

POLICY

| Information provided to participant | | | |
|--|--|------------------------------|-----------------------|
| Standard 4 and 5 | STD 4 and 5 Clause 4.1 and 5.1 – 5.3, 5.4 | Policy No. | RTO.S4-POL-002 |
| | | Related Procedure No. | RTO.S4-PRO-002 |
| Policy Owner | Ferne Robinson, Compliance Manager | | |
| Scope | This policy applies to clients, participants and employees of Risk Management Training Solutions and its associated entities. | | |
| Date of approval | 01.10.19 | Review Date | 30.09.21 |
| Change Control | Reviewed as part of continuous improvement | | |
| Version No. | 1.2 | | |
| Related Policies | Non-compliance Policy Continuous Improvement Policy Marketing and advertising Policy Pre-enrolment Policy Participant Handbook | | |

1. Overview

The Standards for Registered Training Organisations (RTOs) 2015 require all RTOs to provide clear and accurate information to proposed participants before enrolment to allow individuals to make informed choices.

Risk Management Training Solutions (RMTS) ensures that all participants are properly informed and protected and commits to honesty and transparency when providing information to their prospective clients.

Risk Management Training Solutions (RMTS) acknowledge that they must provide clear information to prospective participants to enable them to decide if our RTO and course is suitable for them, based on their existing skills, knowledge and specific learning needs.

This policy outlines RMTS requirements in line with Standard 4.1 and 5.1 – 5.3 of the RTO Standards as described above.



2. Policy

- 2.1 RMTS will enable informed choice for our clients and participants by providing clear and factual information prior to enrolment.
- 2.2 RMTS will ensure participants are provided with current and approved electronic or printed material only and will provide the prospective participant with links to relevant Government websites to assist with their decision-making process.
- 2.3 No information will be provided, or commitment will be made to a potential participant about a service or training product in which RMTS cannot honor.
- 2.4 What information must be provided:

Standard 4.1 of the RTO Standards stipulate that information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT [Nationally Recognised Training] logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it 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;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification documentation from any other training or assessment delivered by the RTO;
- h) includes the title and code of any training product, as published on the national register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable 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;
- k) includes details about any VET [Vocational Education and Training] FEE-HELP, government-funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment;
- l) does not guarantee that:



- i) a learner will successfully complete a training product on its scope of registration, or
- ii) a training product can be completed in a manner which does not meet the requirements of clause 1.1 and 1.2, or
- iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

2.5 Where there are any changes to agreed services, RMTS must advise the participant as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

3. Definitions

Not applicable

4. References

Standards for Registered Training Organisations (RTOs) 2015
Standard 4 – Clause 4.1
Standard 5 – Clause 5.1 – 5.3, 5.4