

1. Purpose

This policy and procedure ensures that all information and communication provided to prospective, current and graduating students is clear, accurate, consistent, accessible and timely. It supports compliance with the Standards for RTOs 2025 by setting minimum requirements for the content, channels, approval and management of student-facing information across the student lifecycle.

2. Scope

This policy and procedure applies to all AAMC Training Group staff, contractors and third-party partners involved in creating, approving or providing information to prospective and current students, including information published on the website, Student Portal/LMS, marketing materials, course brochures, the student handbook and direct communications (email, phone, meetings and notifications).

3. Definitions

Terms used in this policy and procedure align to the Standards for RTOs 2025. Key definitions include:

- Client information: all materials, documents and communications that inform current or prospective students about AAMC Training Group's operations, training products and services.
- Training support services: services and resources designed to support students to meet training product requirements and complete the training product in which they are enrolled (e.g., pre-enrolment materials, LLND support/referrals, reasonable adjustment, etc).
- Wellbeing support services: support services and resources to assist with students' physical, mental and emotional wellbeing.
- Mode of delivery: the method adopted by the RTO to deliver training and assessment to students.
- Scope of registration: the training products for which the RTO is registered to issue AQF certification documentation.
- Digital information access: the way information is made available via the website, Student Portal/LMS or other online channels, including expectations for student access and use.

4. Policy Statement and Objectives

AAMC Training Group is committed to ensuring that prospective and current students receive all relevant training and assessment information so they can make informed decisions about undertaking training and assessment.

Objectives:

1. Provide accurate and accessible information to students.
2. Ensure prompt communication of changes impacting students.
3. Support inclusive communication tailored to the needs of the student cohort.
4. Maintain consistent information across all platforms and communications, including third-party communications.

5. Principles

All student-facing information and communications must:

- Be accurate, relevant, consistent and up to date (including alignment with the latest details published on training.gov.au).
- Be provided in accessible formats and language appropriate to learner needs (including reasonable adjustment where required).
- Protect privacy and confidentiality in accordance with the Privacy Act 1988 (Cth) and internal privacy/records policies.
- Be approved and version-controlled, including where a third party communicates on behalf of AAMC Training Group.
- Clearly distinguish nationally recognised training and assessment (leading to AQF certification) from any other training or assessment.
- Reference another person or organisation only where consent has been obtained.
- Use the NRT logo only in accordance with the conditions of use (as applicable).

AAMC Training Group does not guarantee that:

- A VET student will successfully complete a training product.
- A training product can be completed in a manner that 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.

6. Minimum Information Requirements

Information provided to prospective and current Students must include, where relevant:

- RTO code and contact details.
- Training product code, title, currency and outcomes/pathways as published in the national register.
- Mode(s) of delivery, training and assessment arrangements, expected duration and (where applicable) delivery location.
- Enrolment processes and key course requirements, including any required resources or equipment to be provided by the student.
- Fees and charges (including deposits, payment terms and options), refund policy and any applicable funding/subsidy arrangements.
- Recognition of Prior Learning (RPL) and credit transfer arrangements.
- Complaints and appeals processes and how to access them.
- Training support services and LLND support/referrals.
- Wellbeing support services and reasonable adjustment/access and equity information.
- Digital access requirements (minimum technology specifications, online learning expectations and support).

- Third-party arrangements (where applicable), including the name and contact details of any third-party provider and clarity on who is delivering/assessing.
- Industry licensing, regulated outcomes and/or work placement arrangements (where relevant).
- How personal information and student records are protected under the Privacy Act 1988 (Cth).
- Certification arrangements and the conditions for issuance of AQF certification documentation.

7. Communication Channels and Methods

AAMC Training Group will use multiple channels to ensure students receive important information efficiently. The channel used will be appropriate to the message type, urgency and the needs of the student cohort.

Type of Communication	Primary Means	Audience
Social and general information	RTO website; marketing materials; promotional emails	Prospective and current students
Training product details, enrolment information, support services and fees	Email; Student Portal/LMS; website; phone calls; Student Handbook; Terms and Conditions	Prospective and current students
Changes to training products, delivery arrangements or fees	Email; Student Portal/LMS notifications; website; phone calls (where required)	Current students
Emergency and critical incidents	Email; Student Portal/LMS notifications; phone calls	Current students
General administrative updates	Email; Student Portal/LMS notifications	Current students
Feedback, complaints and appeals	Feedback forms; Student Portal/LMS; phone calls; email	Prospective and current students
Wellbeing and support services information	Student Handbook; phone calls; emails; website	Prospective and current students

8. Change Notifications

AAMC Training Group will inform affected students as soon as practicable when changes occur that impact their training and assessment, including:

- Training products are updated, replaced, superseded or expired (including transition arrangements where relevant).
- Fees, charges or payment arrangements change.
- Delivery mode, delivery location or assessment requirements change.
- Services, support arrangements or third-party arrangements change.
- Change in ownership or other material changes affecting the student experience.

