



PP10 – Student Information Management

1. Purpose

This policy ensures that all VET students have access to clear, accurate, and timely information about Austra College, training products, support services, fees, and any relevant student obligations. It guarantees transparency, protects student rights, and supports informed decision-making, in line with the Standards for RTOs 2025.

2. Scope

This policy applies to:

- ✚ All prospective and current VET students
- ✚ All marketing, admin, compliance, and support staff
- ✚ Any third parties acting on behalf of Austra College to deliver training, support, or recruitment services

3. Definitions

Term	Definition
Training Product	A course, qualification, unit of competency or skill set listed on Austra College's scope of registration.
Third Party	Any person or organisation delivering services on behalf of Austra College (including training, marketing or enrolment).
Pre-Training Review (PTR)	A formal process used to evaluate a student's training needs and ensure they receive all course-related information before enrolment.
Pre-Enrolment Disclosure	The process of communicating critical information such as course fees, obligations, credit transfer, RPL, complaints, and appeals.

4. Legislative Reference

- ✚ Standards for RTOs 2025 – Outcome Standard 2.1
- ✚ National Vocational Education and Training Regulator Act 2011
- ✚ Privacy Act 1988
- ✚ Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)

5. Policy Statement

Austra College ensures all information provided to VET students — either directly or through a third party — is:

- ✚ Clear, accurate, current, and consistent across platforms and documents

Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	81



- ✚ Delivered prior to enrolment and before any fees are paid
- ✚ Communicated via a Pre-Training Review (PTR) process, which confirms student understanding and retention
- ✚ Regularly updated via an annual audit of all student information channels (website, brochures, handbooks)

6. Procedure – Step by Step

1. Ensure All Student Information Is Clear, Accurate and Current [Clause 2.1(2)(a)]

Step	Action	Responsible
1.1	Draft or update online content (website, flyers, handbook) using the most recent training package and TAS.	RTO Manager
1.2	Apply version control and record the approval of each item before release	RTO Manager/ CEO
1.3	Translate technical terms into plain English and ensure readability for the intended audience	Admin Officer
1.4	Check that all third-party communications (brochures, digital ads) use only Austra College-approved content	RTO Manager
1.5	Store master versions of all current student information documents in the version control register	Admin Officer

2. Identify and Communicate Required Pre-Enrolment Information [Clause 2.1(2)(b)]

Step	Action	Responsible
2.1	Determine pre-enrolment information requirements based on: • Clause 2.1(2)(c) • TAS • Funding contract conditions (If any) • Common student queries	RTO Manager
2.2	Document required information in the Pre-Training Review (PTR) Form, Student Handbook	RTO Manager
2.3	Deliver required information verbally and/or in writing to the student during the PTR meeting	Marketing Officer/ Admin Officer
2.4	Obtain student acknowledgement in PTR form (signature or digital acceptance) confirming receipt and understanding of all information.	Admin Officer
2.5	File completed PTR form and disclosures in the student's record in SMS or Version Control Register	Admin Officer

Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	82



3. Make Key Student Information Easily Accessible [Clause 2.1(2)(c)(i–iv)]

Step	Action	Responsible
3.1	Ensure the following info is visible on the website and in the Student Handbook: (i) Course code, title, duration, delivery mode, start date, assessment, licensing, third-party arrangements	RTO Manager
3.1	(ii) Training and wellbeing support services, access methods and contacts	Student Support Officer
3.1	(iii) All tuition fees, payment terms, refund policies, and funding options	Admin Officer
3.1	(iv) Student obligations (materials, IT, USI, uniforms)	RTO Manager
3.2	Use a visibility checklist to verify all web pages, brochures and handbooks include these items	RTO Manager
3.3	Review this content during each annual policy audit or when a course or regulation changes	RTO Manager

