TR-S01 Student Information Policy

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Person Responsible for Implementation: Sales and Marketing team, IT team, Compliance Team
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Relevant Standards:

- Outcome Standards for RTOs 2025: Standards 2.1 and 2.2
- National Code 2018: Standard 2
- ESOS Act 2000

Purpose

This policy outlines how Tr4inRight provides clear, current, and accurate information to students before enrolment and throughout the student lifecycle. It also describes the procedures for assessing the suitability of training products prior to enrolment, supporting compliance with Outcome Standards 2.1 and 2.2 of the Standards for RTOs 2025.

Scope

This policy applies to all prospective and enrolled students at Tr4inRight, including domestic and international students. It also applies to all staff responsible for marketing, student services, admissions, academic support, and compliance.

Definitions

Training Product: Any qualification, skillset, or unit of competency from a training package or accredited course.

Course Information: All published or communicated information related to a training product, including content, delivery, fees, pathways, and requirements.

Pre-Training Review (PTR): A process used to assess a student's existing skills, prior learning, and suitability for a training product.

LLN Assessment: A diagnostic tool used to assess a student's Language, Literacy and Numeracy skills to determine support needs.

Unique Student Identifier (USI): A nationally recognised student number required for all accredited training.

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Policy Statements

Tr4inRight is committed to ensuring that all prospective and current students receive timely, accurate, and accessible information to make informed decisions about their education and training. Prior to enrolment, TR4INRIGHT provides detailed course information, including:

- Course code, title, and qualification level
- Entry requirements and prerequisites (including academic and LLN levels)
- Future pathways
- Delivery mode and location
- Duration, and start (intake) dates
- Unit and module breakdown, including assessment methods
- Course and unit level prerequisites
- Work placement requirements, if applicable
- Licensing or regulatory outcomes, if applicable
- Pathways for employment or further study
- Fees, payment terms, and refund policy
- Equipment, resources, or uniform requirements
- Student obligations (e.g., travel, attendance, course progression, conduct)
- Availability of support services (academic, language, digital literacy, LLN, referrals)
- Policies, including but not limited to refund, training, assessment, student code of conduct, deferral, transfer, or withdrawal
- Wellbeing support services and mental health resources available
- Government training entitlements, subsidies, and VET Student Loans eligibility if applicable
- Reasonable adjustments available for students with disabilities or additional needs
- Specific physical, technical, or other prerequisites for their chosen training product

This information is provided through:

- TR4INRIGHT website and marketing materials
- Course brochures and student handbook
- Letters of offer and enrolment agreements
- Orientation sessions and information webinars

All information is regularly reviewed for accuracy and updated as required. When changes occur to training products, delivery, fees, or policies, students are informed as soon as practicable.

Tr4inRight ensures students are only enrolled in training products suitable for their needs and career goals. This is determined through a pre-training review process, which includes:

- Collection of Pre Training Review (PTR) form from all prospective students
- LLN assessment
- Questions about goals, interests, and course expectations (Application form)
- Review of prior learning, qualifications, or work experience (Application form, evidence of meeting course entry requirements, e.g., year 12 or equivalent)

- Digital literacy and study readiness (Application form, LLN test, and course entry requirements)

- Evaluation of individual circumstances that may impact training participation

Students are offered support or alternative pathways if the course is not suitable.

Procedures

1. **Pre-Enrolment Information Provision**

   o Marketing and Admissions teams ensure all published information is reviewed by the Quality and Compliance team for compliance and accuracy of information and signed off to ensure it reflects current training products.

   o Staff, including marketing and admissions, provide students with brochures, course outlines, and a student handbook.

   o All promotional content is checked for compliance with ASQA and ESOS standards.

   o Website is updated by the QA team to ensure access to the latest and accurate information about the RTO, policies and procedures, and training products.

2. **Student Enquiry and Application**

   o Upon enquiry, marketing team or education agents provide students with relevant course information.

   o Applications are reviewed against published entry requirements by admissions.