Where appropriate, change notifications will be issued via email and the Student Portal/LMS, and may be supported by phone calls for time-critical or high-risk changes.

9. Roles and Responsibilities

Managing Director

- Overall accountability for compliance with this policy and approval of the policy and major updates.

General Manager/Compliance Support Officer

- Monitor the accuracy of all public information and communications, including the website and key student documents.
- Maintain version control across student-facing documents and templates.
- Review and approve third-party communications where they relate to AAMC Training Group training products or services.

All staff and contractors

- Use current, approved templates and approved channels for student communications.
- Escalate identified errors, inconsistencies or student feedback relating to unclear or misleading information.

10. Records Management, Privacy and Confidentiality

Records relating to the provision of student information and communications (including change notifications and significant student enquiries) must be maintained in accordance with the Records Management Policy. Personal information must be handled in accordance with the Privacy Act 1988 (Cth) and internal privacy requirements.

11. Access and Equity

The AAMC Training Group Access and Equity Policy applies. Information and communications will be adapted as needed to support inclusion, reasonable adjustment and accessibility.

12. Monitoring and Continuous Improvement

Provision of student information and communication practices are monitored by the General Manager and/or Compliance Officer. Learner feedback and complaints about unclear or misleading information will be reviewed and used to improve communication processes and materials.

13. Procedure

Pre-enrolment communications	
General Manager/ Compliance Officer	Review and approve pre-enrolment information (website, brochures, course information, fees and template communications) to ensure accuracy, consistency and alignment with the national register (training.gov.au) before publication or use.
Administration & Student Support/Learning Solutions Consultants	Provide prospective students with required pre-enrolment information, including fees and refund information, delivery mode and requirements, support services, complaints and appeals, and privacy/records handling, using approved templates and channels.
Administration & Student Support/Learning Solutions Consultants	Respond to prospective student enquiries within 24–48 hours (or sooner where urgent). Escalate any identified errors or inconsistencies immediately.

Ongoing communications for current students	
Administration & Student Support	Use the Student Portal/LMS and email as primary channels for administrative updates. Ensure messages are accessible and suitable for the cohort; provide reasonable adjustments where required.
Trainers and Assessors	Provide training and assessment communications (e.g., assessment feedback, resubmission guidance, etc)
All staff	Maintain communication records (including significant enquiries and advice provided) in accordance with the Records Management Policy and privacy requirements.

Change notifications affecting students	
General Manager	Identify and assess changes impacting students (e.g., training product transition, delivery mode/location changes, fees/charges, support service changes, third-party arrangements, ownership/material operational changes). Determine affected cohorts.
General Manager/Compliance Support Officer	Prepare and approve the change notification content and supporting materials (including transition options, student choices, timeframes, and where relevant refunds or alternative arrangements).
Administration & Student Support	Issue change notifications to affected students as soon as practicable via email and Student Portal/LMS notifications. Use phone calls for time-critical, high-risk or critical incident communications where required.
Administration & Student Support	Document the notification date, channels used, student responses/choices (where applicable), and any follow-up actions in the student management system/records.

Training Support and Wellbeing Communications

All Staff	During onboarding and at key points in the student lifecycle, provide information about training support services (including LLND support/referrals), wellbeing support services, reasonable adjustment, and how to access staff.
All Staff	Refer students to support services where learning, LLND or wellbeing needs are identified. Document referrals/adjustments in line with privacy and records requirements.
All Staff	Where support arrangements change (e.g., updated contact points, new services, third-party changes), communicate updates promptly via the Student Portal/LMS and email.

Feedback, complaints and appeals communications

All Staff	Ensure students are informed (pre-enrolment and ongoing) of feedback, complaints and appeals processes and how to access them. Provide accessible channels (forms, email, phone, meetings).
General Manager	Monitor themes in feedback/complaints about unclear or misleading information and coordinate improvements to templates, web content and communication practices as part of continuous improvement.

14. Related Documents

- Marketing Policy and Procedure
- Access and Equity Policy
- Records Management Policy
- Legislation Compliance Policy
- Continuous Improvement Policy
- Student Information and Communications Procedure

15. Legislation

- Competition and Consumer Act 2010
- Fair Trading legislation and regulations (as applicable)
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 (Cth)