commitment to transparency, fairness, and compliance with the Standards for RTOs 2025, protecting students' rights and meeting our obligations as a registered training organisation.

Clause Alignment:

Outcome Standard 1.4: Ensures learners receive information on support services, facilities, and resources to help them succeed.

Outcome Standard 1.7: Requires learners have access to appropriate support throughout their training, including information about their rights, obligations, and available help.

Outcome Standard 1.8: Ensures resources, facilities, and equipment for each training product match the Training and Assessment Strategy, supporting accurate advice on delivery.

Outcome Standard 4.1: Mandates all marketing and information provided to learners is ethical, accurate, accessible, and consistent with the RTO's scope of registration.

Policy Statement

1.1 AA Academy provides comprehensive, factual, and up-to-date information to all prospective and enrolled students about training products, entry requirements, support services, fees, and their rights and obligations.

1.2 Information is made available in plain English and, where possible, in alternative languages or accessible formats upon request.

1.3 Before enrolment, students are informed of:

- Course details, including codes, titles, and pathways;
- Delivery modes, duration, and assessment methods;
- Work placement requirements, if applicable;
- Fees, refunds, payment plans, and any incidental costs;
- Eligibility for Recognition of Prior Learning (RPL) or Credit Transfer (CT);
- Support services, including LLN and personal support;
- Complaints and appeals procedures;
- Third-party arrangements affecting training or assessment.

2.4 Staff responsible for marketing, enrolment, or student support must provide consistent information reflecting current course details and AA Academy policies.

2.5 Students must receive or have access to the Student Handbook before or at enrolment.

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Procedure

1.1 Information Provision

- Student Services staff provide verbal and written pre-enrolment information, guided by the latest Training and Assessment Strategies (TAS), marketing approvals, and Student Handbook.

1.2 Documented Evidence

- Signed Enrolment Forms and Pre-Training Review documents record that key information has been provided and understood.
- Records are kept in the Student Management System (SMS).

1.3 Currency of Information

- The RTO Manager reviews course information at least annually or upon changes to qualifications, delivery, fees, or support services.
- The website, brochures, and Student Handbook are updated immediately following approval of changes.

1.4 Accessibility and Language Support

- Students with low literacy or limited English proficiency are offered additional explanations or interpreter assistance where feasible.
- Alternate formats (e.g., large print, electronic versions) are available on request.

Review and Continuous Improvement

This policy is reviewed annually as part of AA Academy's Continuous Improvement cycle or sooner if triggered by changes in legislation, training packages, or student feedback.