

Student Information Procedure

Purpose

The purpose of this procedure is to explain how the Student Information Policy is to be applied and the requirements that employees and students are to adhere to when providing, accessing, and updating student information. It ensures that selectability Training provides VET students with clear, accurate, and timely information about the RTO, its training products, associated fees, support services, third-party arrangements, and any changes that may affect them. This procedure enables informed decision-making, promotes fairness and transparency in student engagement, and ensures compliance with Outcome Standard 2.1.

Scope

This procedure applies to:

- **All current and prospective VET students** accessing information about selectability Training and its training products
- **All staff** involved in student recruitment, marketing, enrolment, training delivery, and student support, including:
 - Marketing Officers and Marketing Managers
 - Student Support Officers and Admission Officers
 - Administrators
 - RTO Managers
- **Third parties** delivering services on behalf of selectability Training
- **All information materials** provided to students, including:
 - Student Handbooks
 - Training Product Brochures/Guides
 - Pre-Enrolment Packs
 - Website content and online marketing materials
 - Orientation materials
 - Fee schedules and intake calendars

Procedure Statement

selectability Training ensures that accurate, current and compliant information is provided to prospective and enrolled students at all stages of the student lifecycle to support informed decision-making. **Developing Accurate Information and Material**

selectability Training ensures that:

- All information material created for student access (e.g. training product brochures, website content, student handbooks, other marketing material) is developed by Marketing Officers and forwarded to the RTO Administrator and RTO Manager for review.
- The Administrator completes a Marketing Review & Approval Form for every information and marketing material and / or document created to conform the accuracy of information and compliance to all regulatory requirements. The RTO Manager reviews the material and Marketing Review & Approval Form and provides a recommendation to the CEO or delegate. The CEO or delegate then authorises the information for publication.
- Once authorised, the Marketing Manager ensures the Marketing Information and Contents Register is updated.
- A quarterly review is conducted by the Marketing Manager and the RTO Manager with a Marketing Information and Online Content Review Tool, to ensure all selectability Training information published

on the various online platforms and the information being distributed or published by any third parties is up to date, accurate and compliant.

See the Course Marketing Policy and Procedure for more information.

Where an event occurs that may impact on the RTOs obligations, or may impact on the ability of the student to complete their course requirements, an information bulletin/newsletter or email will be prepared and reviewed by marketing and the CEO before being distributed to students.

Information to be provided to Students at key stages

Generally available information

selectability Training ensures the pre-enrolment information listed below is communicated to all prospective students, in plain English via the selectability Training Website and via Pre-Enrolment Pack at the enquiry and application stage. This ensures that students are provided with accurate and complete course information prior to enrolment (Performance Indicator 2.1(a).)

Training Product Details:

- Code and title.
- Duration and delivery mode.
- Training location and commencement dates.
- Scheduling and assessment requirements.
- Entry requirements including English language proficiency and licensing implications.
- Work placement requirements.
- Third party delivery arrangements.

Support Services:

- Academic support, LLN support, digital literacy support.
- Mental health and wellbeing referrals.
- Contact details and access pathways.
- Language, Literacy, Numeracy and Digital (LLND) skills support, including pre-enrolment assessment tools aligned with

Fees and Charges:

- Full list of fees and charges.
- Fee and Refund policy and payment terms.
- Student Information Policy and Procedure
- Availability of subsidies and government entitlements.

Student Obligations and Liabilities:

- Equipment/materials required.
- USI requirements.
- Work placement obligations, including worker probity checks (e.g. Blue Card, Yellow Card)
- Visa conditions and obligations
- Updates on contact details within 7 days of change.

At Enquiry

When an enquiry is received, an Administration Officer or the RTO Manager will contact the student to discuss the course they have enquired about. The following will be discussed:

- Requirements of the course
- The need for a USI
- Course details, cost, and payment methods
- The Language, Literacy, Numeracy and Digital Literacy requirements, including completing a LLN assessment and fitness of the course for student's needs.
- The enrolment process.

assessment.

