

## LEARNERS ARE INFORMED AND PROTECTED POLICY

<b>POLICY NUMBER:</b>	EIT05	<b>VERSION:</b>	5.0
<b>DATE ADOPTED:</b>	7 December 2020	<b>DATE LAST REVIEWED:</b>	16 March 2022
<b>DATE OF NEXT REVIEW:</b>	16 March 2025	<b>REVIEW FREQUENCY:</b>	3 Years
<b>AUTHORISED BY:</b>	Academic Board	<b>REVIEWED BY:</b>	Marketing Manager, Accreditation & Compliance Manager
<b>POLICY OWNER</b>	Marketing Manager		
<b>DOCUMENT MANAGEMENT:</b>	W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures		
<b>COMMUNICATION</b>	<p>All relevant staff will be automatically notified by email when the reviewed policy has been authorised.</p> <p>Staff will also be notified in regular team meetings. All meetings will be minuted.</p>		

**Policy context:** This policy relates to:

<b>STANDARDS FOR RTOs 2015</b>	Standard 5 – Clauses 5.1-5.4
<b>LEGISLATION OR OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• <a href="#">National Vocational Education and Training Regulator Act 2011</a>.</li> <li>• <a href="#">VET Quality Framework</a> (link to ASQA's outline of the Framework).</li> <li>• <a href="#">Privacy Act 1988</a>.</li> <li>• Google AdWords Advertising Policies.</li> </ul>
<b>OTHER POLICIES</b>	<p>All EIT Overarching and Supplementary Policies</p> <p><a href="https://www.eit.edu.au/about/policies-procedures/">https://www.eit.edu.au/about/policies-procedures/</a></p>
<b>FORMS AND OTHER DOCUMENTS</b>	<ul style="list-style-type: none"> <li>• Course Brochures</li> <li>• EIT Website</li> <li>• SUGARCRM</li> <li>• FAQ Document</li> <li>• Online Application Forms</li> <li>• Tuition Fee information</li> <li>• Student Handbook</li> <li>• Course Confirmation Email</li> <li>• Student Management System</li> <li>• Customer Relationship Management (CRM)</li> <li>• Individual Course Folders</li> <li>• Email Enquiry Templates</li> </ul>
<b>DEFINITIONS</b>	Refer to EIT VET Policy Glossary - <a href="https://www.eit.edu.au/about/policies-procedures/">https://www.eit.edu.au/about/policies-procedures/</a>
<b>EVIDENCE</b>	See Internal EIT folders for locations of the above "Forms and Other Documents".

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<b>Policy Information:</b>	
<b>POLICY</b>	<b>EIT ensures its students are adequately informed and protected.</b>
<b>SCOPE</b>	This policy applies to all VET staff
<b>PRINCIPLES</b>	<p>EIT will achieve this policy by providing, prior to enrolment or the start of training and assessment, whichever comes first:</p> <ul style="list-style-type: none"> <li>• advice to prospective learners about the training product appropriate to their needs, taking into account the individuals existing skills and competencies</li> <li>• current, accurate information, in print or through referral to an electronic copy, that enables the learner to make informed decisions about undertaking training with EIT and at a minimum includes the following content:             <ul style="list-style-type: none"> <li>○ the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register</li> <li>○ the training and assessment, and related educational and support services EIT will provide to the learner including the:                 <ul style="list-style-type: none"> <li>▪ estimated duration</li> <li>▪ expected locations at which it will be provided</li> <li>▪ expected modes of delivery</li> <li>▪ 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 EIT's behalf, and</li> <li>▪ any work placement arrangements.</li> </ul> </li> </ul> </li> <li>• information on EIT's obligations to the learner, including our responsibility for the quality of the training and assessment in compliance with the Standards for RTOs and for the issuance of the AQF certification documentation.</li> <li>• information on the learner's rights, including:             <ul style="list-style-type: none"> <li>○ details of EIT's complaints and appeals process, and</li> <li>○ if EIT, 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.</li> </ul> </li> <li>• information on the learner's obligations in relation to:             <ul style="list-style-type: none"> <li>○ the repayment of any debt to be incurred under the VET Student Loans scheme arising from the provision of services</li> <li>○ any requirements that EIT requires the learner to meet in order to enter and successfully complete their chosen training product, and</li> <li>○ any materials and equipment that the learner must provide</li> </ul> </li> <li>• information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.</li> <li>• information in relation to the collection of fees, either directly or through a third party, which specifies;             <ul style="list-style-type: none"> <li>○ all relevant fee information including:                 <ul style="list-style-type: none"> <li>▪ fees that must be paid to EIT, and</li> <li>▪ payment terms and conditions including deposits and refunds</li> </ul> </li> <li>○ the learner's rights as a consumer, including but not limited to, any statutory cooling-off period, if one applies</li> <li>○ the learner's right to obtain a refund for services not provided by EIT in the event:</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>▪ the arrangement is terminated early, or</li><li>▪ EIT fails to provide the agreed services.</li></ul> <ul style="list-style-type: none"><li>• advising learners as soon as practicable where there are any changes to agreed services, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements.</li></ul>
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**END OF DOCUMENT**