

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 VET Funding Contract (the Contract) rules about the type of information that training providers must give students at various stages in their training – as they move from prospective students through to completing their course

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 courses. 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, courses and contact details. As well as being a Contract obligation, 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* course 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 List

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

Online Delivery Restriction List

You can't market and promote a course as being delivered wholly online if it's on the Online Delivery Restriction List, found on SVTS.

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.

Not enrolling with the subcontractor

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)*, you should make reasonable adjustments to support a student with a disability in undertaking their chosen course. 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)*, the Australian Privacy Principles and the Victorian Information 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).

A Statement of Fees must include:

- a quote for the total cost of their course
- the tuition fees (allowing for any concession or fee waiver) and other fees like student services, amenities or materials
- an estimate of the government contribution to the course cost, which includes the *Skills First* subsidy

- information about the delivery of training and assessment (such as the location and duration of training).

The [2019 Guidelines About Fees](#) describe the minimum information required in a Statement of Fees (see sections 1.2–1.4 and 4.2).

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 to be delivered for their course (see the information requirements in Clause 7.2 of the Contract).

Its purpose is to ensure 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.

For non-apprentice/trainee students, the Training Plan can be one document or you can provide it 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 can customise it for an individual. It must be kept up-to-date.

You don't need to have a Training Plan signed if the student isn't an apprentice or trainee, but you do need to have a business process to show how you authorise the information and make it available to the student.

Training Plan requirements for apprentices and trainees

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

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 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.

FOR FURTHER INFORMATION

Submit an enquiry via SVTS.

Fact sheet: Quality in online delivery

2020 prescribed online service standards (issued via Contract Notification CN 2020-04)

CN 2018-04 Reporting of Brokering Services