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## Client Information Policy and Procedure

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# Client Information Policy and Procedure



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## Introduction

Streamline Training Group is dedicated to making sure that all prospective clients and stakeholders receive suitable and sufficient information about the products and services that it offers.

## Purpose

To ensure that prospective clients and stakeholders receive sufficient, clear and accurate information to make an informed choice about the organisation's services.

## Scope

This policy and procedure applies to all nationally accredited courses offered by Streamline Training Group for qualifications and Statements of Attainment issued under the Australian Qualifications Framework.

## Responsibilities

CEO, Training and Assessment, Administration.

## Definitions

**Access and Equity** Streamline Training Group policies and approaches aimed at ensuring operations are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, dis/ability, sexuality, language, literacy and/or numeracy skills, un/employment, imprisonment or geographic location (amongst others) may present a barrier to access, participation and the achievement of suitable outcomes

**AQF** means Australian Qualifications Framework that is on force at any time during Streamline Training Group's registration as an RTO.

**Client** means the person who uses/purchases the services of Streamline Training Group

**RTO Operations** means all of operations of Streamline Training Group including (but not limited to) training, assessment, administration, student support services, partner providers (including those offshore)

**Learner** means the person being trained and/or assessed by Streamline Training Group for the purpose of issuing a qualification from the Australian Qualifications Framework (AQF)

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**USI** Unique Student Identifier (as per the meaning given to it by the Student Identifier's Act 2014).

## Alignment

Standards for Registered Training Organisations (RTOs) 2015
Clause 3.1-3.4, Appendix 2, Schedule 4, Appendix 2, Schedule 5

## Policy Statement

Streamline Training Group ensures that all prospective clients receive all information that they require to make an informed decision about the organisation and the products and services it provides in relation to nationally recognised training.

### Sufficient Information for an Informed Choice

To ensure that all clients are provided with sufficient information regarding the organisation, the following information must be provided either in hard copy if requested or electronically (via email if requested), however all relevant information will be available on Streamline Training Group's website:

- Code of Conduct;
- Course information, outcomes and pathways (including course brochures, licensing outcomes and employment opportunities;
- Learning and assessment arrangements (including the delivery types, assessment types, timetabling and assessment schedule;
- National Recognition and RPL arrangements;
- Fees, charges and refunds (including all charges associated with enrolling in the course, a copy of the Refund Policy & Procedure);
- Client selection and enrolment (including eligibility criteria and how applications are assessed);
- Client support services
- Legislative and occupational licensing requirements; and
- Complaints and Appeals Policy & Procedure.

### Information is Accurate and Up-To-Date

All staff must confirm the accuracy and currency of information before it is released; this can be done by confirming the version control information.

Obtain client feedback about information provided to assist the organisation with its continuous improvement processes.

### Improvements to Client Information

All information provided to clients is subject to the Monitoring Review Procedure and Continuous Improvement Procedure.

All staff must document changes to:

- Information materials for clients;
- Media used to disseminate information; and
- Benchmarking data with other providers.

## Production of Information Materials

All staff, when distributing information to clients, must:

- Confirm that all information materials are accurate and ethical before production;
- Confirm with the Chief Executive Officer prior to production, whether external or internal (in-house), to ensure final materials are compliant;
- Confirm that information materials are distributed to appropriate locations to ensure increased accessibility for clients; and
- Archive and dispose of superseded information materials.<sup>4</sup>

## Dissemination of Information to Clients

Administrative staff must:

- Supply a complete pre-enrolment information package to potential clients. A complete pre-enrolment package includes:
  - Marketing materials specific to the course of interest;
  - Licensing and registration information as relevant;
  - Student Handbook;
  - Application for Admissions Form;
  - Refund Policy & Procedure;
  - Complaints & Appeals Policy & Procedure; and
  - Any other information requested.
- Arrange inductions or further information as necessary to fully inform the potential student of all relevant information.
- Confirm that the client and, where relevant, stakeholders, have received and understood all pre-enrolment information before accepting an enrolment.

Training & assessment staff must:

- Conduct induction or orientation and detailed course information including the training & assessment strategy, assessment process, credit transfer and RPL.

All staff must provide further information updates via student bulletins or meetings, memos, notice boards, web site, promotional materials, etc. as they become available.

## Continuous Improvement

Streamline Training Group will collect and evaluate feedback regarding information materials, including the orientation program, to ensure that they are clear to clients and continue to meet client needs. All feedback will be incorporated into continuous improvement activities of the organisation.

## Related Procedures

- Partner Arrangements Procedure;
- Work Based Training Procedure;
- Compliance with Legislation Procedure;
- Recognition of Learner Needs/Reasonable Adjustment Procedure;
- Complaints and Appeals Procedure;
- Fees, Charges and Refund Procedure;
- Accuracy and Integrity of Marketing Procedure; and
- Orientation Procedure

## Related Documents

- Client Enquiry Form
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