



Training Accreditation Council
WESTERN AUSTRALIA

Marketing and Governance Audit Strategy

A review of marketing and
governance practices of
Registered Training Organisations

The Training Accreditation Council conducted a review of the marketing and governance practices of Registered Training Organisations. The outcome of the review, including key findings and recommendations, are contained in this report.

This is version 1.1, ref: 2017/33530 of the Training Accreditation Council Marketing and Governance Audit Strategy: A review of marketing and governance practices of Registered Training Organisations.

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1 EXECUTIVE SUMMARY

The Marketing and Governance Audit Strategy included a review of the marketing practices and governance arrangements of all Registered Training Organisations (RTOs) registered with the Training Accreditation Council (the Council).

The audits enquired into compliance against specific clauses of the *Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs)*:

- availability of accurate, transparent, relevant and accessible information for prospective and current learners and clients about an RTO and its services (*Clause 4.1*),
- availability of adequate information about the RTO's obligations, and learners' rights and obligations in respect of training products and services the learner will receive (*Clauses 5.2 and 5.3*), and
- appropriate governance and administration arrangements in place to be able to comply with the *Standards for RTOs* at all times (*Clauses 7.1 and 7.3*).

At the time of the audit, 236 RTOs were registered with the Council. The audit strategy involved a combination of desktop audits for RTOs deemed to be low and medium risk and site visit audits for RTOs deemed to pose a higher risk to the quality of vocational education and training (VET). This strategy aligns with the Council's risk approach of targeting regulatory effort at areas of highest risk.

Student views were also sought through an online survey. The survey comprised questions seeking information about access to timely and sufficient pre-enrolment information and course experience.

The highest levels of compliance were in relation to marketing information to prospective learners about government subsidies and financial support, including repayment of VET FEE-HELP debts (100% compliance), followed by governance requirements that executive officers or high managerial agents are vested with sufficient authority to enable compliance with the *Standards for RTOs* at all times (92% compliance).

Non-compliance was mainly due to provision of incorrect or inaccurate information, mostly relating to training product codes and titles. There were also errors and inconsistencies in the use of training product terminology. Poor editing and document control processes resulted in inconsistencies and inaccuracies between different documents and media.

Audit findings indicate a need for RTOs to exercise greater diligence with editing and document control of their marketing and governance materials, including policies and procedures, to ensure compliance with the *Standards for RTOs*.

Whilst many of the inaccuracies may have been errors in presentation rather than errors of fact, the prospective student is unable to discern this and risks investing time, effort and money in training that may not deliver what is expected.

The key findings and recommendations of the audit strategy are as follows:

KEY FINDINGS - OVERALL AUDIT OUTCOMES

- RTOs demonstrated the highest levels of compliance in relation to marketing information to prospective learners about government subsidies and financial support, including repayment of VET FEE-HELP debts – 100% compliance.
- RTO compliance for governance was very high in relation to the requirement that executive officers or high managerial agents are vested with sufficient authority to enable compliance with the *Standards for RTOs* at all times – 92% compliance.
- The lowest levels of compliance were in relation to obtaining prior consent from people and other organisations for the use of images and information in marketing material, and the inclusion of RTO Codes in marketing material as required.
- In a number of cases, organisational documentation did not reflect the actual governance arrangements in place and documents such as statutory declarations in respect of Fit and Proper Person Requirements had not been kept up to date.

KEY FINDINGS – STUDENT SURVEYS

- Overall, recent graduates were satisfied with the information they received prior to enrolment, indicating that RTOs performed best at providing information to help learners understand how the course would meet their needs.
- More than 80% of respondents felt that the information they were provided with prior to enrolment was at least sufficient for their needs.
- 89% of survey participants indicated that they found the actual course experience matched the pre-enrolment information provided to them.
- The majority of comments (83%) were complimentary about trainers, quality of training and customer service.

RECOMMENDATIONS

1. As part of the 2017-2018 Annual Regulatory Strategy, the Council will continue to monitor compliance with:
 - a. *Standard 4* – provision of accurate and factual information about an RTO's products and services, and
 - b. *Clause 7.1b* - Fit and Proper Person Requirements.
2. The Council will expand its Education Program workshops to explain requirements mandated in the *Standards for RTOs* to ensure RTO marketing material is accurate, factual, and clearly spells out the rights and obligations of all parties involved.
3. The Council will explore the potential to expand Education Program workshops to include broader governance topics such as Fit and Proper Person Requirements, business processes and record keeping to support compliance.

2 INTRODUCTION

2.1 Background

The Council is Western Australia's registering and course accrediting body. The Council is an independent statutory body responsible for the quality assurance of vocational education and training (VET) services in WA.

All RTOs are required to meet compliance requirements set out in the *Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs)*. These are a set of national standards for the delivery of high quality training and assessment services in Australia's VET system. The Council undertakes a range of regulatory activities to test and support compliance against the *Standards for RTOs*.

The Council applies a [risk management approach](#) to the regulation of RTOs that is evidence-based, targeted and proportionate. Regulatory responses are informed by two levels of risk: provider risk, which relates to individual RTOs; and systemic risk, which relates to specific industry areas or standards, a group of RTOs, or the VET sector as a whole. The [Annual Regulatory Strategy](#) sets out the Council's response to current risks in VET delivery.

The Council implements a continuous audit strategy as part of its risk-based regulation. Audits offer a point-in-time insight into the quality of the training and assessment services being provided and inform the Council's regulatory decisions.

