

AWA Policy on Marketing, Recruitment & Enrolment

Provide accurate and accessible information to prospective and current students

All marketing and advertising material published by Austraining WA will be accurate and factual, accurately representing the services we provide and the training products on our RTO scope.

No marketing and advertising material published by Austraining WA will guarantee that:

- a learner will successfully complete any course on Austraining WA's scope of registration
- a course can be completed in a manner which does not comply with clauses 1.1 and 1.2 of the Standards for RTOs, and
- a learner will obtain a particular employment outcome where this is outside the control of Austraining WA.

All marketing and advertising material published by Austraining WA will include the RTO code, along with the code and title of the relevant training product.

Any material published by Austraining WA referring to another person or organisation may only do so where consent has been obtained.

Any material published by Austraining WA which includes the Nationally Recognised Training logo may only do so in accordance with its conditions of use.

All marketing and advertising material published by Austraining WA will clearly show where training is nationally recognised and leads to the issuance of AQF qualifications as distinct from other types of training courses.

All marketing and advertising material published by Austraining WA will only advertise or market a non-current training product while it remains on Austraining WA's scope of registration.

Austraining WA will only advertise or market that a training product enables 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.

All marketing and advertising material published by Austraining WA will include details about any VET FEE-HELP, government-funded subsidy or other financial support arrangements associated with Austraining WA's provision of training and assessment. Alternatively, it is essential to provide all learners prior to enrolment, advice on financial support arrangements and not enter them into any binding, overburdening and inappropriate training products.

Training product advice

Prior to enrolment or the commencement of training and assessment, whichever comes first, Austraining WA will provide advice to any prospective learner about which training product is appropriate for their requirements, while taking into consideration the prospective learner's skills and competencies.

The pre-enrolment meeting is to be completed by the Training Manager with the meeting to be scheduled after contact is made by the learner with a firm interest in enrolment. Existing skills, knowledge and needs of the learner are discussed prior to any formal enrolment. Discussion will be

made with the student see if scope training products and existing modes of training at AWA are truly appropriate to the learner. This will need consideration of educational and support services we have available that are relevant and appropriate to help the learner meet LLN levels required for the course or to complete it with way overcoming individual differences that may hold them back from traditional pathways. If training through AWA is not suitable for the learner's benefit, we will direct the student to an RTO more suitable to the learner's needs or do our best to find the learner good advice on their next move to support their goals as a growth driven individual.

Information to assist students in making informed decisions

Prior to enrolment or course commencement, whichever comes first, Austraining WA will provide current and accurate information that enables the learner to make informed decisions about undertaking training with Austraining WA. This will be provided in print or electronically.

Prior to enrolment or course commencement, whichever comes first, Austraining WA will provide the following information to the prospective student in print or electronically:

- the code, title and currency of the course to which the learner is to be enrolled (as published on the national register)
- the training and assessment, and related educational and support services Austraining WA will provide to the learner
- the estimated duration of the course
- the expected locations at which the training and assessment will be conducted
- the expected modes of delivery
- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on Austraining WA's behalf
- work placement arrangements (if applicable)
- Austraining WA's obligations to the learner including that:
 - Austraining WA is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015
 - Austraining WA is responsible for the issuance of the Australian Qualifications Framework certification documentation
- the learner's rights in the event of a complaint or assessment appeal, as well as Austraining WA's complaints and appeals process
- the learner's rights if Austraining WA or a third party delivering training and assessment on Austraining WA's behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.
- the learner's obligations in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
- any requirements of the learner to enter and successfully complete their chosen course
- any materials and equipment that the learner must provide
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Fees collected from individuals

Where Austraining WA collects fees from an individual learner, either directly or through a third party, Austraining WA will provide the learner with information prior to enrolment or the commencement of training and assessment, whichever comes first, which specifies all relevant fee information including:

- all fees that must be paid to Austraining WA
- payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by Austraining WA in the event the:
 - arrangement is terminated early
 - Austraining WA fails to provide the agreed services.

Austraining WA will not require, either directly or through a third party, a prospective or current learner to prepay fees more than a total of \$1500. **All relevant information will be included in the Course Fees & Refunds Statement to be provided to the student.**

Credit transfer

Austraining WA acknowledges and adheres to the principles of the Unique Student Identifier (USI) system for the verification of learner records. Unless there are specific licensing or regulatory constraints, Austraining WA is committed to accepting and granting credit to learners for units of competency and/or modules supported by authentic and valid AQF certification documentation. Such documentation must be issued by any Registered Training Organisation (RTO) or AQF authorized issuing organisation. Additionally, authenticated Vocational Education and Training (VET) transcripts issued by the Registrar will be recognised for the purposes of granting credit. It is imperative that all documentation presented for credit consideration is verifiable through the USI system to ensure authenticity and compliance with regulatory standards. Austraining WA reserves the right to conduct further verification procedures as necessary to uphold the integrity of the recognition process and maintain compliance with regulatory requirements.

Recognition of Prior Learning

Information regarding Recognition of Prior Learning (RPL) is to be provided to the student at the pre-enrolment meeting with students and/or induction in the case of VETiS students (although RPL is only desired in exceptional circumstances for VETiS courses). All students are to be advised of Recognition of Prior Learning prior to enrolment and during the student induction although not necessarily encouraged. All RPL practices must ensure that the student is satisfying the principles of assessment and rules of evidence. All students that wish to apply for RPL must do so in writing to the training manager by emailing admin@austrainingwa.com.au with the subject line 'RPL Request' or similar. This will initiate the beginning of the process through a one-on-one meeting between the training manager and the student.