

Information Policy and Procedure

Version 1.0

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Coverage

Outcome Standards for NVR Registered Training Organisations 2025

Quality Area 2 – VET Student Support

Division 1- Information

Standard 2.1

Overview

ATQ College systematically implements strategies frame- worked through written policy and procedure and operationalised through written forms, templates and manuals to ensure that VET students and relevant third parties have access to clear and accurate information concerning the ATQ College, the relevant training product, student training and well-being support services, fees costs and charges and any funding, obligations and liabilities, involvement of third parties and students are made aware of any changes that might affect them; the continuous implementation, review and improvement of these strategies is based on a review of performance indicators to ensure the continuance of quality training and support services.

The implementation of this policy and procedure forms part of the ATQ College quality management system which is based on principles including a strong customer focus, the active involvement of management, a process-oriented approach and a commitment to continuous improvement.

Definitions

training means the process by which an NVR registered training organisation, or a third party delivering services on its behalf, facilitates learning and the acquisition of competencies consistent with the requirements specified in the training product.

training product means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

training support services means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.

wellbeing support services means support services and resources to assist with VET students' physical, mental, and emotional wellbeing.

services means:

- training and assessment;
- training support services (but excludes counselling, mediation, and information and communication technology services); and
- any activities related to the recruitment of VET students including marketing, enrolment, induction, or the collection of fees.

Policy

The training provided by ATQ College is 'quality' training that both engages and enables students to attain nationally recognised industry relevant competencies

At ATQ College the delivery of training includes locations, schedules and timetables, unit clustering and sequencing, delivery modes (e.g., classes, self directed learning ,workplace component, homework and online learning), equipment/facilities and resources, trainer and student requirements and the inclusion of any mandatory work placement or selected work place training

Management recognises that prospective applicants, to make an informed decision, regarding

1. The adequacy of ATQ College as their provider
2. The suitability of the course, services provided, costs and charges,
3. How to successfully navigate their provider, training and assessment

they require access to clear and accurate information concerning ATQ College, the relevant training product, student training and well-being support, fees costs and charges and any funding, obligations and liabilities, involvement of third parties and students are made aware of any changes that might affect them

This information is provided by ATQ College in the pre registration information i.e. before any fees are due and post registration information i.e. during training for each training product. Where all information, provided to the students, by ATQ College directly or any third parties is clear, accurate, current, accessible and tailored to the student cohort.

Where this includes communication systems that are operating to notify students as soon as practicable of any changes to ATQ College products or service that may affect them

ATQ College provides this information through written policy and procedure which is quality driven through:

strong customer focus

ATQ College identifies

1. the information students require prior to registration and enrolment and that this information is communicated to students prior to their registration and enrolment
2. the information students require post registration and enrolment and that this information is communicated to students continually throughout their registration period
3. This information is up to date, accurate, clear and easy to understand, and that students receive relevant and timely information that enables them to make informed decisions
4. This information is tailored to the student cohort

the active involvement of management

Ensuring the provision, management and administration of a financially solvent, compliant and evolving vocational education facility, products and services

Ensuring self-assurance, risk management, and governance oversight

Ensuring through written policy and procedure, forms, communications (whether directly or through third parties) that all pre and post registration and enrolment information regarding the provision of all required and suitable products and services is provided to applicants and registered students

Where this includes:

1. communication systems that are operating to notify students as soon as practicable of any changes to ATQ College products or service that may affect them

2. The systematic and scheduled review of the information provided to VET students.

a process-oriented approach

Designing, delivering, and reviewing ATQ College information systems for product and service information that uses documentation, scheduling and systematic steps, continuous feedback, and quality controls. Ensuring that every stage of the information system —planning, implementation, evaluation and improvement—is guided by documented processes that are transparent, consistent, and responsive to learner and industry needs

Where this includes:- Plan-Do-Check-Act

a commitment to continuous improvement

Systematic collection of stakeholder feedback and analysis at different stages of the information provision system – pre and post registration stages

Scheduling Collating, analysing, reporting of this feedback and implementation of continuous improvement

Involving regular scheduled self-assurance, audits, and stakeholder feedback into information system design and delivery. Where extra process attention is placed on high-risk areas such as new qualifications, third-party delivery, and online modes and ensuring new information in the case of new contingencies, industry and stakeholder changes or emergencies. Where the information system operates to notify students as soon as practicable of any changes to ATQ College products or service that may affect them

Procedure / Process: Plan-Do-Check-Act (PDCA)

The 2025 RTO Standards place a strong emphasis on self-assurance and continuous improvement.

ATQ College management understands that RTOs are expected to:

- Plan: design structured, student focused information systems
- Implement (Do): provide information in line with those strategies.
- Evaluate (Check): review student and third party feedback and compliance data.
- Improve (Act): take corrective and improvement actions, then document and embed them

Plan

1. What Product and Service Information

Planning and identifying what information to include in pre-registration information that makes it possible for a prospective student to make an informed decision as to ATQ College as their provider and the course and what information to make available and communicate in post registration information that facilitates the students progression to achieving their vocational target

Pre-registration

Prior to student registration management and administration ensure that all ATQ College product and services information is current, accurate, clear and made available to all prospective students and any third parties involved in the promotions/marketing and registration process

Where this information is planned to make available to prospective students and third parties:

