

Understanding Requirements for Informing Learners

It is critical that prospective learners are being given sufficient, accurate information about the services an RTO is providing so that they can make an informed decision about the training product/s being offered. RTOs need to transparently present their services, performance, and course details.

Legislative Requirements - Standards for RTOs 2015

1. **Standard Four:** Accurate and Accessible Information

All RTOs are required to offer transparent, accurate, and accessible information about their services and performance to both prospective and current learners. This includes information about:

- The RTO and its services
- The performance of the RTO
- Consumer rights of learners
- Funding entitlements
- Implications of transitioning qualifications

This information can be presented through the RTO's website, brokers, or other third parties.

2. **Standard Five:** Learner Information and Protection

RTOs must ensure that each learner is properly informed and protected. This involves:

- Providing advice about appropriate training products considering the learner's existing skills and competencies
- Making current and accurate information available that enables the learner to make informed choices

This information can be in print or digital format and must be provided prior to or at the commencement of training.

Information Requirements

At a minimum, RTOs must provide the following information:

- Code, title, and currency of the training product(s)
- Course of study entry requirements
- Obligations of the student and the RTO
- Required materials and equipment and their provision
- Details of the training and assessment program
- Expected training outcomes
- Work placement details if any
- Learner rights, including refund policies, complaint, and appeal processes
- Consequences if the training ceases to be delivered

It's also recommended that RTOs include information about the issuance of certification, and the regulatory body ensuring the quality of their services.

The main goal of providing this information is to ensure that learners can make an informed choice about which RTO and course best aligns with their aspirations, existing skills, and specific needs. RTOs should be clear about course delivery, operations, and what a student can expect from their services. RTOs can use different means, such as a Student Handbook, website, or other similar platforms, to share this critical information with learners.

Note: This VET Fact Sheet provides general information and should not be considered as legal advice.