3. **Pre-Training Review (PTR)**

   o Students complete the PTR form, including LLN assessment.

   o Admissions department/ Marketing Staff review PTR responses to determine suitability.

   o Recommendations are recorded, including whether additional support or a different course is required.

4. **Issuing Letter of Offer**

   o Letters of offer include full course details, entry conditions, fees, payment schedule, and refund policy.

   o The offer is only issued once PTR outcomes confirm the course is suitable.

   o Should there be any missing evidence to be provided by the student, the admissions department may proceed with a conditional Offer of Enrolment.

5. **Orientation and Ongoing Information**

- o Orientation includes review of course structure, LMS access, support services, and student policies.

- o Information is repeated and reinforced throughout the course lifecycle.

6. **Updating Information**

   - o When course details or policies change, the Compliance Manager updates all documents and platforms.

   - o Affected students are contacted by email or during class.

7. **Third Party Management**

   - o Marketing team ensures adequate oversight of, and formal arrangements with, third parties that market to, or recruit, students, including where these arrangements are not made clear to current and prospective students

   - o Marketing team ensures education agents and recruitment partners receive regular updates on current course information

   - o All third-party marketing materials are reviewed and approved before use

   - o Contracts with third parties include requirements for accurate information provision

8. **Reasonable Adjustments Assessment**

   - o Admissions Officers assess students' needs for reasonable adjustments during PTR

   - o Information about available adjustments is provided before enrolment

   - o Students are informed about support services during the application process

9. **Post Enrolment Information Provision**

   - o Chief Executive Officer, QA team, along with academic officers, are responsible for ensuring students are notified of all changes that may affect them as soon as practicable, including changes to:

     - Course details, cost, or duration
     - Contact details of the organisation
     - Changes to the training product they are enrolled in (e.g., superseded units; transition arrangements)
     - Services you offer (including support services)
     - Ownership of Tr4inRight
     - Changes to third-party arrangements
     - Unexpected events impacting delivery, such as a natural disaster

Monitoring Mechanism Summary Table

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What is Monitored	How	Frequency	Responsible
Accuracy of published course info	Website and document audit	Quarterly	Compliance Manager
QA review of all information published in all platforms on behalf of Tr4inRight	Provided to the QA team for review before publication	Prior to publication	Marketing team
Updates to student materials	Document version control and email alerts	Ongoing	Provision by the marketing team, VC by Compliance and Admin Team
Third Party Management	Regular updates on all information related to RTO, regular checks on agreements with third parties, and provision of correct information pertaining to TR4INRIGHT by third parties	Quarterly on information, Prior to a third party engaging in activities related to recruitment for Tr4inRight in terms of agreements	Marketing Team
Provision of pre-enrolment course information	Website, brochures, flyers, information sessions, and meetings,	Prior to enrolment	Marketing Team
Pre-training review completion	Audit of PTR forms and LLN assessments	Each enrolment	Marketing Team, Admissions Officer
Suitability of the course for the student	PTR outcomes and review logs Physical/individual needs assessment	Per student	Admissions Team / Trainers
Reasonable adjustments information provision	Support services uptake	Ongoing	Student Support team, Training Manager
Review of sources of student information	Review of all sources, including but not limited to website, student handbook, brochures,	Annually, or as changes occur, or a requirement for	QA team

	flyers, and orientation information	continuous Improvement is identified	
Post Enrolment Information Provision	Through website, calls, emails, meetings, social media posts, third-party notices, student notices	As soon as practicable	CEO, QA team, Academic Officers, Marketing Officers

Responsibilities

- **CEO:** Ultimate responsible authority for the application of this policy and the accuracy of information about Tr4inRight at all times

- **Compliance Manager:** Oversees publication updates and reviews policy compliance.

- **Admissions Team:** Provides course information and ensures PTR completion and a compliant enrolment process. Ensure that you provide a full and accurate schedule of fees, including any prepaid fees, to students prior to enrolment.

- **Academic Officers:** Conduct LLN testing, review PTRs, and advise on suitability, informs students of all changes and latest information post enrolment that may affect them.