- the training product code and title
- mode of delivery: classroom, on-line, workplace, work based, simulated
- delivery location/s,
- course structure, duration, scheduling and commencement date/s
- any work placement, work integrated learning or community-based learning requirements
- any licensing or occupational license requirements, including any relevant industry regulator, state and territory requirements
- information about use of third parties
- fees, costs and charges (including what is and is not included in the fees and charges)
- training support services that may be available e.g. resources, staffing, locations, placement, courseware, reasonable adjustments, timetables, schedules, structures, monitoring, and what actions they can take to support their own training
- available wellbeing support services (internal or external) and what actions they can take to support their own wellbeing. Where this support may relate to physical, mental, or emotional wellbeing, including assistance for financial hardship that may affect course continuation. eg counsellors, extra tuition, lifestyle, student study groups, funding, student loans, student ombudsman, religious, legal, accommodation,
- information on getting and using a student identifier
- student rights and obligations (e.g. sourcing their own work placement or providing their own work resources)
- complaints and appeals
- cancellations, deferments, refunds
- physical, entry, licensing, or prerequisite requirements
- any obligations or liabilities which may be imposed by ATQ College or third parties on the students for e.g. non payment of fees and charges, non-attendance, lack of academic progress, cheating, use of AI, plagiarism, behavioral, discriminatory,

- any student obligations and requirements to commence or complete the training product including assessment e.g. uniform, PPE, criminal check, age, visa currency, USI

Prior to student registration management and administration ensure that ATQ college makes it known to the market and prospective students, third parties that there has been changes to any College, product and service including: Change e-notices, Change written notices, verbal communication, emails, meetings, flyers/brochures- version controls

Post registration

After registration and enrollment and throughout the duration of registration (which includes post training for testamur awarding and any appeals or complaints) management and administration ensure that all ATQ College product and services information is accessible and available to all students whether directly or through third parties. This information includes:

- contact details for ATQ College
- course details, cost or duration
- changes to the training product students are enrolled in (e.g. superseded units; transition arrangements)
- services offered (including support services)
- ownership of ATQ College
- changes to third party arrangements
- unexpected events impacting delivery such as a natural disaster.
- Changes or new training locations, modes

Post student registration management and administration ensure that ATQ college makes it known to the market and prospective students, third parties that there has been changes to any College, product and service including: Change e-notices, Change written notices, verbal communication, emails, meetings, flyers/brochures- version controls

2. What Information communication and distribution arrangements

Planning what medium of information communication and channels of distribution are going to be used that suits the intended student cohort

Marketing, promotion, registration and enrollment materials

Medium e.g. International students prefer paper based, full profiles, flyers, etc

Channels e.g. internet, website, third party, community organizations , newspapers etc

courseware, learner guides, kits, forms

paper based, on-line

Planning what system in place to notify students and relevant third parties as soon as practicable of any changes to products and service that may affect them including e-notifications, email, meetings, notices

3. Tailored to student cohort

ATQ College designs:

- Marketing, promotional, registration and enrollment materials (e.g., brochures, websites, promo videos)
- courseware
- guides
- Kits
- Forms

Ensuring that information is tailored to student cohort and needs e.g.

using language, visuals, and examples that align with the backgrounds, interests, and learning needs of the cohort depending on the relevant cohort characteristics —e.g. domestic, international, mature-age learners, students, remote learners, etc.

Ensure examples and descriptions reflect students' cultural, linguistic, or workplace contexts, making services feel relevant and accessible.

Highlight mode of delivery, entry pathways, support services, and flexibility in ways that resonate with the target cohort's circumstances

Do

- Implement pre and post registration information communication strategies as planned.
- Implement information and communication system to notify students as soon as practicable of any changes to products and service that may affect them
- Ensure third parties have required information and that they inform students
- Manage and respond to information inquiries, complaints and appeals

Check

- Whilst communicating, gather evidence of engagement, progress, and issues for later review
- Review complaints, appeals, incidents, submissions, feedback
- Review changes to student requirements, training package and unit changes, cohort changes

Act

- Implement structured continuous improvement
- take corrective or improvement actions based on what was learned in the check stage
- Make changes to information and communication systems based on evidence.
- Where something worked well, make it the new standard practice across trainers, campuses, or delivery modes
- Fix and mitigate weaknesses or risks identified in the Check stage
- Keep a clear record of what actions were taken, why, and the outcomes expected
- Feed lessons learned back into the next planning cycle so information and communication continually evolves

Work placements

Where a student is required to attend Work Placement, ATQ College will:

- Ensure a Work place Agreement is in place prior to commencement of the training outlining: roles and responsibilities of all parties including any facilities, equipment or resources (which may include workplace supervision) required to be provided by the host workplace. The original Work placement Agreement signed by the student, workplace and ATQ College will be kept in the student's file.
- Party responsibility for resourcing
- Monitor the placement to ensure that both the Host Workplace and the student are meeting their obligations under the Work place Agreement.
- Ensure the Host Workplace is engaged in the process of communication and providing required information to students attending their workplace
- Ensure students and host employers have the opportunity to provide feedback

Self Study

Ensure that information regarding self study is provided to all students

Ensure that this information includes

- Mandatory requirement
- Hours
- Student responsibility for resourcing requirements- platform, logon, security
- Attendance and progress
- Sequencing, timetables, supervision, assessment
- Meetings
- Sign on/sign off
- Availability and contact details of trainers and assessors

- Student support including for student well being during self study

Simulations

Ensure that information regarding self study is provided to all students

Ensure that this information includes

- Party responsibility for resourcing
- Sequencing, timetables, supervision,
- Delivery and assessment
- Attendance requirements