

# Student information and protection

This fact sheet summarises the type of information you must give to students as they move from prospective students through to completing their Skills First training.

## Prospective students

### Online presence

Your online presence must be accurate, up to date and include certain information.

<b>Victorian Skills Gateway profile</b>	<p>The <a href="#">Victorian Skills Gateway</a> is a website where prospective students can find VET programs. You must register for and maintain an up-to-date profile on the Victorian Skills Gateway.</p> <p>Your profile must include information about your delivery locations, programs and contact details.</p> <p>Maintaining accurate and current information will help you attract new students. To update your information, follow the <a href="#">instructions</a>.</p>
<b>Your public website information</b>	<p>You must maintain up-to-date information on your public website about:</p> <ul style="list-style-type: none"><li>• fee information<ul style="list-style-type: none"><li>○ the standard tuition fee for each Skills First program you offer</li><li>○ student services and amenities fees</li><li>○ text that reads ‘The student tuition fees as published are subject to change given individual circumstances at enrolment’</li></ul></li><li>• subcontracting arrangements<ul style="list-style-type: none"><li>○ the subcontractor’s name</li><li>○ the subcontractor’s role in training and assessment</li></ul></li><li>• other information<ul style="list-style-type: none"><li>○ your complaints and appeals process</li><li>○ a list of all brokering service providers you use.</li></ul></li></ul>

### Marketing and recruiting students

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

Under [Australian Consumer Law](#), you mustn’t engage in false or misleading practices.

You must carry out promotional and recruitment activities in accordance with the contract.

<b>Marketing and promotion</b>	<p>You must give prospective students clear information about:</p> <ul style="list-style-type: none"> <li>• the nature and requirements of the training</li> <li>• how much they will pay</li> <li>• the training hours and commitment</li> <li>• the assessment and expected outcomes for the training.</li> </ul>
<b>Incentives to enrol are not allowed</b>	<p>You mustn't offer someone, either directly or indirectly, any financial or other incentives to enrol in Skills First training. An example of a direct incentive is offering a prospective student a laptop or a voucher.</p> <p>As well as to prospective students, you must not offer incentives to any other person or entity, such as an employer or social organisation. For example, you must not offer equipment to a sports club if its members enrol in training.</p>
<b>Foundation skills</b>	<p>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 don't get a Skills First subsidy.</p>

## Enrolment process and before training starts

You must ensure your prospective students understand the enrolment process and their entitlements and fees under Skills First.

<b>Impact of using a Skills First entitlement</b>	<p>You must tell a student if you're enrolling them under the Skills First program.</p> <p>You must explain to them how accessing Skills First will affect their future entitlement to government-subsidised training.</p>
<b>Pre-training review</b>	<p>You must follow the pre-training review process with each student to decide if training is suitable and appropriate for them. You can do the pre-training review as part of enrolment or before training starts.</p> <p>You must gather information from the student to decide whether the proposed training meets their objectives and could lead to a job, further study or participation for those experiencing disadvantage.</p>
<b>Subcontracting</b>	<p>If we've approved that you can subcontract any of your training and assessment, you must ensure that students clearly know they will enrol with you and not the subcontractor.</p>
<b>Privacy obligations</b>	<p>The personal information students give you is protected by privacy laws, including the <a href="#">Privacy Act 1988 (Cth)</a>, <a href="#">Privacy and Data Protection Act 2014 (Vic)</a> and the <a href="#">Australian Privacy Principles</a>.</p> <p>You must include a standard privacy notice in all enrolment forms.</p>



Statement of fees	<p>You must give a student a statement of fees before their training starts – even if they are not paying the fees, such as if their employer is paying for training.</p> <p>A statement of fees must include:</p> <ul style="list-style-type: none"> <li>• the code, title and currency of the program</li> <li>• a quote for the total cost of the program</li> <li>• the tuition fees (allowing for any concession or fee waiver entitlement) and other fees like student services, amenities or materials fees</li> <li>• an estimate of the government contribution to the cost of the program, expressed in dollars.</li> </ul> <p>The statement of fees doesn't need to include information already given to the student in a training plan or as general consumer information.</p>
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## Policies to support students

You must have student-centered policies.

Student complaints	You must have a complaint handling and appeals process for receiving and resolving student complaints.
Refund policy	You must give students a clear and reasonable refund policy before they enrol in training. The refund policy must meet the requirements set by your regulator.
Students with disabilities	<p>Your promotional materials should encourage students with disabilities to access Skills First training.</p> <p>Under the <a href="#">Equal Opportunity Act 2010 (Vic)</a>, you should make reasonable adjustments to support a student with a disability. You can use the pre-training review process to identify what reasonable adjustments are needed.</p>

## Planning for training

### Training plan

You have up to 4 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, including its duration, how they'll be taught and assessed and by whom.

Training plan requirements differ for apprentices/trainees and for non-apprentices/trainees. The table on the following page summarises the differences.

Check schedule 1 of your contract for the information that you must include in the training plan.



Apprentices and trainees	Non-apprentices/trainees
<ul style="list-style-type: none"> <li>• Must be personalised</li> <li>• Must be developed with and signed by all relevant parties. This includes you, the student and the employer and a school representative if it's a school-based apprenticeship or traineeship.</li> <li>• Needs to reflect workplace arrangements.</li> <li>• Keep it up to date. Agree any updates with the apprentice or trainee and their employer. You must give them both a copy of the updated version.</li> </ul>	<ul style="list-style-type: none"> <li>• Can be one or multiple documents.</li> <li>• Can either:               <ul style="list-style-type: none"> <li>○ include the same information for a cohort of students who are doing the same training in the same way</li> <li>○ be customised for an individual student.</li> </ul> </li> <li>• Doesn't need to be signed. But you must have a business process to show how you approved the training plan information and made it available to the student.</li> <li>• Keep it up to date.</li> </ul>

### Practical placement agreement

In addition to the training plan, if your student will do a practical placement, you must have a written agreement with the employer or host organisation. You, the employer or host organisation and the student must sign the agreement before the placement starts.

The practical placement agreement must include information about each party's rights and obligations, the skills to be developed and assessed, the location of the placement, the start and finish dates, the length of the placement and the maximum hours per week.



### At completion

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