A number of reviews at both the State and National level have identified that the marketing practices of RTOs and the ongoing governance arrangements within an RTO play a significant role in ensuring that the organisation is providing a quality product within the training sector. A high proportion of complaints received by the Council relate to RTO marketing practices.

Non-compliance with the *Standards for RTOs* relating to these areas have contributed to the disadvantage of students and industry when they have enrolled in courses that have not met expectations due to poor management or misleading marketing.

Standard 4 of the *Standards for RTOs* specifies how RTOs ensure that any information they disseminate about their training products and services, regardless of the medium of communication and whether directly or by third parties, is accurate, factual and sufficient to enable informed decisions. *Standard 5* focuses on ensuring that learners fully understand the obligations of the RTOs and their own rights, protections and obligations before they make any decisions about the training.

Learners and employers must be able to make sound choices about the training products and providers that best meet their needs, and must be confident that their investment will pay off.

Standard 7 sets out the governance and administrative arrangements RTOs must have in place. These arrangements include ensuring executive officers and senior managers satisfy Fit and Proper Person Requirements and are vested with the appropriate authority to run the RTO business in compliance with the Standards at all times. Fit and Proper Person Requirements confirm that senior managers have the integrity and propriety to operate a business vested with the authority to deliver and issue nationally recognised qualifications.

A stable and well managed RTO instils confidence in learners and employers that the training provider is properly resourced to deliver quality training. Industry and the VET sector as a whole is also assured of business continuity and sustained quality outcomes.

Non-compliance with the *Standards for RTOs* relating to these areas have contributed to the disadvantage of students and industry when they have enrolled in courses that have not met expectations due to poor management or misleading marketing.

The Marketing and Governance Audit Strategy is the Council's regulatory response to these identified risks.

2.2 Audit objectives

The objectives of the Marketing and Governance Audit Strategy were to:

1. assess the level of compliance of all RTOs in relation to governance and marketing requirements through the audit of selected clauses from the following *Standards for RTOs*:
 - Standard 4 - Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients,
 - Standard 5 - Each learner is properly informed and protected,
 - Standard 7 - The RTO has effective governance and administration arrangements in place,

and be subject to the condition that the Council may determine that the outcome of the audit indicates that a broader audit sample is required, and

2. inform the Council's ongoing Risk Management Framework and Annual Regulatory Strategy.

2.3 Audit methodology and scope

The Marketing and Governance Audit Strategy included a review of all RTOs registered with the Council. RTOs operating in Western Australia that are regulated by the national VET regulator, the Australian Skills Quality Authority (ASQA), were not included in the audit.

The audits inquired into compliance with all clauses in Standard 4 and selected clauses within Standards 5 and 7 of the *Standards for RTOs*. The clauses included in the scope of the audit are itemised at **Attachment A**.

It should be noted that not all clauses in the scope of the audit applied to every RTO audited. For example, RTOs that did not accept fees in advance were not audited for compliance with *clause 7.3*.

At the time of the audit, 236 RTOs were registered with the Council. Eight RTOs were not included in the scope of the audit because they voluntarily relinquished registration or could not be contacted by the Council. In total, 228 RTOs were audited. Audit outcomes for 50 of these RTOs audited earlier in 2017 were included in this report. The balance of audits were conducted during August – October 2017.

The audit strategy involved a combination of desktop audits for RTOs deemed to be low and medium risk (222 RTOs; 97%) and site visit audits for RTOs deemed to pose a higher risk to the quality of VET (6 RTOs; 3%). This strategy aligns with the Council's risk approach of targeting regulatory effort at areas of highest risk.

Student views were also sought through an online survey using the SurveyMonkey platform. The surveys comprised nine questions seeking information from the students about their access to timely and sufficient pre-enrolment information and their course experience.

RTOs audited during August – October 2017 were asked to provide lists of recent graduates from two training products delivered. Survey invitations were sent to 634 students. In total, 118 responses were returned, indicating a 21% participation rate. This is a limited representation of the total number of students enrolled with Council registered RTOs, however the results of the sample were consistent with the audit outcomes and provided valuable insights into RTO practices.

3 COMPLIANCE WITH THE STANDARDS

To maintain registration with the Council, RTOs are expected to demonstrate compliance with the *Standards for RTOs* at all times. Following an audit, an RTO is deemed to be compliant or non-compliant with the standards audited.