The Pre-Enrolment Pack includes:

- **Student Handbook** - It is the primary comprehensive guide or information instrument for the students that outline essential information about their rights, responsibilities, and the services and policies of the RTO. It supports students to make informed decisions and understand what is expected of them throughout their training journey. The purpose of providing the Student Handbook prior to enrolment is to keep the students well informed and to promote transparency. It contains information on the following topics for the student, but is not limited to:
 - Introduction to selectability Training.
 - Location of selectability Training and Public Transport options.
 - Step by Step Application Process.
 - Financial capacity requirements, as of 10 May 2024
 - selectability Training obligations and student expectations.
 - Fees and refund policy.
 - Student Support & Wellbeing services (academic, wellbeing, LLN support, etc.).
 - Equity and diversity support arrangements.
 - Health, safety and emergency procedures.
 - Privacy and confidentiality obligations and arrangements.
 - Access and equity, including reasonable adjustments and disability support.
 - Student responsibilities (attendance, behaviour, academic integrity).
 - Training safety arrangements.
 - Training Product information (structure, duration, assessment methods).
 - Recognition of Prior Learning (RPL) and Credit Transfer.
 - Work placement requirements (if applicable).
 - Training and assessment policies and arrangements.
 - Academic Misconduct.
 - Complaints and appeals procedures.

Training Product Brochures/ Guides/ Website - The selectability Training website is the primary means of informing prospective students about the details of the training product leading to a qualification or units of competency. We may also prepare brochures/ guides for specific training programs. This information displayed on the website/ brochure/ guide contains the following minimum information:

- The nationally endorsed training product by code and title.
- The expected duration of study for the qualification.
- The entry requirements or prerequisites.
- The mode of delivery of training and assessment.
- The units of competency.
- The assessment requirements.
- Student resource requirements.
- The expected locations for delivery.
- Identify any third-party providers (if applicable).
- Identify any work placement arrangements.
- The expected occupational outcomes.
- Contact details for selectability Training.
- Identify the RTO by its legal name and RTO code.
- Fee Schedule
- Intake Calendar

RTO Administration Officers are trained to ensure this information is communicated clearly during the enquiry and application stages.

At Enrolment

Once the LLN and Digital Literacy assessments are completed, the process is as follows:

- A Trainer is assigned to discuss their results, and fitness of the course to their training needs. The following is to be discussed:
 - LLN abilities, and course requirements
 - Digital literacy, and course requirements, given significant online component of course
 - Placement requirements, if any, including supervision requirements
 - Credit Transfer and Recognition of Prior Learning arrangements
- The Trainer then completes a Trainer Debrief Form and contacts the RTO Administrator to confirm completion of pre-enrolment checks and suitability of course to the student.
- The RTO Administrator issues an invoice for the course deposit.
- The Student sends remittance.
- Once the RTO Administrator confirms payment of the deposit, the Confirmation of Enrolment is sent to the student from the Student Management System.
- Training Commences.

See the Student Enrolment Policy and Procedure for more detail.

At Exit

Deferment, Suspension and Cancellation

Students can only apply to selectability Training for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a revised Letter of Offer.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

selectability Training may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster and this has impacted on the student's studies; or
- a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or

selectability Training will use our professional judgement to assess each case on its merits.

Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

College Initiated Deferments, Suspensions or Cancellations

selectability Training may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with our Student Code of Conduct and Rules. Where this may occur, the following applies:

- Attendance will not be recorded during a period of suspension.
- selectability Training can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with selectability Training policies and/or Australian Law.
- If selectability Training intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).
- Before suspending or cancelling a student's enrolment selectability Training must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).
- Where selectability Training has a reason for concern for the welfare of those with whom the student may come into contact, selectability Training will cancel the student's enrolment prior to completion of any appeals process.

When conditions or training products change

selectability Training will promptly notify students of material changes as required including below:

- Any changes to training product content, delivery, Trainers and Assessors, or delivery locations.
- Transitions to superseded or discontinued training products.
- Changes to policies.
- Updates on third-party arrangements.
- Updates on ownership of the provider.
- A Continuous Improvement Register is maintained by the Administrator to track changes and communication dates.

Variation of process where Training is conducted in-person on campus

At times, selectability Training may conduct training and assessment in training products on its scope for specific cohorts of students in person at our facilities or at a client's facilities. When this occurs, information is still provided to students at key stages, with the addition of an Orientation session held at the beginning of a course, to ensure a student is properly informed of their rights and responsibilities, course requirements, USI requirements, and the training, assessment and certification processes.

