ACCURATE AND ACCESSIBLE INFORMATION POLICY

POLICY NUMBER:	EIT04	VERSION:	5.0
DATE ADOPTED:	7 December 2020	DATE LAST REVIEWED:	28 Feb 2022
DATE OF NEXT REVIEW:	28 Feb 2025	REVIEW FREQUENCY:	Three Years
AUTHORISED BY:	Academic Board	REVIEWED BY:	CEO, Marketing Manager, Accreditation & Compliance Manager
POLICY OWNER	Marketing Manager		
COMMUNICATION	All relevant staff will be automatically notified by email when the reviewed policy has been authorized. Staff will also be notified in regular team meetings. All meetings will be minuted.		

Policy context: This policy relates to:

STANDARDS FOR RTOS 2015	Standard 4
VET STUDENT LOANS RULES 2016	Section 140.
LEGISLATION OR OTHER REQUIREMENTS	*Copyright Act 1968 (Cwth.).* *Freedom of Information Act 1992 (WA)* - Google AdWords Advertising Policies. *National Vocational Education and Training Regulator Act 2011 (Cwth.).* *Privacy Act 1988 (Cwth.).* *Standards for Registered Training Organisations (RTOs) 2015 (Cwth.)* - VET Quality Framework (link to ASQA's outline of the Framework). *VET Student Loans Act 2016 (Cwth.).* *VET Student Loans Rules 2016(Cwth.).* *Vocational Education and Training Act 1996 (WA)*
OTHER POLICIES	All EIT Overarching and Supplementary Policies *Note: All EIT policies can be found at https://www.eit.edu.au/about/policies-procedures/*
FORMS AND OTHER DOCUMENTS	- Conditions of use of the NRT logo (ASQA) - Use of the Australian Qualification Framework (AQF) Logo - Course Brochures - Application Forms - Tuition Fee information - EIT Website - Student Handbook: *Online Students*

WHEN PRINTED THIS IS AN UNCONTROLLED DOCUMENT

	o *On Campus Students*
	• SUGARCRM Email Campaigns
	• Online marketing (SEO/SEM)
	• Magazines/Publications
	• Social media (Facebook, Instagram, LinkedIn etc) cannot mention that VET Student Loans are an option for eligible students.
	• *VET Student Loans Style Guide*
	• Education Portals, and
	• Marketing Plan.
DEFINITIONS	Refer to EIT Training Glossary - *https://www.eit.edu.au/about/policies-procedures/*
EVIDENCE	See Internal EIT folders for locations of the above "Forms and Other Documents"

Policy Information:	
POLICY	**EIT will ensure information about us, our services and performance, whether disseminated directly by us or on our behalf, is both accurate and factual and is available to inform prospective and current learners and clients.**
SCOPE	This policy applies to all VET staff, students and stakeholders.
PRINCIPLES	EIT will achieve this policy by ensuring, all information about our services and performance: 1. accurately represents the services we provide and the training products on our scope of registration 2. includes our RTO Code 3. has the prior consent of a person or organisation when they are referred to in our marketing material 4. uses the NRT Logo only in accordance with the conditions of use specified in the *Conditions of Use of the NRT Logo* document 5. clearly indicates where a third party is recruiting prospective learners for EIT on our behalf 6. distinguishes where we deliver training and assessment on behalf of another RTO, or where training and assessment is being delivered on our behalf by a third party 7. distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by us 8. includes the title and code of any training product, as published on the National Register (training.gov.au), referred to in that information 9. only advertises or markets a non-current training product while it remains on our scope of registration 10. only advertises or markets that a training product we deliver will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised

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11. includes details about any VET Student Loans, government funded subsidy or other financial support arrangements associated with EIT's provision of training and assessment

12. uses the VET Student loans logo as per the guidelines published by the Department of Education, Skills and Employment (DESE), and

13. does not guarantee that:

    13.1 a learner will successfully complete a training product on its scope of registration, or

    13.2 a training product can be completed in a manner which does not meet the requirements of Standards for RTOs clause 1.1 & 1.2, or

    13.3 a learner will obtain a particular employment outcome where this is outside the control of EIT.

END OF DOCUMENT