

Checklist: Information to Provide to Students

The following information must be provided to students in print (may be electronic) prior to enrolment or on commencement of their course:

Item to include	Location	
	Online	Handbook
A process to determine the needs of the learner and their existing skills and knowledge (this may identify the opportunity for RPL or educational support services that are required)		
Qualification or VET accredited course code and title		
Currency of the course (current or superseded)		
Packaging rule information		
Units of competency (code and title)		
Estimated duration		
Expected locations at which training and assessment will occur		
Modes of delivery		
Name and contact details of any third party that will provide training and/or assessment (e.g. First Aid)		
Any work placement arrangements		
The RTO's obligation to provide quality training and assessment		
Body responsible for issuance (and re-issuance) of qualifications		
Learner's rights and responsibilities including:		
<ul style="list-style-type: none"> Complaints and appeals policy and procedure 		
<ul style="list-style-type: none"> Processes for the event of the RTO or a third party ceasing operations 		
<ul style="list-style-type: none"> VET Student Loan scheme obligations 		
<ul style="list-style-type: none"> Requirements the learner must meet to complete the course, such as travel, activities outside normal hours, etc. 		
<ul style="list-style-type: none"> Any equipment or materials the learner must provide, such as steel capped boots, uniform, tools, etc. 		
Fees, charges & refund information		
<ul style="list-style-type: none"> includes all fees such as training fees, administration fees, consumables, levies, etc. 		
<ul style="list-style-type: none"> payment terms and conditions 		
<ul style="list-style-type: none"> refund policy 		
<ul style="list-style-type: none"> Cooling off period 		
Explanation of competency based training and assessment		
Work placement (number of hours/days and other relevant information)		

Martyr Training Services

Licensing requirements		
Relevant legislation		
Third party arrangements		
Off-campus arrangements		
Pathways including options if the qualification is not completed		
Student support services including LLN, welfare and guidance services, access and equity		
Recognition of prior learning (RPL)		
Recognition of qualifications and Statements of Attainment issued by other RTOs/authorised issuing bodies, or the VET Registrar		
Methods to be used to inform learners of any changes to agreed services (such as new or changed third party arrangements, new or changed ownership etc.)		