

PART 3: OBLIGATIONS TO LEARNERS AND CLIENTS

STANDARD 5 (EACH LEARNER IS PROPERLY INFORMED AND PROTECTED)

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CONTEXT

In order to ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the RTO's responsibilities under these Standards, the RTO must provide learners with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment. This is to occur regardless of the manner in which the learner has been engaged, and whether the learner was initially engaged by the RTO itself or a third party.

The RTO is to provide or make readily available information to the learner that outlines the services the RTO will provide the learner, along with the rights and obligations of the learner and the RTO.

The RTO may provide information to the learner through one or more documents, for example an enrolment form, policy, employment contract or agreement, induction handbook or documented practice, training plan or training contract.

INTELLIGENT TRAINING SOLUTIONS GENERAL IMPLEMENTATION OF THIS STANDARD

To protect the best interests of our students and comply with this standard, Intelligent Training Solutions has implemented the following:

- Enrolment into all courses is to be conducted electronically via the ITS website.

REASON: Our website is full of information outline our courses requirements, student obligations for each course, our obligations to the student, and our training and assessment requirements for each course. By directing students to our website for enrolment, provides each student with the opportunity to review the information.

Our enrolment form is linked to our terms and conditions and publicly available online via our website. These terms and conditions provide students with information regarding, refunds, transfers, fees and charges, deferral and or withdrawal, payment obligations, and course extensions. This document also provides students with general information on how to changing personal details, the issuing of awards, and mandatory vaccination requirements.

- Services provided by us are publicly available on our website and referenced and or linked in our Learner Portal. Our policy and procedure are also publicly available via our online library located within the menu section of our website's home page. Students are also provided with a 'Student Administration and Form' online library, providing them with access to all relevant information, forms and documents.
- Intelligent Training Solutions uses enrolment forms, agreed program delivery plans, product disclosure statements, and student handbooks to comply with this criteria.

SUPPORTING DOCUMENTS

The following documents are referenced within this standard and can be located at:

LINK: <https://www.its.vic.edu.au/staff-administration/>

- Student Enrolment Form (All courses)
- Product disclosure statement (Certificate level courses only)
- Agreed program delivery forms (Short courses)
- Enrolment terms and conditions (All courses) – online document only.

RECORDS

Record	Description	Responsibility	Type of record	Retention
Student application and enrolment form(s)	Tool for collecting essential application information from applicants and completing the enrolment	Administration Manager	Electronic records and student file	Length of enrolment plus 2 years
Product disclosure statements (PDS)	Tool used for informing the student of the course requirements, their obligations to the course and RTO, provides students with a fee statement and an agreed program delivery	Administration Manager	Electronic records and student file	Length of enrolment plus 2 years
Agreed program delivery form	Tool used for providing students with a fee statement and an agreed program delivery plan	Administration Manager	Electronic records and student file	Length of enrolment plus 2 years
Enrolment terms and conditions	Online document used for providing students with information on general course and or enrolment requirements	Administration Manager	Electronic records with paper-based backup	To be archived, not deleted.

CLAUSE 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

IMPLEMENTATION

SINGLE UNIT AND SHORT-COURSES

The following must be implemented for all single unit and or short courses. Examples of these courses include, but are not limited to, first aid training, test and tag courses, and working at heights courses etc...

- Prior to enrolment, students are directed to the desired course webpage. These pages are detailed and contain relevant information about the course, the learners obligations and required time investment to successfully complete the course. These pages also include information on course suitability (who they are intended for) and encourage students to get in touch with our team to discuss a student's individual needs, skills, and competencies.

CERTIFICATE LEVEL COURSES

Unlike our short-courses, enrolment into our certificate level courses occurs in three stages.

- During the first stage, prospective students who call in and or email an enquiry first speak with a program coordinator and or enrolment officer who specialises in their course of interest. During this conversation, students are provided with the relevant and required information enabling them to make an informed decision on their prospective enrolment. This conversation averages the duration of 40 to 60 minutes.

During this stage, student are not allowed to enrol, instead are sent information and weblinks that contain the

information just provided to them. This allows the applicant to review the information and formulate additional questions.

- As part of the second stage, students have the time and opportunity to review in writing information previously discussed and sent to them. Once they are content, they are instructed to contact our enrolment officer to scheduled in a face-to-face (or zoom) enrolment session
- The third stage is known as our enrolment session. During this session, the enrolment officer will walk the student through the enrolment form, the product disclosure statement, the fee structure and payment options, and the agreed program delivery document. Once these documents are complete, the student enters a 24 hour cooling off period whereby we they can cancel their enrolment with fee or explanation.
- The last stage of the enrolment process involves sending the student a LLN assessment and copies of their enrolment form, PDS, and agreed program delivery. In the event that a student scores a low LLN result, the enrolment officer will contact the student to discuss the outcomes of the assessment and discuss course suitability with the applicant.

During any stage of the pre-enrolment process listed above, students are reminded to visit the course webpage. These pages are detailed and contain relevant information about the course, the learners obligations and required time investment to successfully complete the course. These pages also include information on course suitability (who they are intended for) and encourage students to get in touch with our team to discuss a student's individual needs, skills, and competencies.

