



Client Information Policy

Approved by: RTO Administrator
Revision: 1.5
Revision Date: 29-05-2020

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DTW Designs (Qld) Pty Ltd
RTO 31507
21 Toolara Street
The Gap Queensland 4061

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Purpose

DTW Designs (Qld) Pty Ltd is committed to providing quality training and assessment following the Standards for Registered Training Organisations (SRTOs 2015). As such, DTW Designs (Qld) Pty Ltd is required to make available accurate and accessible information about the RTO, its services and performance to prospective and current clients.

Policy Statement

DTW Designs (Qld) Pty Ltd is committed to ensuring that current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make an informed decision about undertaking training and assessment.

DTW Designs (Qld) Pty Ltd provides clear information regarding:

- Courses offered; including services, course content and vocational outcomes, as per DTW Designs (Qld) Pty Ltd scope of registration;
- Fees, including payment terms, the refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assistance;
- Client support;
- Flexible learning and assessment options;
- Appeals and complaints processes;
- Recognition of prior learning and credit transfer arrangements;
- Arrangements with third parties;
- Funding and subsidy arrangements (as applicable);
- Industry licences or regulated outcomes (relevant to course offerings);
- Certification; and
- Course resource requirements (additional or supplied).

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and Support Services

May include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners following the access and equity policy;



- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

Mode of Delivery

Means the method adopted to deliver training and assessment, including online, distance, or blended methods.

Scope of Registration

Means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

Policy Principles

Underpinning Principles

- a) DTW Designs (Qld) Pty Ltd provides accurate, relevant and up-to-date information to clients and prospective clients, before enrolment or commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.
- b) DTW Designs (Qld) Pty Ltd maintains an up-to-date website with full client information.
- c) All information provided to current and prospective clients:
 - i. Accurately represent the services being provided and training products on DTW Designs (Qld) Pty Ltd scope of registration;
 - ii. Refers to another person or organisation only if that person or organisation has given consent;
 - iii. Includes the NRT logo only following the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;



- iv. Makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
 - v. Distinguishes where DTW Designs (Qld) Pty Ltd is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third-party provider;
 - vi. Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;
 - vii. Only advertises non-current training products while they remain on the DTW Designs (Qld) Pty Ltd scope of registration;
 - viii. Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
 - ix. Does NOT guarantee that:
 - a. A client will complete a training product successfully;
 - b. A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package;
 - c. A client will obtain an employment outcome where this is outside the control of DTW Designs (Qld) Pty Ltd.
- d) Information may be provided to current and prospective clients students in (but not limited to) (See Marketing Policy):
- i. DTW Designs (Qld) Pty Ltd website
 - ii. Policies and Procedures
 - iii. Student Handbook
 - iv. Course confirmation letters
 - v. Participant manuals
 - vi. Assessment resources
 - vii. Training Journals
- e) Where there are any changes to agreed services, DTW Designs (Qld) Pty Ltd will advise clients as soon as practicable (including any changes to a new third-party arrangement, a change in ownership or changes to existing third-party arrangements).

Client information

- a) Information provided to clients and prospective clients will include, but is not limited to:
- i. RTO code;
 - ii. Course outcomes and pathways;
 - iii. Full code, title and currency of training product, as published in the national register;



- iv. The estimated duration of the course;
- v. Expected course location;
- vi. Training and assessment arrangement, including modes of delivery available;
- vii. Enrolment and selection processes;
- viii. Name and contact details for third-party providers;
- ix. Work placement arrangements (as relevant);
- x. DTW Designs (Qld) Pty Ltd obligations to the client, including quality assurance;
- xi. Certification;
- xii. Fees, including deposits, payment options and obligations (specifically under VET FEE-Help or other government subsidy and financial support arrangements [as applicable]);
- xiii. Refund policy and processes;
- xiv. Provision for language, literacy and numeracy assistance and support;
- xv. Educational and support services;
- xvi. Legislative and occupational licensing requirements (as relevant);
- xvii. Flexible learning and assessment options;
- xviii. Appeals and complaints procedures;
- xix. Recognition of prior learning and Credit transfer;
- xx. Participant responsibilities and expected standards of behaviour;
- xxi. Third-party provider obligations and assurances;
- xxii. Materials and resources to be provided by the client.

DTW Designs (Qld) Pty Ltd Responsibilities

The Managing Director DTW Designs (Qld) Pty Ltd is responsible for ensuring compliance with this policy.

Legislation

Legislation applicable to this policy includes (See Legislation Compliance Policy):

- Competition and Consumer Act 2010
- Fair Trading Legislation and Regulations
- Trade Practices Legislation and Regulations

Access & Equity

The DTW Designs (Qld) Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

Records Management

All documentation regarding the provision of client information is maintained following the Records Management Policy. (See Records Management Policy)



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Monitoring and Improvement

All provisions of client information practices are monitored by the Director DTW Designs (Qld) Pty Ltd and areas for improvement identified and acted upon. (See Continuous Improvement Policy)