

Student information and protection

Students have the right to accurate and timely information before using their Skills First entitlement to government-subsidised vocational education and training.

This fact sheet summarises the type of information training providers must give students at various stages in their Skills First training – as they move from prospective students through to completing their program.

Information to prospective students

Victorian Skills Gateway profile

The [Victorian Skills Gateway](#) is a Department of Education and Training (the Department) website that helps prospective students find VET programs. You must register for and maintain an up-to-date profile on the Victorian Skills Gateway. Follow the [instructions](#) on the website.

The profile must include information about your delivery locations, programs and contact details. As well as being an obligation under the VET Funding Contract (the Contract), maintaining accurate and current information will help you attract new students.

Your public website information

Under the Contract, certain information must be maintained on your public website. This information must be kept up to date.

Fee information:

- the standard tuition fee for each Skills First program you offer
- student services and amenities fees
- text that reads 'The student tuition fees as published are subject to change given individual circumstances at enrolment'.

Subcontracting arrangements:

- the subcontractor's name
- the subcontractor's role in training and assessment.

Other information:

- a summary of your latest registration audit information
- your complaints and appeals process
- a list of all the Brokering Services providers you use
- where relevant, your online service standards.

Marketing and promotion obligations

You must be accurate, honest, ethical and responsible when promoting training and recruiting students. You must not mislead prospective students, even unintentionally.

You must give prospective students clear information about:

- the nature of the training
- the requirements of the training
- how much they will pay
- the training hours and commitment
- the assessment and expected outcomes of the training.

All promotional and recruitment activities must be carried out in accordance with the [Skills First Quality Charter](#).

Under [Australian Consumer Law](#), you must not engage in false or misleading practices.

Incentives to enrol are not allowed

You must not offer someone, either directly or indirectly, any incentives to enrol in Skills First training. This could be a financial incentive or otherwise. An example of a direct incentive is offering a prospective student a laptop or voucher.

As well as prospective students, incentives must not be offered to any other person or entity, such as an employer or social organisation. For example, offering equipment to a sports club if its members enrol in training.

Foundation Skills

If you offer Foundation Skills programs, but you aren't on the approved provider list, you must make it clear to prospective students that those programs aren't offered with a Skills First subsidy.

Information before enrolment

Consequences of using a Skills First entitlement

You must tell a student if they are being enrolled under the Skills First program.

You must explain to them how accessing Skills First training now will affect their future entitlement to government-subsidised training.

Subcontracting

If you are approved to subcontract any of your training and assessment, you must ensure that students clearly know they will enrol with you and not the subcontractor.

Pre-Training Review

You must follow the Pre-Training Review process with each student to decide if training is suitable and appropriate for them. The Pre-Training Review happens as part of enrolment or before training starts.

The information shared during this process helps students to decide whether the proposed training meets their aspirations and interests, and could lead to a job or further study.

Students with disabilities

Your promotional materials should encourage students with disabilities to access *Skills First* training.

Under the [Equal Opportunity Act 2010 \(Vic\)](#), you should make reasonable adjustments to support a student with a disability in undertaking their chosen program. You can use the Pre-Training Review process to identify what reasonable adjustments are needed.

Refund policy

You must give students a clear and reasonable refund policy before they enrol in training. The refund policy must meet the requirements of ASQA's [Standards for Registered Training Organisations 2015](#).

Privacy obligations

The personal information students give you is protected by privacy laws, including the [Privacy Act 1988 \(Cth\)](#), [Privacy and Data Protection Act 2014 \(Vic\)](#) and the [Australian Privacy Principles](#).

You must include a standard privacy notice in all enrolment forms.

Information before commencement

Statement of Fees

You must give a student a Statement of Fees before their training starts – even if they are not paying the fees (for example, where their employer is paying for training).

Under the [2022 Guidelines About Fees](#) a Statement of Fees must include:

- the code, title and currency of the program
- a quote for the total cost of the student's program
- the tuition fees (allowing for any concession or fee waiver entitlement) and other fees like student services, amenities or materials
- an estimate of the government contribution to the cost of the program, expressed in dollars.

The Statement of Fees does not need to include information already given to the student in a Training Plan or as general consumer information.

Practical placements need a written agreement

For practical placements, you must have a separate written agreement with the employer or host organisation, in addition to the Training Plan. This must be signed by you, the employer or host organisation, and the student before the placement starts.

The [Practical Placement Guidelines](#) set out specific requirements for you to follow when arranging a practical placement.

Information after commencement

Training Plan

You have up to four weeks after the start of training to develop a Training Plan.

You must create a Training Plan that tells students about the training and assessment for their program. Schedule 1 of the Contract lists the items you must include in the Training Plan.

This ensures that students know what to expect from their training, and everyone's respective obligations, including its intensity, duration, how they'll be taught and assessed, and by whom.

Training Plan requirements for non-apprentices/trainees

For non-apprentice/trainee students, you can provide them their Training Plan as one document or in multiple documents. You can give the same Training Plan information to a cohort of students who are doing the same training in the same way, or you can customise it for an individual. It must be kept up to date.

Non-apprentice/trainee students don't need to sign their Training Plan. However, you must have a business process to show how you approved the Training Plan information and made it available to the student.

Training Plan requirements for apprentices and trainees

Apprentices and trainees must have a personalised Training Plan that's developed with and signed by the employer (and a school representative if it's a School-Based Apprenticeship/Traineeship), the student and you.

The Training Plan needs to reflect the workplace arrangements. It must be kept up to date. Training Plan updates must be agreed with the apprentice or trainee and their employer, and you must give them both a copy of the updated version.

Student complaints

You must have a complaint handling and appeals process for receiving and resolving student complaints.

We sometimes receive complaints about training providers. We expect you to cooperate with us in handling student complaints by following our processes and acting in good faith.

Information at completion

Qualifications and statements of attainment

You must comply with regulatory standards and the [Australian Qualifications Framework](#) when issuing qualifications and statements of attainment. This includes requirements about the prescribed information that must be recorded on qualifications, statements of attainment and records of results.

Further information

Submit an enquiry via [SVTS](#).

[Fact sheet: Quality in online delivery](#)

2022 Online service standards