4. Provide Pre-Enrolment Disclosure Documents [Clause 2.1(2)(d)]

Step	Action	Responsible
4.1	Provide all students information before enrolment- on website, student handbook and Pre-training review form including: (i) Training to be delivered by Austra College or third party	Admin Officer
4.1	(ii) All fees, charges and payment schedule	Admin Officer
4.1	(iii) All student obligations (e.g. laptop, uniform)	Admin Officer
4.2	Embed this disclosure into the PTR Form and ensure students confirm understanding	Trainer/ Admin Officer
4.3	File the signed PTR and offer letter/quote in the student file or SMS	Admin Officer

5. Notify Students of Changes to Training or Operations [Clause 2.1(2)(e)]

Step	Action	Responsible
5.1	Monitor changes in scope, delivery mode, locations, training product updates or third-party arrangements	RTO Manager
5.2	Identify affected students (by cohort or individual)	Admin Officer
5.3	Draft a formal communication (email/letter/SMS) outlining the change, impacts, options, and support	RTO Manager

Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	83



5.4	Send communication to affected students within 4 weeks of confirming the change	Admin Officer
5.5	Offer and document any support provided (e.g. transition, withdrawal, refund)	Student Support Officer
5.6	Record the communication and actions taken in the Change Notification Register	RTO Manager

7. Compliance Indicators

-  **2.1(2)(a):** Website and materials are current, accurate, and reviewed
-  **2.1(2)(b):** PTR is completed before enrolment and fee collection
-  **2.1(2)(c):** All course-related info is accessible (fees, support, assessment, obligations)
-  **2.1(2)(d):** Students receive written disclosure of training, fees, and obligations
-  **2.1(2)(e):** Changes are communicated promptly and logged with transition support

8. Related Documents

-  Pre-Training Review Form
-  Student Handbook
-  Austra College Website and Course Flyers
-  PP5 Credit Transfer and PP8 RPL Policy
-  PP16-Feedback, Complaints and Appeals Policy
-  PP32 Fee Management and Refund Policy
-  Marketing Review Checklist
-  Version Control Register
-  Continuous Improvement Register
-  Change Notification Record (if applicable)

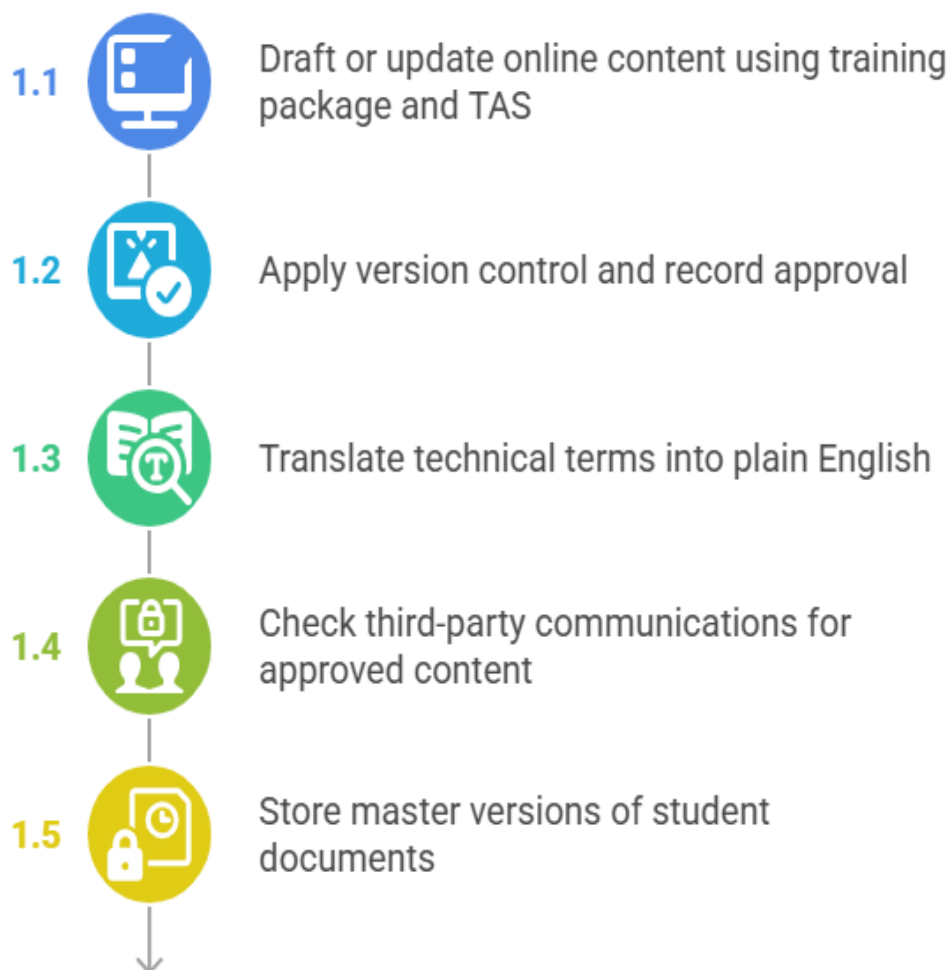
Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	84



