

Student Information Policy

Purpose

The purpose of this policy is to ensure that selectability Training provides VET students with clear, accurate, and timely information about the RTO, its training products, associated fees, support services, third party arrangement and any changes that may affect them. This promotes informed decision-making and supports fairness and transparency in student engagement. selectability Training implements robust mechanisms for the provision, communication, and ongoing management of such information.

Scope

This policy applies to all:

- All current and prospective VET students.
- All staff involved in student recruitment, marketing, enrolment, and training delivery.
- Third parties delivering services on behalf of selectability Training.

Policy

selectability Training is committed to providing clear, accurate, current and accessible information to all prospective and enrolled VET students prior to enrolment and throughout their training journey. The information includes essential details about training products, delivery arrangements, support services, fees and charges, third-party involvement, licensing requirements, and any obligations on the RTO that may affect the student as well as their training. This could include changes to training products, including where a training product is superseded.

selectability Training ensures that such information is easily accessible, timely and communicated via multiple channels including the student handbook, website, enrolment documentation, and orientation materials to promote effective and informed decision-making.

Roles And Responsibilities

- **CEO:** Provides strategic oversight and approves all critical updates to student information and major policy changes. Reviews and authorises the information to be published.
- **Marketing Manager:** Provide guidance to the marketing team in the preparation of marketing information and content. Supports the RTO Manager to conduct quarterly reviews.
- **RTO Manager:** Reviews all information related to training products and the delivery prior to enrolment and at commencement. Reviews the information to be published for accuracy and compliance to all relevant regulations and provides recommendation for approval of marketing information.
- **Marketing Officer:** Create information documents and other collaterals publication. Checks all RTO marketing and advertising and public facing documentation for conformance with selectability brand guidelines.
- **Administration Officer:** Provides clear and accurate information to all students at the enrolment and orientation.
- **All Staff:** Maintain understanding of compliance obligations relating to accurate course advice, support service information, and suitability communication at enrolment.

Operational Procedure Table: Student information policy

Action	Responsible Staff	Supporting Document	Timing Frequency /	Compliance Mapping (Standard 2.1)
Information Material Development	Marketing Officer	Marketing Collateral, Training Product Brochures/Guides, Student Handbook, Pre Enrolment Pack	As required	2.1(a) – Pre-enrolment information must be clear and accessible
Information Accuracy and Compliance	Administration Officer and RTO Manager	Marketing Material Checklist	Prior to information being published	2.1(b) – Information must be accurate and up to date
Authorisation	CFO	Marketing Collateral, Training Product Brochures/Guides, Student Handbook, Pre Enrolment Pack	After Compliance review of information material	2.1(b) – CEO ensures compliance prior to public release
Publishing the Information	Marketing Manager or delegate	Marketing Information and CI Register	As required	2.1(b) – Evidence of published, current marketing materials
Review of Published information	RTO Manager	Any updates made during this review will be recorded in the Continuous Improvement Register	Quarterly	2.1(b) – Ongoing review for accuracy and compliance
Dissemination pre-enrolment information	Administration Officer or Trainer	Student Handbook, Pre-Enrolment Pack	As required	2.1(a), 2.1(e) – Students receive clear, actionable info before enrolment
Access to all Student support information	Trainer	Orientation Presentation	At Orientation session	2.1(d), 2.1(e) – Orientation reinforces student rights, obligations

Dissemination of Training and Assessment information	Student Support Officer, Trainers and Assessors and Assessors	Training Product Brochures/Guides, LMS	At Commencement	2.1(d), 2.1(e) – Ensures understanding of responsibilities, assessment, conduct
Notify changes to training products	RTO Manager	Student Communication Template, Continuous Improvement register	As required	2.1(c) – Students are notified of material changes promptly

Document Governance

Document Properties

Document Sponsor	CFO
Date Approved	25/03/2026
Category	RTO
Review Cycle	Every 3 years
Next Review Date	25/03/2029
Current Version	RTO.2008.V1.0
Implementation Plan	COO Newsletter, selectability Training Website
Board Committee	FAR

Related Documents and Legislation

Related Documents
<p>Marketing Review and Approval Form Marketing Information and Content Register Marketing Information and Online Content Review Tool Training Product Brochures/ Guides Pre Enrolment Pack including:</p> <ul style="list-style-type: none"> • Letter of Offer. • Student Written Agreement with statement of fee and charges and agreement terms. • Student Handbook with all relevant selectability Training policies <p>Orientation presentation. Continuous Improvement Register</p>
Legislation / Other instruments
<p>Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.1, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).</p>
Related RTO Policies

Training and Assessment Strategy Policy
 Assessment Policy
 Recognition of Prior Learning (RPL) Policy
 Credit Transfer (CT) Policy
 Student Support and Intervention Policy
 Diversity, Inclusion and Cultural Safety Policy
 Student Wellbeing Support Policy
 Feedback, Complaints and Appeals Policy
 Third-Party Arrangements Policy

Aligning Standards

Child Safety Principles

1. Child safety and wellbeing is embedded in organisational leadership, governance, and culture
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously
3. Families and communities are informed and involved in promoting child safety and wellbeing
4. Equity is upheld and diverse needs respected in policy and practice
5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
6. Processes to respond to complaints and concerns are child focused
7. Employees and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
9. Implementation of the national child safe principles is regularly reviewed and improved
10. Policies and procedures document how the organisation is safe for children and young people

2025 RTO Standards

Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.1

Document History

Version	Date	Review Notes	Officer
RTO.2008.V1.0	25/03/2026	Document Approved	CFO
RTO.2008.V1.0	23.02.2026	Draft created	RTO Manager