- **Student Support team:** Provides information about wellbeing support services, reasonable adjustments, and government funding options; coordinates support service referrals

- **Marketing Team:** Ensures

  - Education agents and all recruitment platforms only display current and correct information about the RTO and training products and policies

  - Ensures all promotional materials including social media, brochures, flyers, website items, videos and photos are accurate and compliant before publication.

  - Ensure students have access to information and are aware of the requirements and necessary information relevant to their choice of training product.

  - Ensure students provide complete and accurate information at the application and orientation stage, and provide students with information on possible alternative training products where a training product has been deleted.

  - Ensure false or misleading information is not provided to students about Tr4inRight through any of the third-party education agents

o Ensure marketing tactics that promote an easier path to qualifications and do not uphold the integrity of the training product - for example, offering inappropriately short duration courses or inadequate or "easy" RPL does not occur by TR4INRIGHT's education agents.

o Ensure to provide a complete and accurate schedule of fees, including any prepaid fees, to students prior to enrolment.

o Ensure adequate oversight of, and formal arrangements with, third parties that market to, or recruit, students, including where these arrangements are not made clear to current and prospective students.

Relevant Documents and Records

- Course Brochures and Flyers
- RTO marketing Information compliance checklist
- TR4INRIGHT Website and Student Handbook
- TR4INRIGHT Social media portals and posts
- PTR and LLN Forms
- Offer Letters and Agreements
- Student Enrolment Records
- Orientation Materials
- Version Control Register
- Student Support Policy
- Course entry requirements policy
- Continuous Improvement Policy
- Continuous Improvement Register
- Education agent agreements

Self-Assurance Questions

1. How do you identify the information prospective students need prior to enrolment to help them make informed decisions about a particular training product and your RTO?

We systematically identify required information through comprehensive analysis aligned with Standards 2.1 and 2.2:

Regulatory Mapping:
We map all ASQA, ESOS, and National Code requirements to ensure comprehensive coverage of mandatory information elements as outlined in our policy statements.

Training Product Analysis:
Our Academic Officers and Marketing Team analyse each training product to identify specific information requirements, including:

- Course codes, titles, and qualification levels
- Entry requirements and prerequisites (academic, LLN, physical, technical)
- Delivery modes, locations, duration, and start dates
- Unit breakdowns and assessment methods
- Work placement and licensing requirements
- Career pathways and employment outcomes

Comprehensive Information Framework:
Our policy mandates the provision of detailed information covering:

- All fees, payment terms, and refund policies
- Equipment, resources, and uniform requirements
- Student obligations (travel, attendance, course progression, conduct)
- Support services (academic, language, digital literacy, LLN, wellbeing, reasonable adjustments)
- Government funding eligibility (training entitlements, subsidies, VET Student Loans)
- All relevant policies (refund, training, assessment, conduct, deferral, transfer, withdrawal)

Quality Assurance Process:

The Marketing and Admissions teams ensure all published information is reviewed by our Quality and Compliance team for accuracy and compliance before publication, with sign-off required to ensure information reflects current training products.

2. How do you ensure that information for prospective students is clear, accurate, accessible, current, and sufficiently detailed?

We maintain information quality through structured processes defined in our policy.

Accuracy and Currency:

- Quarterly website and document audits conducted by the Compliance Manager

- All information published on behalf of Tr4inRight is provided to the QA team for review before publication
- Version control managed by the Compliance and Admin Team with ongoing monitoring
- CEO has ultimate responsibility for the accuracy of information about Tr4inRight at all times
- Annual review of all information sources (website, handbook, brochures, orientation materials) by the QA team

Multi-Channel Delivery:

Information is provided through:

- TR4INRIGHT website and marketing materials
- Course brochures and student handbook
- Letters of offer and enrolment agreements
- Orientation sessions and information webinars
- Information sessions and meetings

Third Party Management:

- Education agents and recruitment partners receive quarterly updates on current course information
- All third-party marketing materials are reviewed and approved before use
- Contracts with third parties include requirements for accurate information provision
- Marketing team ensures adequate oversight and formal arrangements with all third parties

Compliance Checking:

- All promotional content checked for compliance with ASQA and ESOS standards
- RTO marketing information compliance checklist utilised
- Regular monitoring to prevent false or misleading marketing

3. **What mechanisms do you have in place to ensure students are promptly informed of changes to their training that impact them?**

Our policy establishes comprehensive change management mechanisms.

