Email: info@skillwisetraining.edu.au
Web: www.skillwisetraining.edu.au

Client Information Policy

Purpose

The purpose of this policy is to outline how Skillwise Training Pty Ltd intends to meet the regulatory requirements relating to providing accurate and accessible information to the prospective students as per the following clauses of the *Standards for Registered Training Organisations (RTOs) 2025*: -

Clause 4.1 Provide accurate and accessible information to prospective and current students.

Scope

This policy applies to all prospective and current students.

Policy

1. Policy statement

1.1. Skillwise Training Pty Ltd is committed to ensuring that current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make informed decision about undertaking training and assessment.

1.2. Skillwise Training Pty Ltd provides clear information regarding:

- Courses offered; including services, course content and vocational outcomes, as per Skillwise Training Pty Ltd scope of registration;
- Fees and charges, including payment terms, refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assistance;
- Client support;
- Flexible learning and assessment options;
- Appeals and complaints processes;
- Recognition of prior learning and credit transfer arrangements;
- Arrangements with third parties;
- Funding and subsidy arrangements (as applicable);
- Industry licences or regulated outcomes (relevant to course offerings);
- Certification; and
- Course resource requirements (additional or supplied).

2. Underpinning policy principles

2.1. Skillwise Training Pty Ltd provides accurate, relevant and up-to-date information to clients and prospective clients, prior to enrolment or commencement of training and assessment,

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regarding their training and assessment options so that they may make informed choices regarding their learning needs.

2.2. Skillwise Training Pty Ltd maintains an up-to-date website with full client information.

2.3. Course brochures have been developed for each training program and are available to all current and prospective clients.

2.4. All information provided to current and prospective clients:

2.4.1. Accurately represent the services being provided and training products on Skillwise Training Pty Ltd scope of registration.

2.4.2. Makes reference to another person or organisation only if that person or organisation has given consent;

2.4.3. Includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2025;

2.4.4. Makes clear where a third party is recruiting prospective learners for the RTO on its behalf;

2.4.5. Distinguishes where Skillwise Training Pty Ltd 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 provider;

2.4.6. Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;

2.4.7. Only advertises non-current training products while they remain on the Skillwise Training Pty Ltd scope of registration;

2.4.8. Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;

2.4.9. Does NOT guarantee that:

- A client will successfully complete a training product.
- A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package.
- A client will obtain a particular employment outcome where this is outside the control of Skillwise Training Pty Ltd.

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2.5. Information may be provided to current and prospective clients students in (but not limited to):

- Skillwise Training Pty Ltd website
- Policies and Procedures
- Course Brochures
- Student handbook
- Course confirmation letters
- Participant manuals
- Assessment resources
- Skillwise Training Pty Ltd social media

2.6. Where there are any changes to agreed services, Skillwise Training Pty Ltd will advise clients as soon as practicable (including any changes in relation to a new third party arrangement, a change in ownership, or changes to existing third party arrangements).

3. Client information

3.1. Information provided to clients and prospective clients will include, but is not limited to :

- RTO code;
- Course outcomes and pathways;
- Full code, title and currency of training product, as published in the national register;
- Estimated duration of the course;
- LMS system
- Training and assessment arrangement, including mode of delivery as Online;
- Enrolment and selection processes;
- Name and contact details for third party providers;
- Work placement arrangements (as relevant);
- Obligations of Skillwise Training Pty Ltd to the client, including quality assurance;
- Certification;
- Fees and charges, including deposits, payment options and obligations (specifically under VET FEE-Help or other government subsidy and financial support arrangements [as applicable]);
- Refund policy and processes;
- Provision for language, literacy and numeracy assistance and support;
- Educational and support services;
- Legislative and occupational licensing requirements (as relevant);
- Flexible learning and assessment options;
- Appeals and complaints procedures;

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- Recognition of prior learning and Credit transfer;
- Participant responsibilities and expected standards of behaviour;
- Third party provider obligations and assurances.
- Materials and resources to be provided by the client.

Related Documents

1. Marketing Policy and Procedures
2. Student Handbook
3. Course Enrolment Form