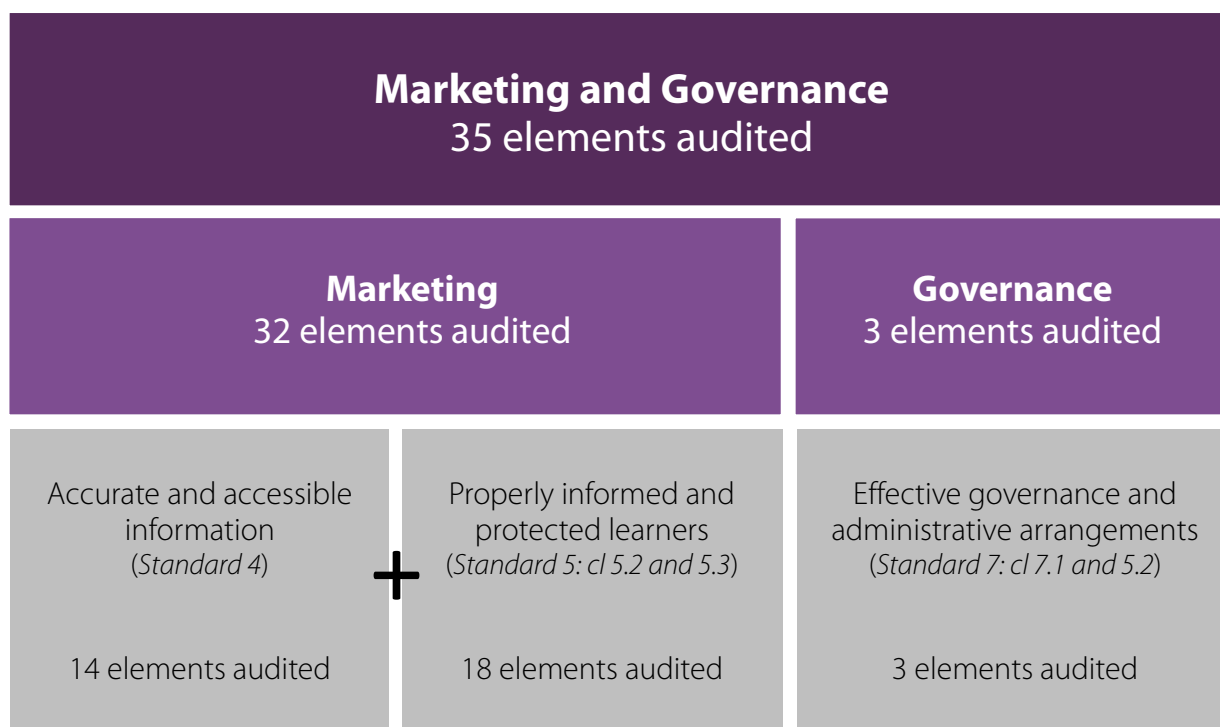
Non-compliant RTOs are given the opportunity to rectify their practices and provide evidence that they have put a compliant system in place. If an RTO cannot demonstrate compliance the Council may place conditions on the RTO's operations; suspend the RTO's operations until compliance is demonstrated; or cancel the registration of the RTO.

RTOs that were found to be non-compliant during the Marketing and Governance Audit Strategy have been managed in accordance with these processes.

The standards and related clauses selected for the Marketing and Governance Audit Strategy aimed to inquire specifically into RTO compliance in the following areas:

- availability of accurate, transparent, relevant and accessible information for prospective and current learners and clients about an RTO and its services (*Standard 4*),
- provision of adequate information about the RTO's obligations, and learners' rights and obligations in respect of training products and services the learner will receive (*Standard 5: cl 5.2 and 5.3*), and
- appropriate governance and administration arrangements in place to enable compliance with the *Standards for RTOs* at all times and Fit and Proper Person Requirements (*Standard 7: cl 7.1 and 7.3*).

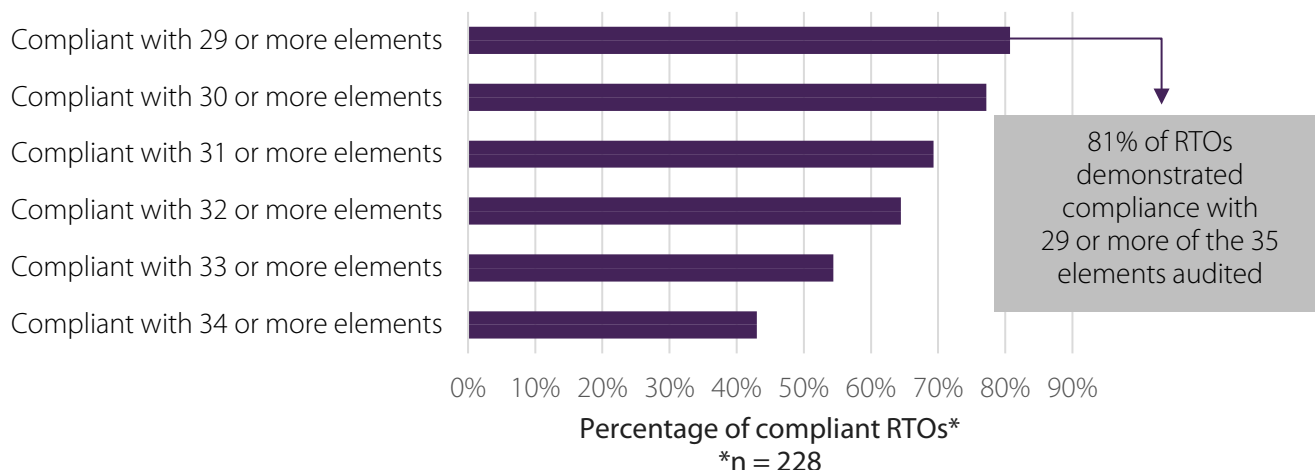
For ease of reporting, the clauses and related sub-clauses in Standards 4, 5 and 7 that were the subject of this audit will all be referred to as elements. In total, 35 elements were audited, 32 relating to marketing and three relating to governance.



3.1 Overall compliance

RTOs demonstrated compliance with most of the 35 elements audited. As illustrated below, 81% of the RTOs demonstrated compliance with 29 or more of the 35 elements of the *Standards for RTOs*.