9. Flow chart

1.

Ensure All Student Information Is Clear, Accurate and Current

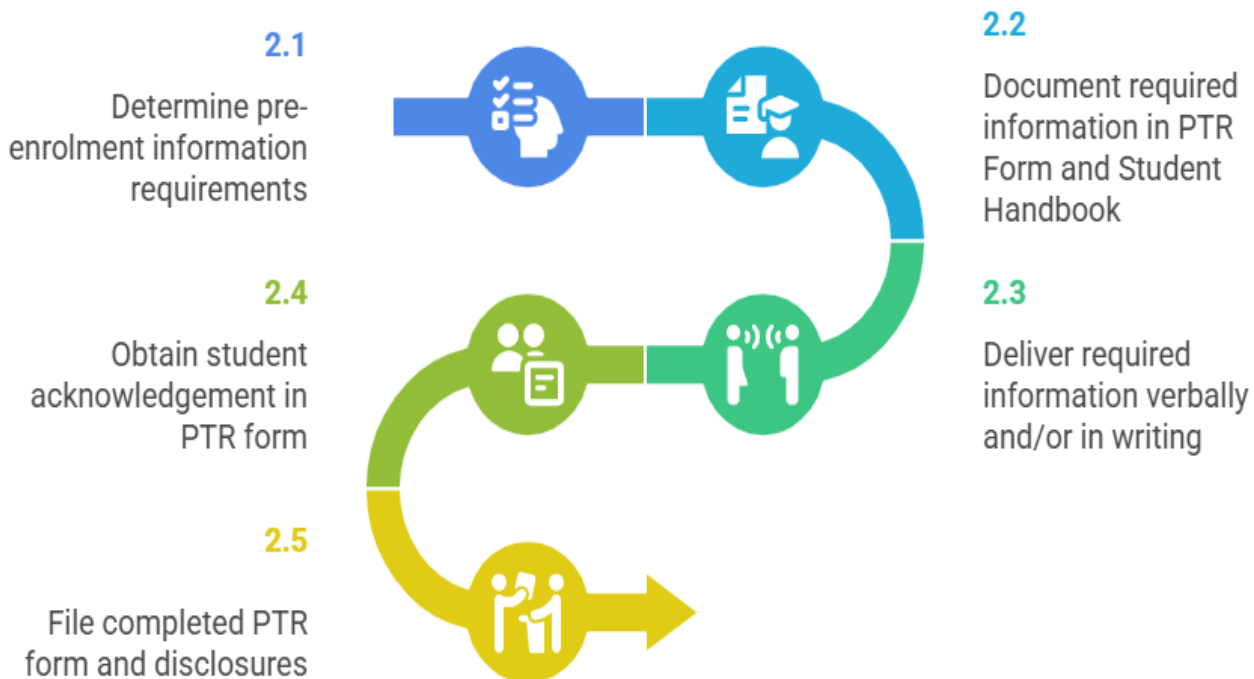


Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	85



2.

Identify and Communicate Required Pre-Enrolment Information



Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	86



3.