Responsibility Framework:

The CEO, QA team, and Academic Officers are responsible for ensuring students are notified of all changes that may affect them as soon as practicable.

Change Communication Process:

When course details or policies change, the Compliance Manager updates all documents and platforms, and affected students are contacted by email or during class.

Specific Change Categories Covered:

- Course details, cost, or duration
- Contact details of the organisation

- Changes to training products (superseded units, transition arrangements)
- Services offered (including support services)
- Ownership changes of Tr4inRight
- Changes to third-party arrangements
- Unexpected events impacting delivery (natural disasters)

Communication Methods:

Post-enrolment information is provided through:

- Website updates
- Phone calls
- Email notifications
- Face-to-face meetings
- Social media posts
- Third-party notices
- Student notices

Monitoring:

Post-enrolment information provision is monitored as soon as practicable by the CEO, QA team, Academic Officers, and Marketing Officers.

4. **How do you identify the physical requirements, entry requirements, licensing eligibility requirements, or other prerequisites required to participate in a training product?**

Our policy requires a comprehensive identification of all requirements.

Entry Requirements Analysis:

We identify and communicate:

- Academic prerequisites and LLN levels
- Course and unit level prerequisites
- Specific physical, technical, or other prerequisites for chosen training products
- Work placement requirements where applicable
- Licensing or regulatory outcomes and requirements

Documentation and Communication:

- Entry requirements are clearly stated in all course information
- Physical requirements assessed during Pre-Training Review
- Prerequisites documented in course outlines, brochures, and marketing materials
- Requirements communicated through website, student handbook, and orientation

Pre-Training Review Process:

Our PTR includes:

- Review of prior learning, qualifications, or work experience
- Evidence of meeting course entry requirements (e.g., Year 12 or equivalent)
- Digital literacy and study readiness assessment
- Evaluation of individual circumstances that may impact training participation

Compliance Monitoring:

- Marketing team ensures complete and accurate information about requirements is provided prior to enrolment
- All requirements are reviewed as part of quarterly information audits
- Requirements are cross-referenced with training product specifications

5. **What methods do you use for checking that prospective students have the necessary skills and competencies, including language, literacy, and numeracy proficiency and digital literacy capabilities, to undertake their intended training product?**

Our Pre-Training Review (PTR) process provides a comprehensive assessment.

Assessment Components:

- PTR form completion by all prospective students
- LLN assessment using diagnostic tools
- Digital literacy and study readiness assessment through the application form and LLN test
- Course entry requirements verification
- Goals, interests, and course expectations evaluation
- Review of prior learning, qualifications, and work experience
- Individual circumstances evaluation that may impact training participation

Assessment Process:

- Admissions department and Marketing Staff review PTR responses to determine suitability
- Academic Officers conduct LLN testing, review PTRs, and advise on suitability
- Recommendations are recorded, including whether additional support or a different course is required
- Physical/individual needs assessment conducted per student

Reasonable Adjustments Integration:

- Admissions Officers assess students' needs for reasonable adjustments during PTR
- Information about available adjustments provided before enrolment
- Students informed about support services during the application process

Support and Alternative Pathways:

- Students are offered support or alternative pathways if the course is not suitable
- Enrolment may be deferred while literacy or prerequisite needs are addressed

Quality Assurance:

- PTR completion is monitored for each enrolment by the Marketing Team and Admissions Officers
- Suitability assessments reviewed through PTR outcomes and review logs
- Student Support team coordinates referrals to support services based on assessment outcomes

This comprehensive approach ensures students are appropriately matched to training products and receive necessary support for successful completion.