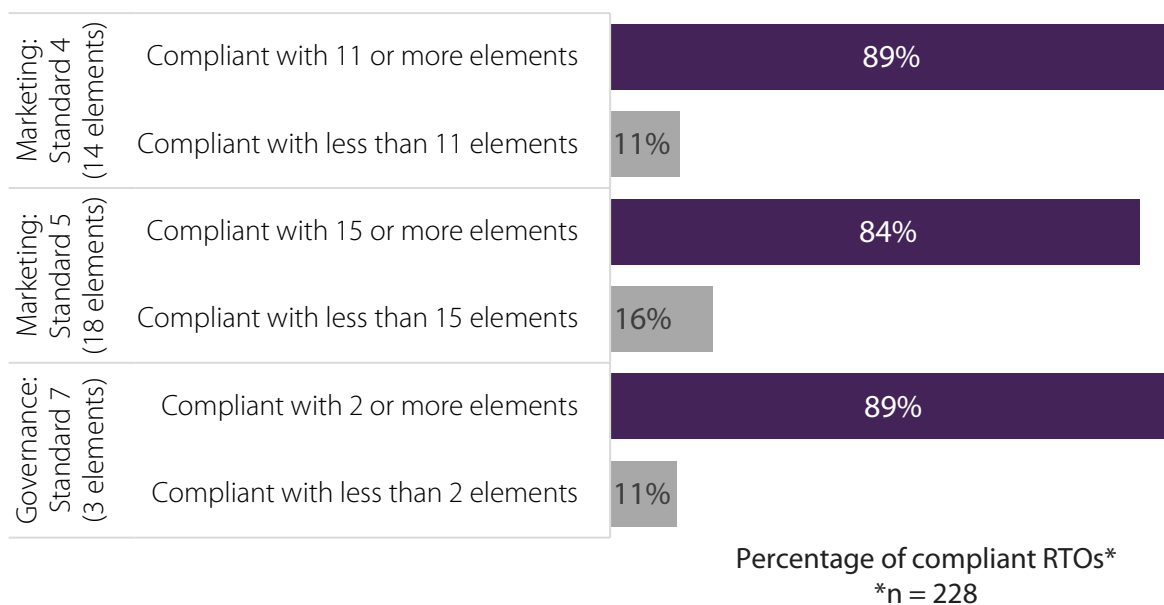
RTO compliance with elements audited



The following chart shows the overall levels of compliance with the 35 elements grouped according to the three *Standards for RTOs* audited.

89% of RTOs were compliant with 11 or more of the 14 elements relating to *Standard 4* (accurate and accessible information). 89% of RTOs were also compliant with at least two of the three elements relating to *Standard 7* (governance and administration arrangements).

Overall level of compliance



3.2 Areas of highest compliance

RTOs demonstrated the highest levels of compliance in a number of the elements audited. The chart below reports the elements of the *Standards for RTOs* for which RTOs demonstrated the highest levels of compliance.

- All RTOs demonstrated compliance with the requirement to provide information about government subsidies or other financial support associated with their training and assessment (c/4.1k), e.g. VET-FEE-HELP, and
- 98% of RTOs were compliant with requirements for marketing of information about training products leading to a licence (c/4.1j) and informing prospective learners about the implications of government training entitlements and subsidies associated with the training services (c/5.2f).

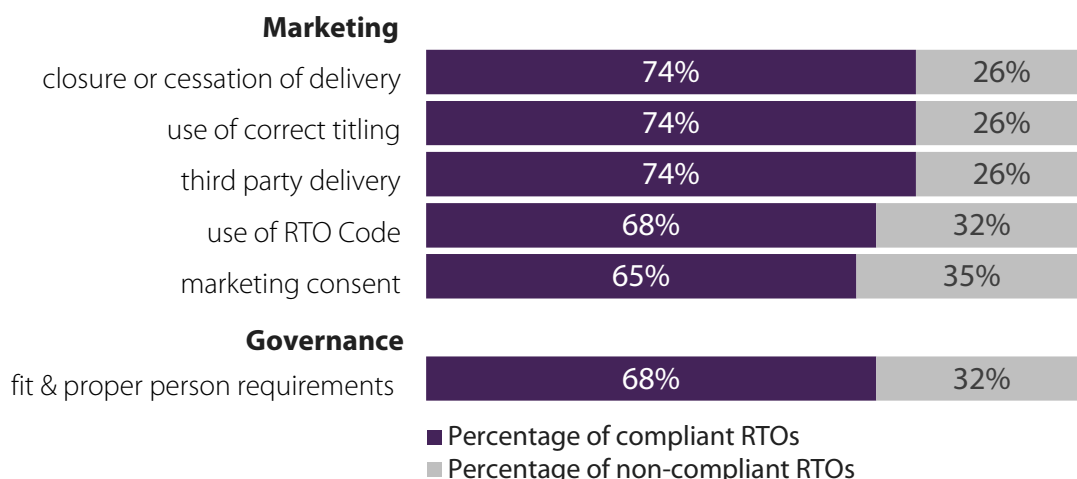
Highest levels of compliance



3.3 Areas of lowest compliance

RTOs audited demonstrated the lowest levels of compliance in the following elements audited:

Lowest levels of compliance



- 35% of RTOs were not compliant with requirements to obtain prior consent from persons or organisations to refer to them in marketing material (*cl4.1c*),
- 32% of RTOs were not compliant with requirements to include their RTO Code in marketing material (*cl4.1b*),
- 32% of RTOs were not compliant with some aspects of the prescribed Fit and Proper Person Requirements (*cl7.1b*),
- 26% of RTOs were not compliant with requirements to make clear where a third party is involved in delivery of training and assessment on its behalf (*cl4.1f*) and include the title and code of training products as published on the National Register (*cl4.1h*).