Transparency is key!

CLAUSE 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b. the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - a. estimated duration
 - b. expected locations at which it will be provided
 - c. expected modes of delivery
 - d. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - e. any work placement arrangements.
- c. the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation
- d. the learner's rights, including
 - a. details of the RTO's complaints and appeals process required by Standard 6; and
 - b. if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e. the learner's obligations:
 - a. in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - b. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - c. any materials and equipment that the learner must provide; and

- f. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

IMPLEMENTATION

The following has been implemented prior to enrolment and complies with this clause:

Clause 5.2(a)

- Details about the code, title and currency of the training product is published on the course webpage for each accredited courses delivered by Intelligent Training Solutions.
- The unit/qualification code and title are published on the course enrolment page and again on the online enrolment form.

Clause 5.2(b)

- Details relevant to the training and assessment and educational support service are published on each course webpage and includes:
 - The estimated duration for each relevant component (face-to-face, personal online study etc..)
 - The expected location(s) for each course are publicly available on the course webpage and on the enrolment webpage.
 - The expected modes of delivery are available on the course webpage available to applicants prior to enrolment and on the agreed program delivery plan available to student prior to training and assessment.
 - Intelligent Training Solutions does not engage third-party providers/trainers
 - Intelligent Training Solutions currently does not engage in work placement arrangements

NOTE: The SIS30315 qualification is the only qualification listed on the scope of registration that requires work placement, however, Intelligent Training Solutions has not delivered this course since it was first added to its scope of registration.

Clause 5.2(c)

- Information on Intelligent Training Solutions obligations to the learner can be found publicly on our website and again on our Learner Portal

Clause 5.2(d)

- Information on the learner's right can be found publicly on our website under the menu item 'Student Administration and Forms'. Student are guided to this section via the enrolment form. As one of the terms and conditions of enrolment, students are to confirm that they understand their right to the student appeal process. To assist them with this understanding, the online enrolment form provides students with a direct link to the 'Student Administration and Forms' allowing students to search for the required information.

NOTE: All links relevant to a learner rights as directed to the 'Student Administration and Forms' encouraging students to see that this section of the website is where they can find anything related to their rights, responsibilities, and or obligations.

- Information related to what happens in the event Intelligent Training Solutions closes down can be found in the FAQs section of our website.

Clause 5.2(e)

- Intelligent Training Solutions does not engage with VET FEE-HELP

- Information on any requirements we have for the student to meet, enter and successfully complete their chosen course can be found on the course webpage (for short courses) and in the product disclosure statement (PDS) for certificate level courses.
- Information on materials and equipment students must provide can be found on the course webpage (all courses) and in the product disclosure statements (PDS) for all certificate related courses.

Clause 5.2(f)

- Intelligent Training Solutions does not hold a contract with Skills Vic or any other funded contract in any other state. Information on Government subsidy arrangements is still provided on course information pages (certificate level courses only).
- Students who may be eligible for a government funded position are referred to an external training provider. Intelligent Training Solutions provides a lists of ITS recommended approved providers.

NOTE: Intelligent Training Solutions has no obligation to provide students with names and phone number of external providers and does so in good faith.

CLAUSE 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a. all relevant fee information including:
 - a. fees that must be paid to the RTO; and
 - b. payment terms and conditions including deposits and refunds;
- b. the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c. the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - a. arrangement is terminated early; or
 - b. the RTO fails to provide the agreed services.

IMPLEMENTATION

The following has been implemented prior to enrolment and complies with this clause:

Clause 5.3(a)

- Information relating to fees can be found on each course webpage, on the enrolment form, on the agreed program delivery forms and, for certificate level courses, in the PDS.
- Information on payments terms and conditions, including deposits and refunds can be found in the enrolment terms and conditions and on the course information pages.

Clause 5.3(b)

- Information on the learner's rights related to fees, cooling off periods, refunds, etc... can be found on the enrolment terms and conditions, and for certificate level courses, also on the students PDS.
- Information on a learner's right to obtain a refund for services not provided by us is publicly available on the enrolment terms and condition located on our website and via a link on our online enrolment forms.

CLAUSE 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements.

IMPLEMENTATION

The following has been implemented prior to enrolment and complies with this clause:

- Intelligent Training Solutions does not engage the services of a third-party.
- In the event that there is a change to the agreed service documented by us and the student at the time of enrolment, the training manager will, in writing, provide the student with an update to the courses agreed program delivery. Students will be provided with an opportunity to discuss any such changes prior to implementation.

RESPONSIBILITY FOR COMPLIANCE TO THIS STANDARD

- The Chief Executive Officer is responsible for the scheduled review and maintenance of this procedure together with the development and maintenance of the associated documents listed in the 'Supported Documents' section of this document.
- The Administration Manager is responsible for the administration support of this standard.
- The Training Manager is responsible for the operational implementation of this standard.

PROCEDURE NOTES AND EXPLANATIONS

Nil