Make Key Student Information Easily Accessible

3.1
Ensure course details are visible
on website and handbook



3.1

Make training and wellbeing
support services accessible

3.1
Clearly outline tuition fees and
payment terms



3.1

Define student obligations

3.2
Use visibility checklist for
verification



3.3

Review content during audits and
changes

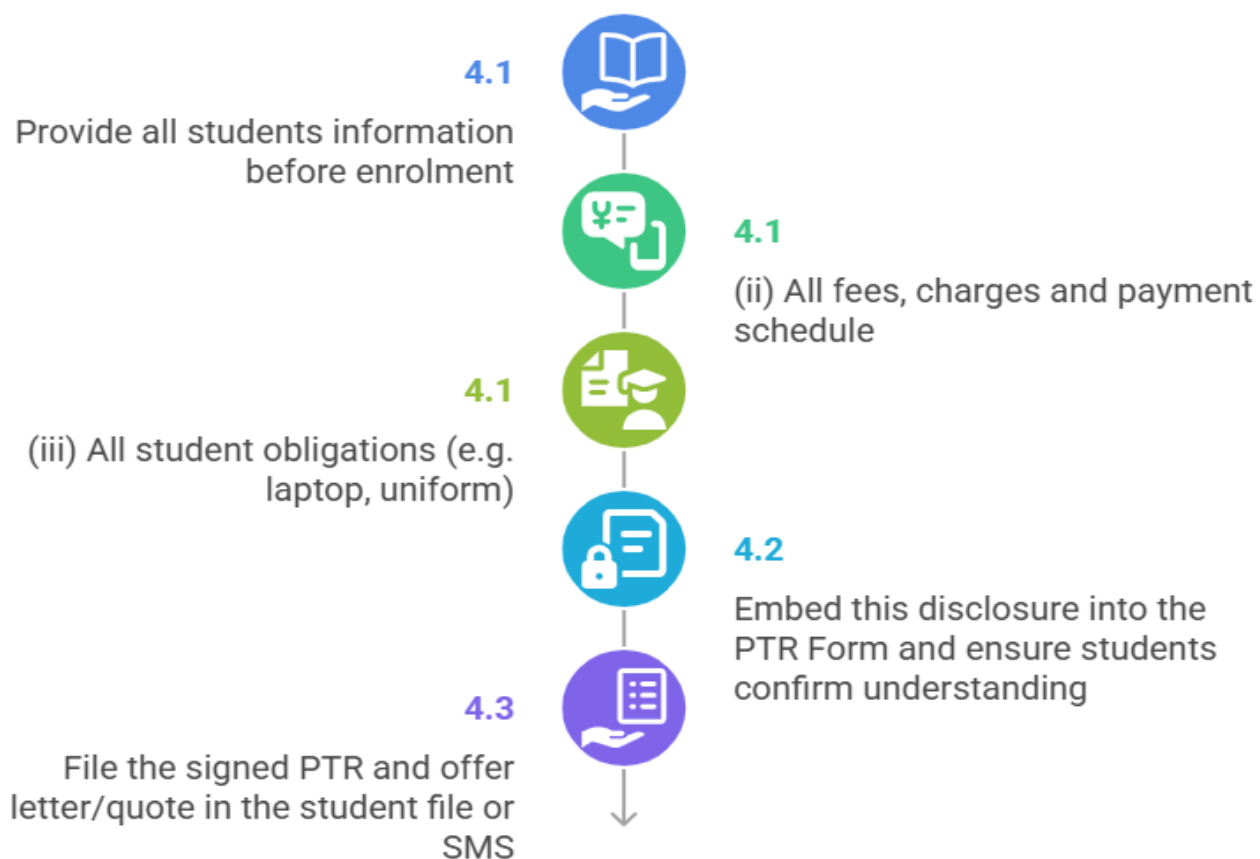


Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	87



4.