RTOs that were found to be non-compliant had missing, incorrect or superseded training product titles and codes, or made no reference to their RTO Code in their marketing material. Poor editing and checking of marketing material resulted in inaccuracies and inconsistencies in information provision between various marketing and training material and media.

These findings point to a need for RTOs to exercise greater diligence in editing and document control of marketing and training materials, policies and procedures.

Inaccurate information about training product codes and titles makes it difficult for prospective learners to determine if the course they are considering is appropriate or nationally recognised, and may have a serious negative impact on decisions about investing in training. An RTO Code confirms that the provider is appropriately registered. If that information is missing from marketing material, the learner is unable to distinguish between registered and non-registered training providers.

When a training organisation outsources any aspect of its operations, the shared responsibility with third parties poses a potential risk to the quality of training outcomes. Learners may also lose confidence in the RTO or in the training if they discover that third parties they did not know about prior to enrolment are involved in their training.

When the roles and responsibilities are not clear and accessible, it becomes difficult for learners and employers to determine which of the parties to hold responsible for the different aspects of the course.

Marketing material that fully and accurately reflect the training products and services on offer reduces the occurrence of complaints and dissatisfied learners. Additionally, good marketing practices support a positive and professional image of the RTO and the VET sector as a whole.

For the few RTOs that were non-compliant with the governance requirements, the reason for non-compliance was not necessarily due to poor governance arrangements or because managers were not fit and proper. In a number of cases, organisational documentation did not reflect the actual governance arrangements in place at the time of the audit. In other cases, documents such as statutory declarations in respect of Fit and Proper Person Requirements had not been kept up to date and did not reflect changes in management.

These findings indicate a need for RTOs to ensure their business documentation and systems are updated regularly so they accurately reflect their actual governance arrangements.

A poorly governed RTO does not engender confidence in learners and employers that the organisation is properly managed and resourced to deliver quality training. Industry and the VET sector as a whole must be assured of business continuity for sustained quality outcomes.

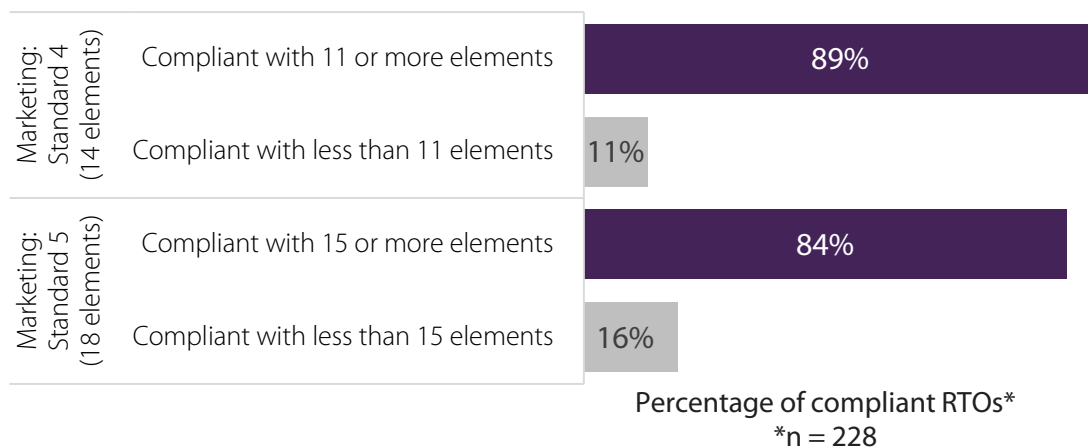
4 COMPLIANCE WITH MARKETING REQUIREMENTS

Compliance with *Standard 4* (14 elements) and two clauses in *Standard 5* (18 elements) were the indicators of RTO marketing practices. As shown in the chart below, overall compliance with both standards was high.

89% of RTOs were compliant with 11 or more of the 14 elements comprising *Standard 4*.

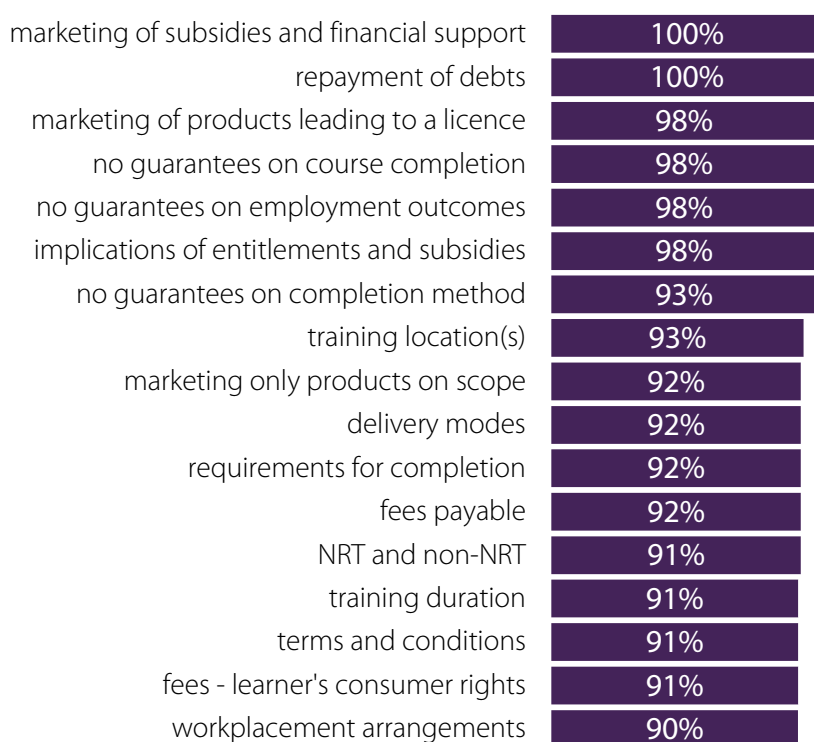
84% of RTOs were compliant with 15 or more of the 18 elements audited for *Standard 5*.