Orientation Information

The Orientation session reinforces responsibilities, assessment policies and student rights.

All information that is provided to prospective students prior to enrolment and during enquiries via the Student Handbook or the website etc. is disseminated in person at the Orientation or Induction session. During orientation students have an opportunity to interact with the RTO team and discuss or clarify any concerns or queries they may have about the upcoming training.

During this session, the selectability Training Student Support Team provides detailed information on the following:

Category	Details Provided
Welcome & Introduction	RTO overview, campus tour, key staff introductions.
Training Product Information	Code, title, duration, delivery mode, structure, assessment overview.

Student Responsibilities	Attendance, academic conduct and progress requirements.
Support Services	Academic support, LLN support, personal/wellbeing services, trainer access.
Assessment Policies	Assessment methods, submission guidelines, resubmission, RPL, Credit Transfer.
Fees & Refunds	Total fees, payment schedule, Fee and Refund Policy, withdrawal procedures.
Complaints & Appeals	How to lodge a complaint or appeal, timeframes, escalation process.
Health & Safety	WHS obligations, emergency procedures, first aid, evacuation points.
Student Handbook & Agreement	Distribution and explanation of Student Handbook and Student Agreement form.

Once enrolment is completed, an induction process is completed with students, where the following information is shared:

Category	Information Provided
Trainer details	Trainer introduction, student introductions, class norms, group communication channels (email, LMS, etc.)
Training Product Overview	Detailed explanation of the structure, packaging rules, units/modules, learning outcomes.
Schedule & Timetable	Weekly timetable, term/semester structure, key dates (assessment due dates, holidays, placements)
Assessment Requirements	Assessment types, due dates, submission procedures, rules (e.g. plagiarism, late submissions), re-submission
Learning Resources	Training materials, prescribed texts, equipment, LMS login instructions, digital tools access
Trainer Access & Support	Trainer/assessor contact details, consultation hours, support processes
Work Placement Info (if applicable)	Placement schedule, supervision requirements, workplace safety, logbook overview
Reasonable Adjustments	How to request adjustments for disability or learning support
Classroom Expectations	Attendance, participation, conduct, WHS protocols, respect and cultural safety expectations
Student Communication	Where and how students will receive training product updates and feedback (e.g. LMS announcements, email)
Reminder of Policies	Brief recap of key policies: Complaints, Appeals, Code of Conduct, Assessment, Academic Integrity

Definitions

TAS	Training and Assessment Strategies, a document that describes the RTO's plans to deliver a training product.
RTO	Registered Training Organisations, a training organisation with the national VET regulator.
VET	Vocational Education and Training, a government body responsible for registering, accrediting, and auditing training providers to ensure they meet national quality standards for vocational education and training

Document Governance

Document Properties

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Implementation Plan	COO Newsletter, selectability Training Website
Board Committee	FAR

Related Documents and Legislation

Parent Policy / Framework
Link to Parent RTO policy
Related Documents
<p>Marketing Material Checklist</p> <p>Marketing Information and Content Register</p> <p>Marketing Information and Online Content Review Tool</p> <p>Training Product Brochures/ Guides</p> <p>Pre Enrolment Pack including:</p> <ul style="list-style-type: none"> • Payment information with statement of fee and charges, agreement terms, and payment methods. • Student Handbook with all relevant selectability Training policies • Link to LLN testing portal. <p>Orientation presentation.</p> <p>Continuous Improvement Register</p>
Legislation / Other instruments
National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).
Related RTO Procedures
<p>Training and Assessment Strategy Procedure</p> <p>Assessment Procedure</p> <p>Recognition of Prior Learning (RPL) Procedure</p> <p>Credit Transfer (CT) Procedure</p> <p>Student Support and Intervention Procedure</p> <p>Diversity, Inclusion and Cultural Safety Procedure</p> <p>Student Wellbeing Support Procedure</p> <p>Feedback, Complaints and Appeals Procedure</p> <p>Third-Party Arrangements Procedure</p> <p>Course marketing Procedure</p>

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 and 2.2

Document History

Version	Date	Review Notes	Officer
RTO.3008.V1.0	25/03/2026	Document Approved	CFO
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