Provide Pre-Enrolment Disclosure Documents

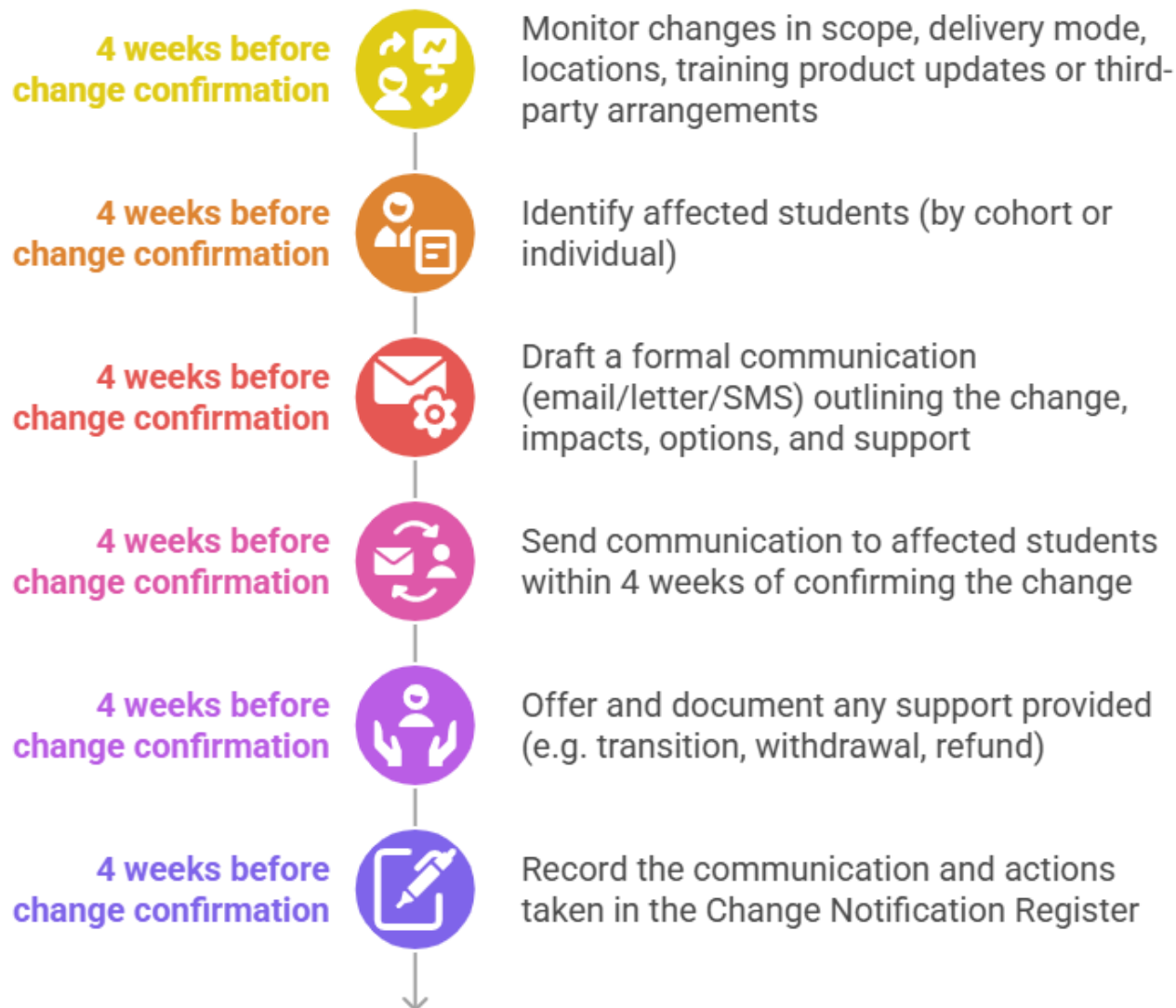


Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	88



5.

Notify Students of Changes to Training or Operations



Version	V2.1	Document Name	Policy and Procedure
CRICOS Code.	03187D	RTO Name	Austra College
RTO Code.	40336	Page number	89