Compliance with marketing elements



The chart below shows areas of highest and lowest compliance in the marketing-related requirements of the *Standards for RTOs*. RTO compliance was 90% or higher for 17 of the 32 elements audited.

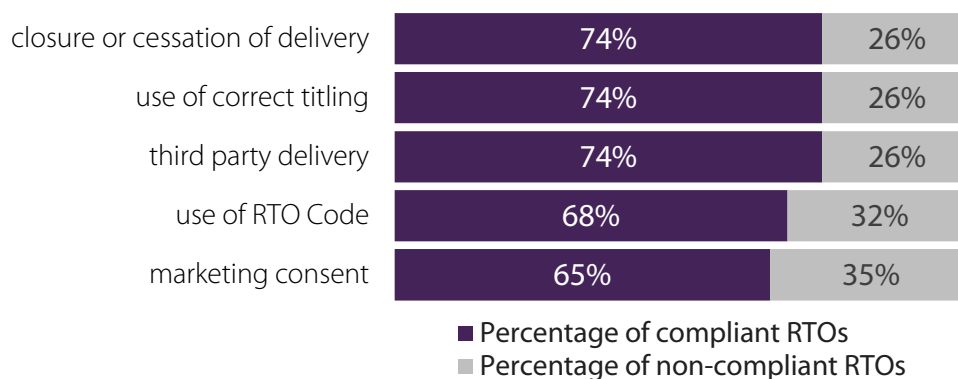
Marketing - areas of highest compliance



RTO non-compliance was mainly in relation to:

- obtaining prior consent from people and other organisations for the use of images and information in marketing material – 35% of RTOs audited were found to be non-compliant, and
- inclusion of RTO Codes in marketing material as required – 32% of RTOs audited were found to be non-compliant.

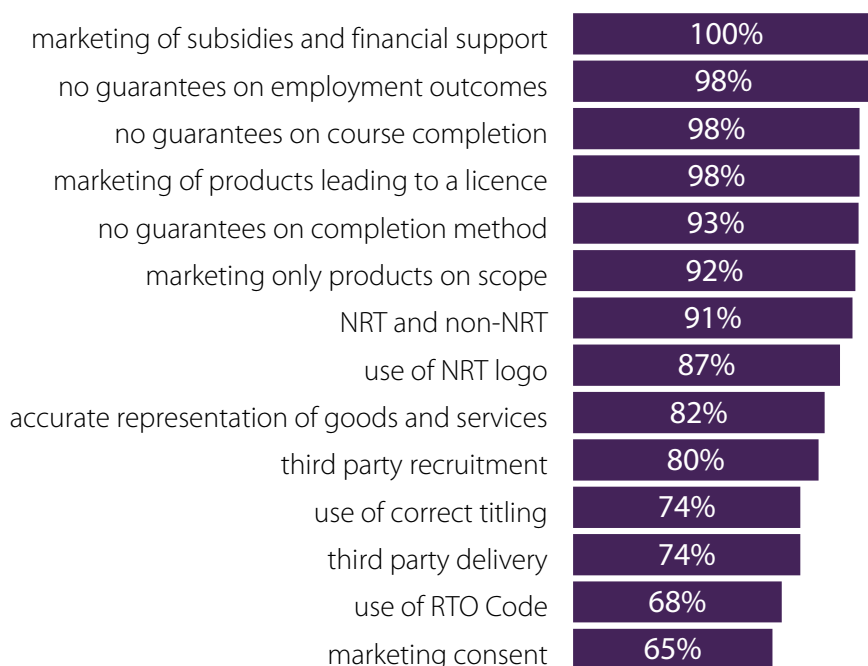
Marketing - areas of lowest compliance



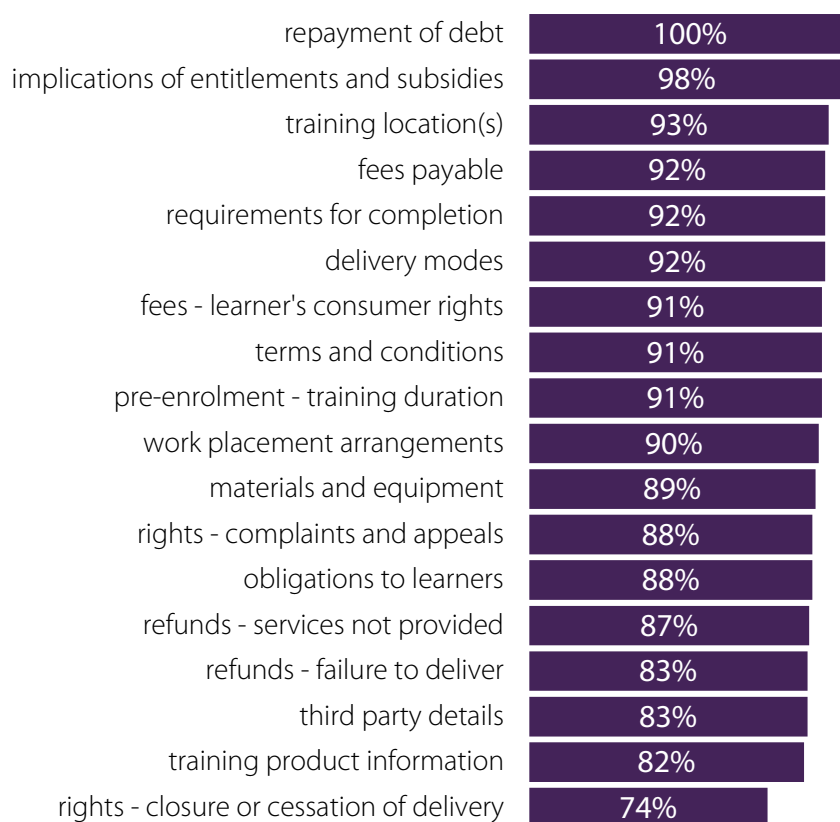
The charts below report RTO compliance with all 32 elements relating to *Standard 4* and *Standard 5*.

