

1. Purpose

This policy applies to all AAMC Training Group staff, contractors, and third-party partners involved in providing information to prospective and current VET students.

This policy supports AAMC Training Group's compliance with the principles of accuracy, accessibility, and transparency under the Standards for RTOs 2025.

2. Policy Statement

AAMC Training Group is committed to ensuring that current and prospective VET students 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.

All information provided to learners will be consistent across all platforms including the website, LMS, marketing materials, and third-party communications.

AAMC Training Group provides clear information provided in accessible formats and language appropriate to the learner's needs regarding:

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

3. Definitions

The following words and expressions have the following specific meaning, as in the 2025 Standards for Registered Training Organisations (RTOs).

3.1 Training support services means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled. These may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;

- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

3.2 Client Information – e.g. “Client information refers to all materials, documents, and communications that inform current or prospective students about AAMC Training Group’s operations, training products, and services.

3.3 Mode of delivery means the method adopted by an NVR registered training organisation to deliver training and assessment to VET students.

3.4 Scope of registration means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

3.5 Wellbeing support services means support services and resources to assist with VET students’ physical, mental and emotional wellbeing.

3.6 Digital Information Access – definition of how information is provided via LMS, website, or online channels.

4. Policy Principles

4.1 Underpinning Principles

- a) AAMC Training Group ensures all marketing and pre-enrolment information aligns with the latest details published on training.gov.au.
- b) AAMC Training Group provides accurate, relevant and up-to-date information to VET students and prospective VET students, prior to enrolment or commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.
- c) AAMC Training Group maintains an up-to-date website with full VET student information.
- d) Course brochures have been developed for each training program and are available to all current and prospective VET students.

- e) All information provided to current and prospective VET students:
 - i. Accurately represent the services being provided and training products on AAMC Training Group scope of registration;
 - ii. By third party partners must be approved by AAMC Training Group to prevent misinformation;
 - iii. Makes reference to another person or organisation only if that person or organisation has given consent;
 - iv. Includes the NRT logo only in accordance with the conditions of use specified in Clause 13 of the Compliance Requirements;
 - v. Makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
 - vi. Distinguishes where AAMC Training Group 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;
 - vii. Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;
 - viii. Only advertises non-current training products while they remain on the AAMC Training Group scope of registration;
 - ix. 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;
 - x. Does NOT guarantee that:
 - A VET student 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 VET student will obtain a particular employment outcome where this is outside the control of AAMC Training Group.
- f) Information may be provided to current and prospective VET students in (but not limited to) (see **Marketing Policy**):
 - i. AAMC Training Group website
 - ii. Policies and Procedures
 - iii. Course Brochures
 - iv. Course confirmation emails
 - v. Student handbook
 - vi. Assessment resources
 - vii. Training Journals
- g) Where there are any changes to agreed services, AAMC Training Group will advise VET students as soon as practicable through email and the Student Portal (including any changes in relation to a new third party arrangement or change to existing third party arrangements, a change in ownership, transition arrangements for superseded or expired training products, changes to fees, delivery locations or assessment requirements, etc.).

5. Client information

Client information includes:

- a) Information provided to VET students and prospective VET students will include, but is not limited to:
 - i. RTO code;
 - ii. Course outcomes and pathways;
 - iii. Full code, title and currency of training product, as published in the national register;
 - iv. Estimated duration of the course;
 - v. Expected course location (where applicable);
 - vi. Training and assessment arrangement, including modes of delivery available;
 - vii. Digital access requirements, including minimum technology specifications and online learning expectations
 - viii. Enrolment processes;
 - ix. Information on how personal information and records are protected under the Privacy Act 1988 (Cth).
 - x. Name and contact details for third party providers;
 - xi. Work placement arrangements (as relevant);
 - xii. AAMC Training Group obligations to the VET student, including quality assurance;
 - xiii. Certification;
 - xiv. Fees and charges, including deposits, payment options and obligations (specifically under VET FEE-Help or other government subsidy and financial support arrangements [as applicable]);
 - xv. Refund policy and processes;
 - xvi. Provision for language, literacy and numeracy assistance and support;
 - xvii. Training support services;
 - xviii. Wellbeing support services and reasonable adjustment;
 - xix. Legislative and occupational licensing requirements (as relevant);
 - xx. Flexible learning and assessment options;
 - xxi. Appeals and complaints procedures;
 - xxii. Recognition of Prior Learning and Credit Transfer;
 - xxiii. Participant responsibilities and expected standards of behaviour;
 - xxiv. Third party provider obligations and assurances;
 - xxv. Materials and resources to be provided by the VET student.

6. AAMC Training Group Responsibilities

The Compliance and Quality Assurance Team will monitor the accuracy of all public information and ensure version control across documents. The Director of AAMC Training Group is responsible for ensuring compliance with this policy.

7. Legislation

Legislation applicable to this policy includes (See **Legislation Compliance Policy**):

- Competition and Consumer Act 2010
- Fair Trading Legislation and Regulations
- Trade Practices Legislation and Regulations
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 (Cth)

8. Access & Equity

The AAMC Training Group **Access & Equity Policy** applies.

9. Records Management

All documentation regarding the provision of VET student information are maintained in accordance with **Records Management Policy**.

10. Monitoring and Improvement

All provision of VET student information practices are monitored by the Director of AAMC Training Group and areas for improvement identified and acted upon. (See **Continuous Improvement Policy**)

Learner feedback and complaints about unclear or misleading information will be reviewed and used to improve communication processes.