Marketing - percentage of compliant RTOs

Accurate and Accessible Information Standard 4



Properly Informed and Protected Learners
Standard 5

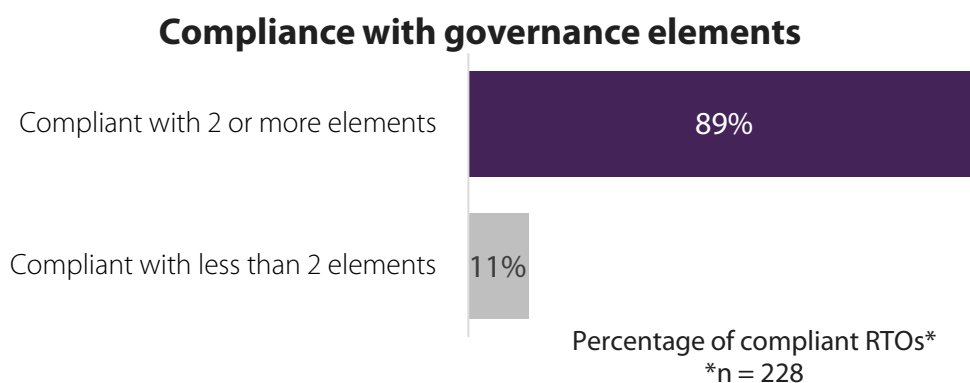


5 COMPLIANCE WITH GOVERNANCE REQUIREMENTS

Two clauses in *Standard 7* were audited to determine RTO compliance with the governance requirements:

- executive officers or high managerial agents are vested with the authority to ensure compliance with the *Standards for RTOs* at all times and meet Fit and Proper Person Requirements (*cl7.1*), and
- fee protection arrangements where pre-paid fees are in excess of \$1500 (*cl7.3*).

RTO overall compliance with the governance requirements was high. Compliance with the three elements relating to governance is reported in the chart below. 89% of RTOs were compliant with two or more of the three governance-related elements audited.



RTO compliance was highest in relation to the requirement that executive officers or high managerial agents are vested with sufficient authority to enable compliance with the *Standards for RTOs* at all times.

Governance - areas of compliance



42% (96) of the 228 RTOs audited required pre-payment of fees in excess of \$1500. Of these, 78% were compliant with the fee protection requirements (*cl 7.3*). Those that were found to be non-compliant had not provided information to prospective learners about protection arrangements for pre-paid fees in excess of \$1500.

6 STUDENT SURVEY

An online survey was conducted to seek feedback from recent graduates about the information provided by the RTO prior to enrolling in their course and their study experience.

A copy of the survey questionnaire is provided at **Attachment B**.

6.1 Survey methodology

The survey comprised nine questions seeking information about access to timely and sufficient pre-enrolment information. A free text area was also provided in the survey seeking any additional comments from participants about their training provider.

RTOs audited during August – October 2017 were asked to provide student lists of recent graduates from two training products delivered. Survey invitations were sent to 634 selected students. In total, 118 responses were received, indicating a 21% participation rate. This is a limited representation of the total number of students enrolled with Council registered RTOs, however the results of the sample were consistent with the audit outcomes and provided valuable insights into RTO practices.

6.2 Survey outcomes

Overall, recent graduates were satisfied with the information they received prior to enrolment, indicating that RTOs performed best at providing information to help learners understand how the course would meet their needs.

Awareness of organisations involved in training

- 87% of survey respondents reported that the same training provider they enrolled with also delivered the course.
- 20% of survey respondents reported that a different organisation other than their training provider was involved in recruiting or enrolling them. 79% of them were aware of this at the time they signed up for the course.

Enrolment incentives and promises

Survey respondents reported that some RTOs offered incentives to prospective learners to sign up for training:

- 9% of survey respondents were offered laptops or tablet to enrol in training, and
- 13% of respondents were promised jobs on completion of the training; this result is much higher than the audit finding that 2% of RTOs were non-compliant with the requirement not to offer guarantees on employment (*c/4.1/iii*).

Information provided prior to enrolment

Survey respondents were asked to rate whether the RTO provided enough information for them to understand:

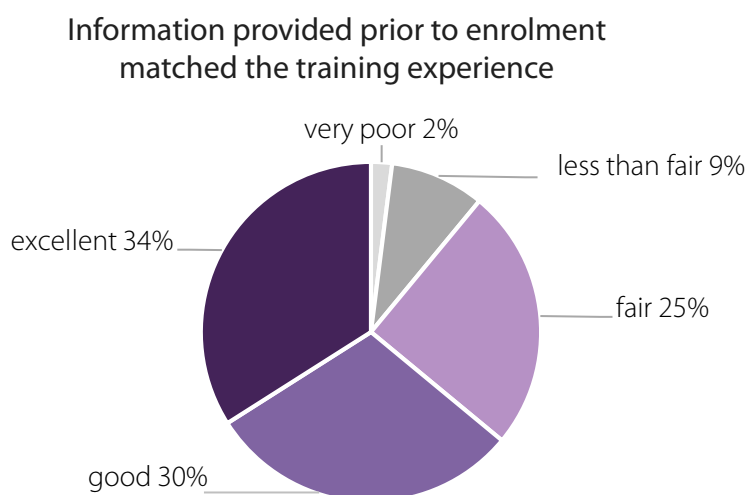
- how the course would meet their needs,
- the length of the course, study requirements and assessment methods,
- the process for lodging a complaint or an appeal, and
- fee payment terms and conditions and the RTO's refund policy.

More than 80% of survey respondents felt the information they were provided prior to enrolment was at least sufficient for their needs.

How well the pre-enrolment information matched the actual course experience

Survey participants were asked to rate how well the information they received prior to enrolment matched their actual experience during their training.

89% of recent graduates reported that the training delivered was fair or better than promised. This suggests that the actual course experience of most of the recent graduates matched the pre-enrolment information provided to them.



Other comments about the training provider

- 41 survey participants (35%) provided comments about their training provider. The majority of the comments (83%) were complimentary, and were about the trainers, the quality of training and customer service.
- 5 survey participants (12%) indicated there were opportunities for improvement in respect of the RTO and delivery of the course. These respondents also gave lower ratings for the information provided to them prior to enrolment and how well it matched up what was delivered during their course.

7 RECOMMENDATIONS

The audit found that most RTOs demonstrated high levels of compliance with most of the marketing requirements of the *Standards for RTOs*. Non-compliances were mainly due to some RTOs not obtaining prior consent to use other parties' images and information (cl4.1c), not making clear where third parties are involved in the delivery of training and assessment on its behalf (cl4.1f) and not using the title and code of training products as published on the National Register (cl4.1h).

The areas of lowest compliance point to a need for RTOs to improve the accuracy of marketing information through greater diligence in editing and document control of marketing and training materials, policies and procedures.

The findings relating to governance indicate that the majority of RTOs complied with requirements for executive officers or high managerial agents to meet Fit and Proper Person Requirements and be vested with the authority to enable compliance with the *Standards for RTOs*. Findings relating to non-compliance point to a need for RTOs to ensure their business documentation and processes are reviewed and updated regularly so they accurately reflect actual governance arrangements.

The following recommendations are proposed to address the findings of the Marketing and Governance Audit Strategy. The recommendations are aimed at supporting improvements in RTO marketing and governance practices and strengthening compliance with the *Standards for RTOs*.

1. As part of the 2017-2018 Annual Regulatory Strategy, the Council will continue to monitor compliance with:
 - a. *Standard 4* – provision of accurate and factual information about an RTO's products and services, and
 - b. *Clause 7.1b* - Fit and Proper Person Requirements.
2. The Council will expand its Education Program workshops to explain requirements mandated in the *Standards for RTOs* to ensure RTO marketing material is accurate, factual, and clearly spells out the rights and obligations of all parties involved.
3. The Council will explore the potential to expand Education Program workshops to include broader governance topics such as Fit and Proper Person Requirements, business processes and record keeping to support compliance.

8 APPENDIX A - *Standards for RTOs* audited

The following clauses of the *Standards for RTOs 2015* were audited:

Standard 4 – Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

4.1 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 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 certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title 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 FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- 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.

Standard 5 - Each learner is properly informed and protected.

- 5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:
- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
 - b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) 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 the RTO's behalf; and
 - v) any work placement arrangements.
 - c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
 - d) the learner's rights, including:
 - i) details of the RTO's complaints and appeals process required by Standard 6; and
 - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
 - e) the learner's obligations:
 - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii) any materials and equipment that the learner must provide; and
 - f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.
- 5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
- a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - ii) payment terms and conditions including deposits and refunds;
 - b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;

- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.

Standard 7 - The RTO has effective governance and administration arrangements in place.

7.1 The RTO ensures that its executive officers or high managerial agent:

- a) are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times; and
- b) meet each of the relevant criteria specified in the Fit and Proper Person Requirements in Schedule 3.

7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

9 APPENDIX B - Student Survey Questionnaire

Marketing and Recruitment

1. I knew the name of my training provider before I started training?

Yes
 No

2. Did the training provider offer you any incentives to sign up to the course (such as an iPad or a laptop)?

Yes
 No

3. How well did the information you received prior to enrolment (sign up) match what actually happened during your course eg class schedule, timeframes, cost?

Very Poor Fair Excellent

4. Did the training provider promise or guarantee you would get a job if you completed the course?

Yes
 No

5. Was there another organisation (different to your training provider) involved in recruiting or enrolling you in the course?

Yes
 No

9. Please rate if enough information was provided to you by the training provider prior to enrolment (sign up).

Was enough information provided for you to understand:

| | No information was provided | I did not have enough information | The information provided was sufficient for my needs | The information provided was comprehensive |
|---|-----------------------------|-----------------------------------|--|--|
| How the course would meet your needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The length of the course, study requirements and assessment (test) methods? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The process to make a complaint or an appeal? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Payment terms and conditions and refund policy? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10. Any other comments about the Training Provider?